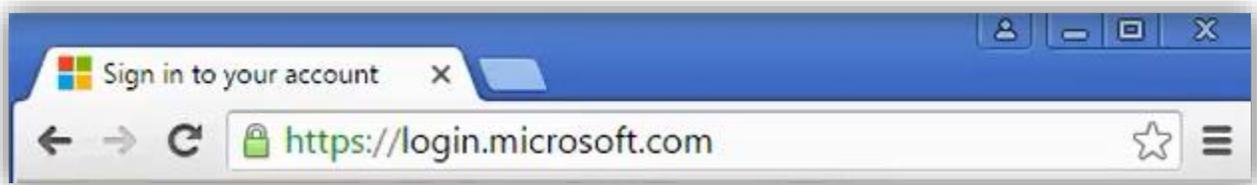


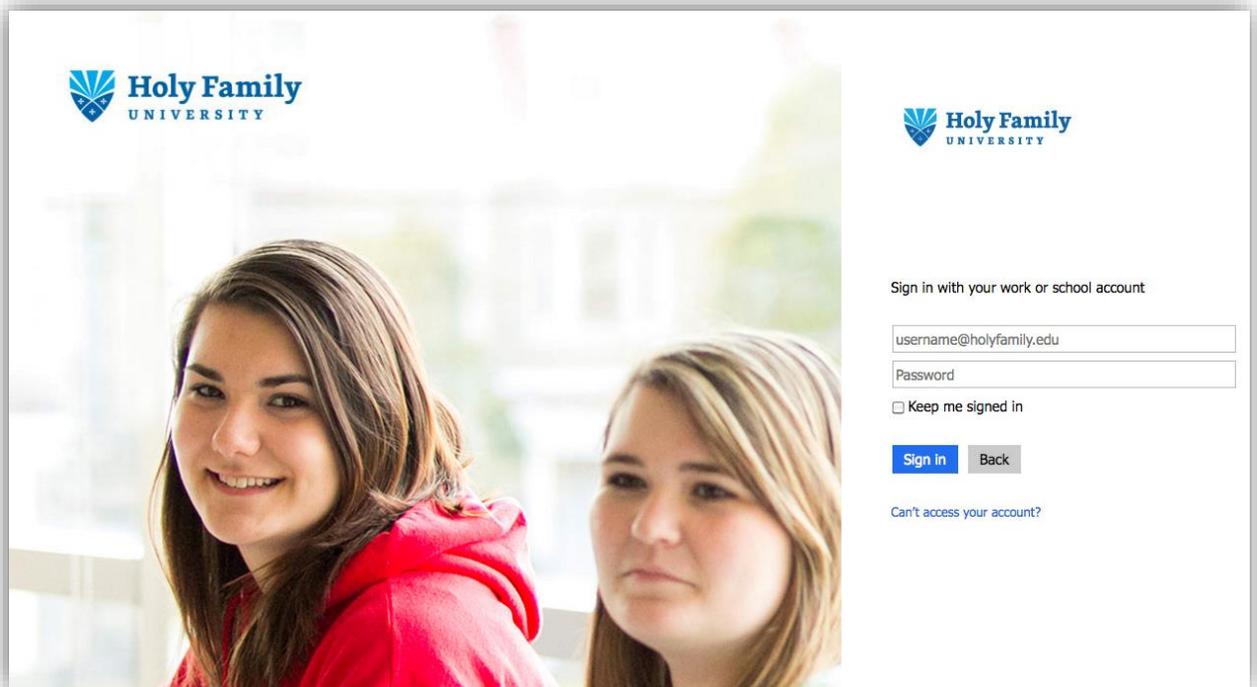
Resetting Your Password

Holy Family uses Office 365 to connect many of your online accounts (Gmail, WebAdvisor, Canvas, Office 365) with a single user name and password. If you are unable to log in to Office 365, or if you've just forgotten your password, you can regain access to your account by completing the following steps.

