# Office 365 Self-Service Password Reset

There are 4 steps you <u>have to follow</u> to successfully complete the password reset. If you don't follow all 4 steps you will get locked out.
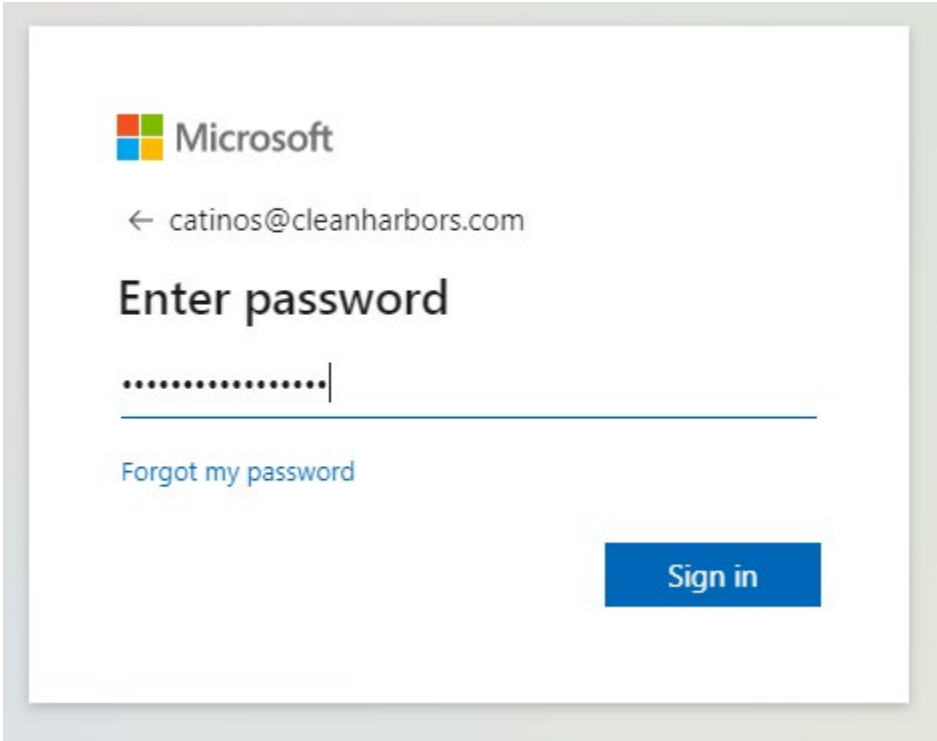
1. **Enroll in Microsoft Office password management tool**
2. **Reset your password on your computer**
3. **Clear your old password from you cache – Select control+alt+delete**
4. **Reset your password on your phone with company e-mail**
5. **Clear office Wi-Fi Cache (if in a Clean Harbors or Safety-Kleen office)**

Step 1 - How to Enroll in Password Management tool:

1. Now that Self-Service Password Reset is enabled, you can reset your password once you are enrolled by going to https://passwordreset.microsoftonline.com/ in your web browser. You will be challenged to verify two ways in order to change your password. Once the password is changed, you can use that new password to log into your computer, VPN, and any Office applications.

