

# TARPORLEY HIGH SCHOOL & SIXTH FORM COLLEGE



## SELF SERVICE PASSWORD RESET

### [Abstract](#)

This user guide will show you how to setup the security information on your account so that you can change your password at home.



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## 1. INFORMATION

You have the ability to reset your school account password at home.

You will need to setup security information so that you can be verified; to be able to reset your password.

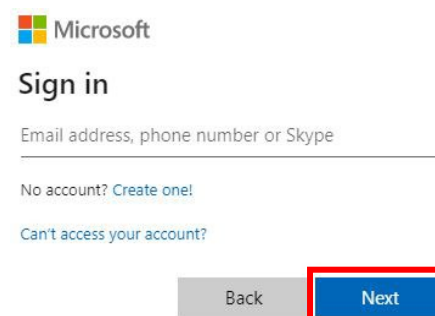
## 2 HOW TO SETUP YOUR SECURITY INFORMATION

Please follow the below steps on how to setup security information which is needed when you reset your password.

- 2.1. On you device, go to [www.office.com](http://www.office.com) via a web browser and select 'Sign in'.



- 2.2. Enter your school email address and select 'Next'.



- 2.3. Re-enter your school email address and enter your password.  
Then select 'Sign in'.





- 2.4. Once logged in, you will be asked to supply more information.  
Select 'Next' to confirm.



@tarporleyhigh.co.uk

### More information required

Your organisation needs more information to keep  
your account secure

[Use a different account](#)

[Learn more](#)

Next

- 2.5. You will be asked to re-enter your  
password, select 're-enter my password'.

confirm your current password

In order to keep your security information private, we need you to re-enter your current password on the next page.

re-enter my password

Cancel

- 2.6. Re-enter your password in the password box and select 'Sign in'.

Tarporley High School  
Federation Service

Sign in

@TarporleyHigh.co.uk

Password

Sign in

- 2.7. If prompted to stay signed-in, tick the box and select  
'Yes'. This is optional, so you can select 'No'.



@tarporleyhigh.co.uk

### Stay signed in?

Do this to reduce the number of times you are asked  
to sign in.

☒ Don't show this again

No

Yes

2.8. You will be asked to setup a mobile phone and security questions.

Note: If you do not have a mobile phone, please ask your parent/carer to use theirs.

Don't lose access to your account!

To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We won't use this to spam you – we'll just use it to make your account more secure. You'll need to set up at least 2 of the options below.

- Authentication Phone is not configured. [Set it up now](#)
- Security Questions have not been configured. [Set them up now](#)

Finish Cancel

Select 'Set it up now' to authenticate a mobile phone.

2.8.1. You will be asked to verify your phone number. You need to select the country or region.

From the drop-down box select 'United Kingdom (+44)'.

Don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone  
Select your country or region  
Enter your authentication phone number

text me

call me

Back

Don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone  
United Kingdom (+44)  
Enter your authentication phone number

text me

call me

Back

Then enter your mobile number in the box below the region and select 'Text me' to receive a text with a code.

2.8.2. When you receive the text message, type the code into the below box and select 'Verify'.

We've sent a text message containing a verification code to your phone.

verify

Back

Note: If the text message does not come through you can use the 'Call me' option instead.

- 2.9. Once the mobile phone has been setup, you then need to setup the security questions. Select 'Set them up now'.

### Don't lose access to your account!

To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We won't use this to spam you – we'll just use it to make your account more secure. You'll need to set up at least 2 of the options below.

✓ Authentication Phone is set to  [Change](#)

! Security Questions have not been configured. [Set them up now](#)

[Finish](#) [Cancel](#)

- 2.9.1. Go through the security questions by selecting a question by choosing from the list, then fill in your answers.  
Once you have completed the questions, select 'Save answers'.

### Don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.

Security question 1  
 [?](#)

Security question 2  
 [?](#)

Security question 3  
 [?](#)

Security question 4  
 [?](#)

Security question 5  
 [?](#)

[Save answers](#)

- 2.10. Once you have completed your security questions and a mobile has been setup, select 'Finish'.