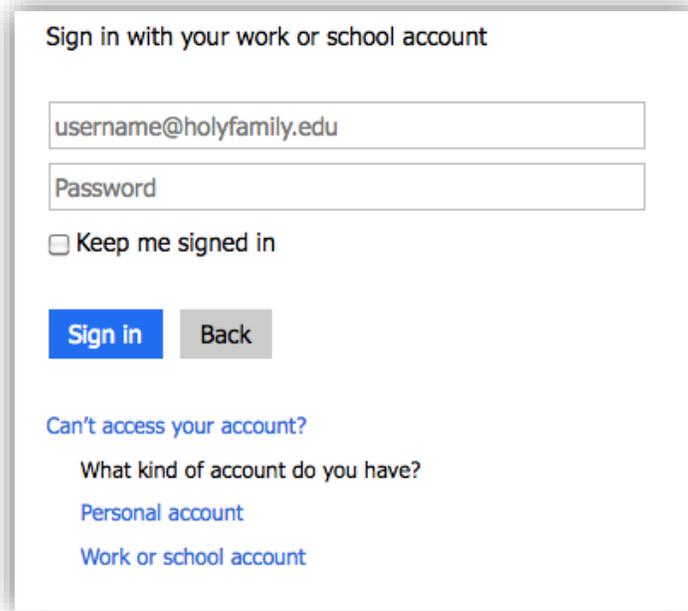
1. Open an internet browser (Internet Explorer, Mozilla Firefox, Google Chrome, Apple Safari), and navigate to login.microsoft.com.



2. On the resulting page, click "Can't access your account?" If this option is not immediately available, attempt to login as you would normally, and the option will present itself after the login attempt fails.



- When prompted to choose with kind of account you have, choose “Work or school account”.



Sign in with your work or school account

username@holyfamily.edu

Password

Keep me signed in

Sign in Back

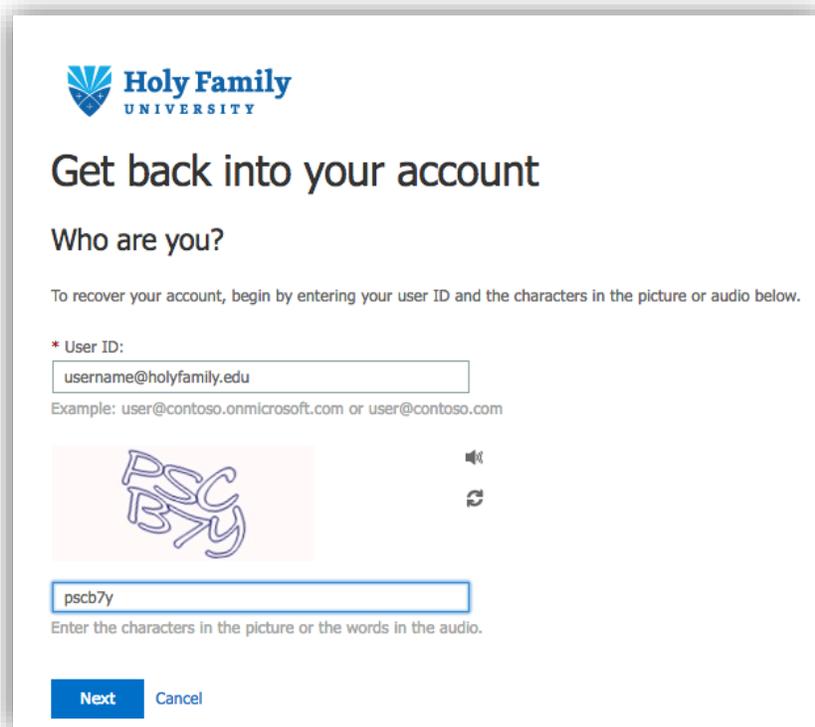
Can't access your account?

What kind of account do you have?

[Personal account](#)

[Work or school account](#)

- Next, enter your Holy Family email address into the User ID field. Enter the character displayed in the image into the bottom field, and click next when you're finished.



 **Holy Family**
UNIVERSITY

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

* User ID:

username@holyfamily.edu

Example: user@contoso.onmicrosoft.com or user@contoso.com

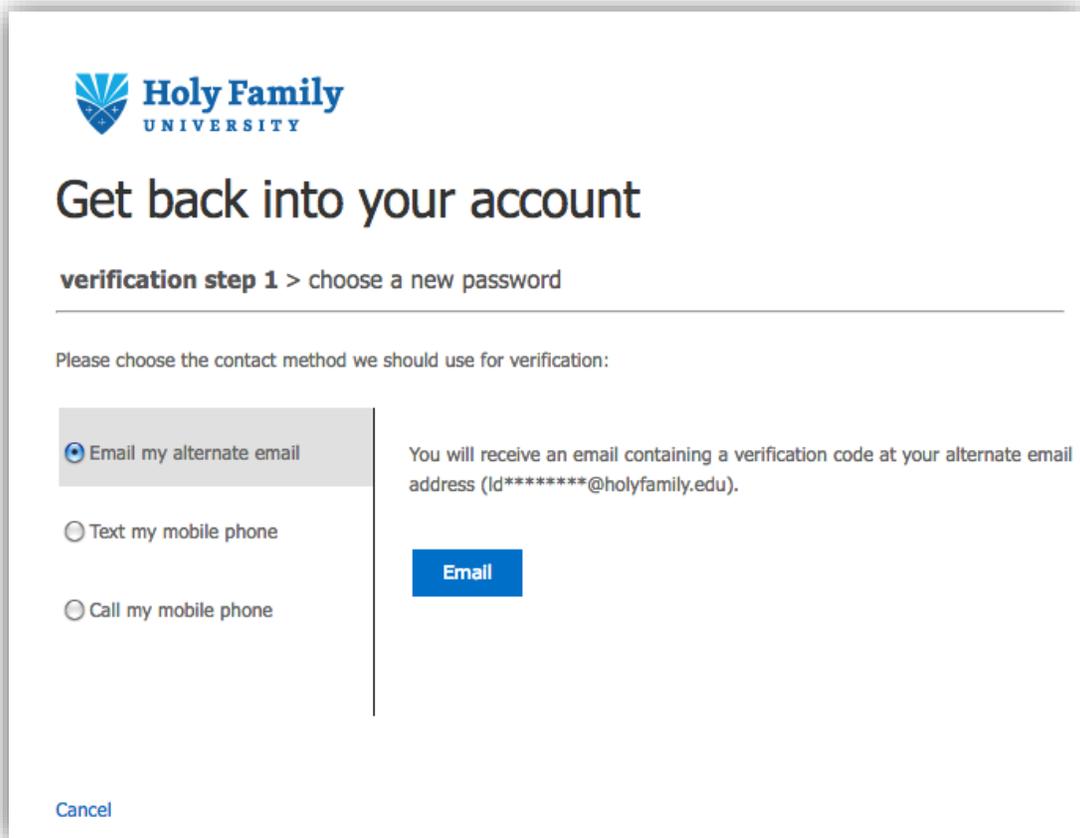
pscb7y

Enter the characters in the picture or the words in the audio.

Next Cancel

5. You will be asked to choose a method by which Microsoft can contact you to verify your identity. This could be an alternate email address, phone number, or sometimes both, depending on what you provided when you signed in for the first time.

Select a contact method, and Microsoft will send you a 6-digit verification code.



The screenshot shows a web interface for Holy Family University. At the top left is the university's logo, which consists of a blue shield with a white cross and the text "Holy Family UNIVERSITY" in blue. Below the logo is the heading "Get back into your account" in a large, bold, black font. Underneath the heading is the sub-heading "verification step 1 > choose a new password" in a smaller, bold, black font. A horizontal line separates this section from the next. Below the line, the text "Please choose the contact method we should use for verification:" is displayed. To the left of this text is a list of three radio button options: "Email my alternate email" (which is selected and highlighted with a grey background), "Text my mobile phone", and "Call my mobile phone". To the right of the selected option, there is a blue button labeled "Email". Below the button, there is a line of text: "You will receive an email containing a verification code at your alternate email address (Id*****@holyfamily.edu).". At the bottom left of the form, there is a blue link labeled "Cancel".

- Once you retrieve your verification code, enter it into the field provided on the following page and click Next.

Holy Family UNIVERSITY

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone

We've sent an email message containing a verification code to your inbox.

123456

Next Are you having a problem?

Cancel

- The next page will now prompt you to enter a new password. Type your new password under "Enter a new password", and again to confirm it under "Confirm new password". Click Finish.

Holy Family UNIVERSITY

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish Cancel

8. Microsoft will alert you that your password has been reset. Your new password will now allow you to log in to Gmail, WebAdvisor, Canvas, and Office 365.



For further assistance, call Help Desk at 267-341-3402. Help desk is available Monday through Thursday from 8:00 AM – 8:00 PM, and Friday from 8:00 AM – 4:00 PM.