2. Log into office.com with a web browser on your computer.
   a. Type in your username.
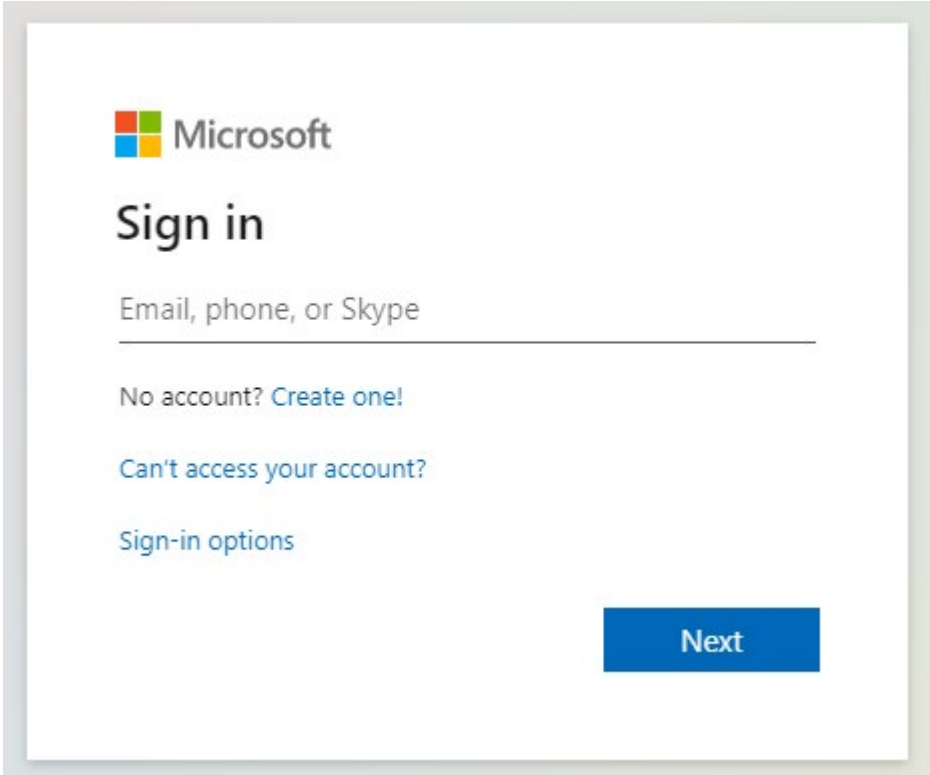
b. Type in your password.

c. Click **yes** when asked if you want to stay signed in.

3. Office 365 will then ask you to provide more information for self-service password reset enrollment.

4. Office 365 will ask you to provide an email address and a cell phone for verification when doing a password reset.

5. Enter your phone number and have it text you.

6. Provide your personal email (Gmail, Yahoo!, Comcast, etc.)
   I

Microsoft

artmoxfive@cleanharbors.com | **?**

don't lose access to your account!