### Don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

✓ Authentication Phone is set to  [Change](#)

✓ 5 Security Questions have been configured. [Change](#)

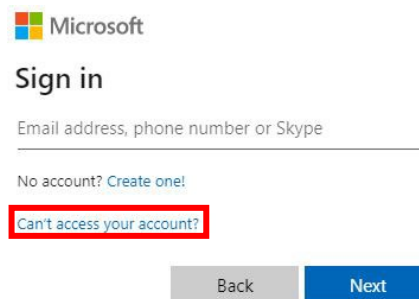
[Finish](#) [Cancel](#)

### 3 HOW TO RESET YOUR PASSWORD

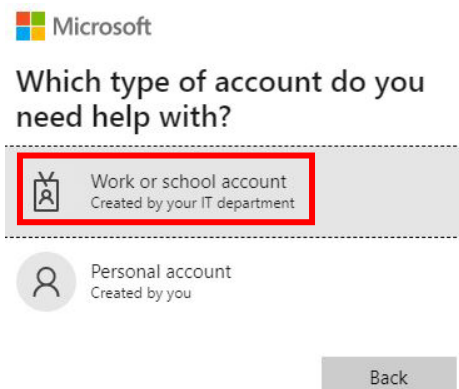
- 3.1. Go to [www.office.com](http://www.office.com) via a web browser and select 'Sign in'.



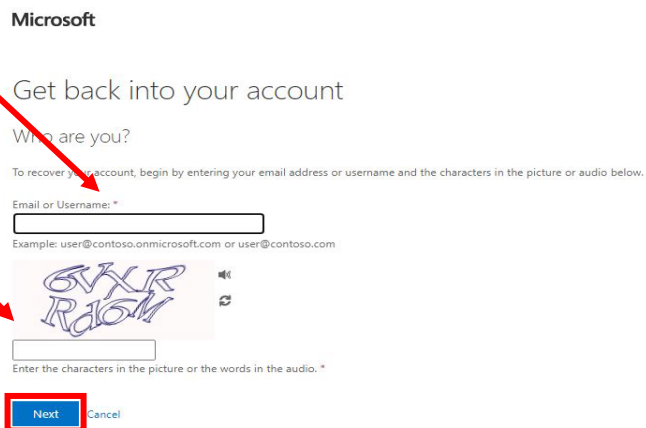
- 3.2. Select 'Can't access your account?'.



- 3.3. Select 'Work or school account'.



- 3.4. Enter your school email address.  
Then enter the characters from the CAPTCHA picture.  
Then select 'Next'.



- 3.5. You will then be asked to verify yourself with two steps.



### Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

First step, select either:

- a) Send a text to my mobile phone number.
- b) Call my mobile phone number.

☒ Send a text to my mobile phone number

☐ Call my mobile phone number

☐ Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*34) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Option A - **Send a text to my mobile phone number.**

1. Enter your authenticated mobile phone number in the box. You can see the last two digits of the number for reference.  
Then select 'Text'.



### Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

☒ Send a text to my mobile phone number

☐ Call my mobile phone number

☐ Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*34) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

2. When you receive the text enter the code in the below box and select 'Next'.

☒ Send a text to my mobile phone number

☐ Call my mobile phone number

☐ Answer my security questions

We've sent a text message to your phone number containing a verification code.

Enter your verification code

Next



Option B - **Call my mobile phone number.**

1. Enter your authenticated mobile phone number in the box. You can see the last two digits of the number.

Then select 'Call'.

☐ Send a text to my mobile phone number

☒ Call my mobile phone number

☐ Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*34) below. You will then receive a call. Please answer it to continue.

Enter your phone number

Call

2. You will then get a phone call, follow the instructions on the call.

- 3.6. Once you have completed the first step of verification, you then need to complete the second step; security questions.

Answer the three security questions.

Then select 'Next'.

Please choose the second contact method we should use for verification:

☒ Answer my security questions

What is your favourite food?

What is your youngest sibling's middle name?

What was the name of the first school that you attended?

Next

[Contact your administrator](#)

3.7. You will then be able to enter a new password. Enter this twice and select 'Finish'.

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

\* Enter new password:

\* Confirm new password:

**Finish**

Cancel

Note: Passwords need to be a minimum of 8 characters long, contain a capital letter, number and symbol.

3.8. A message will confirm your password has been changed. Select 'Click here' to sign into Office.

# Get back into your account



Your password has been reset

To sign in with your new password [click here](#)

3.9. You will be directed back to the Office sign in page.



## Sign in

Email address, phone number or Skype

No account? [Create one!](#)

[Can't access your account?](#)

Back

Next