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

✅ Authentication Phone is set to ━━━━━━━━ Change

❗ Authentication Email is not configured. Set it up now

finish   cancel

Microsoft

CATINOS@cleanharbors.com | **?**

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.
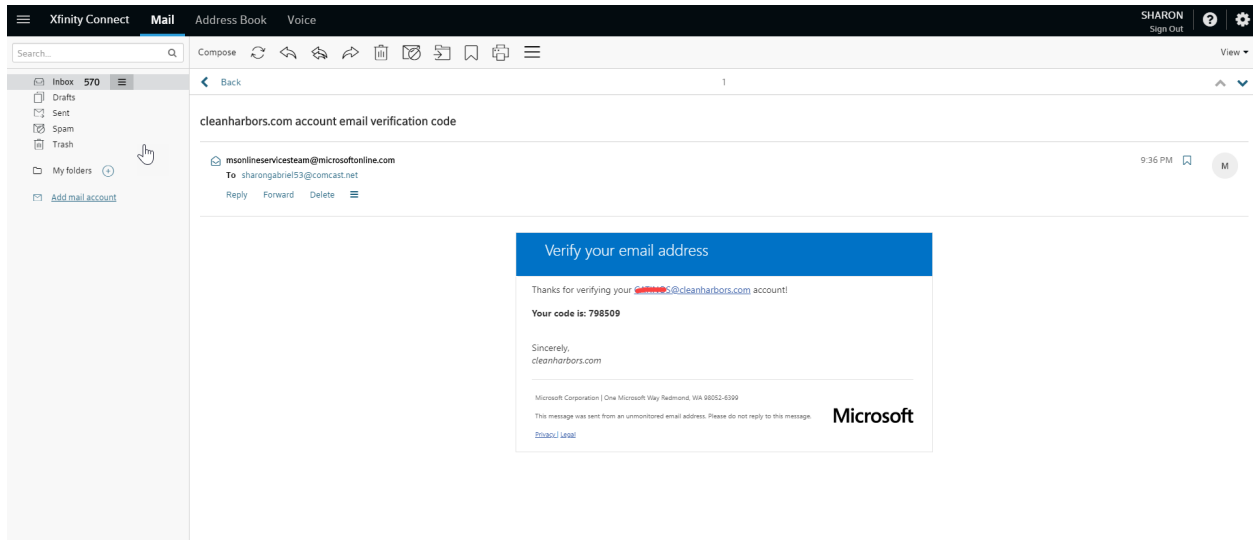
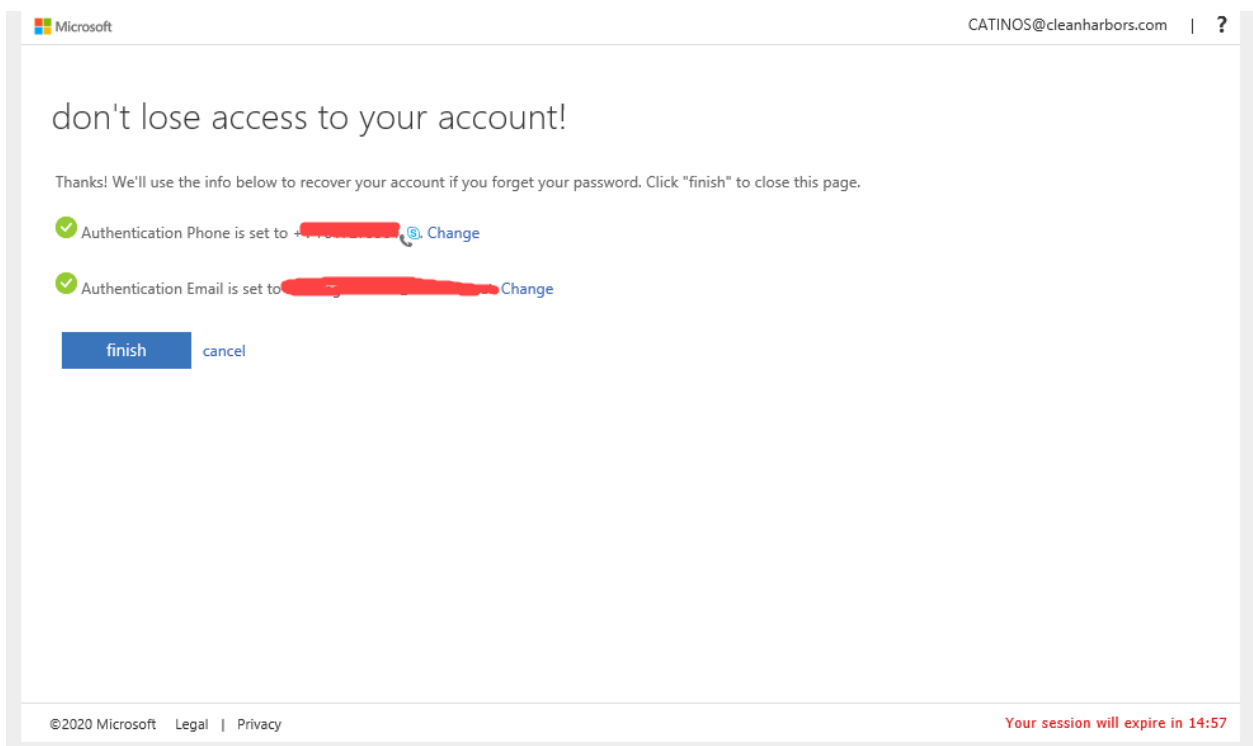Authentication Email

| ━━━━━━━━━━━━━━━━ | × |

email me

back

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Your session will expire in 14:56

7. Log into your personal email and open the verification code email to see your code number.

8. You're done putting in your authentication goodies. Click "Finish" to proceed.

9. Click **yes** when asked if you want to stay signed in.

Step 2 - How to Reset Your Password:

1. This changes your password in Office 365 as well as on your computer, your VPN, and your applications.
2. In a web browser, go to https://aka.ms/sspr or https://passwordreset.microsoftonline.com

3. Verify using 2 methods (phone call, text, email, or Microsoft Authenticator app).
4. For your first factor, use text, email or Microsoft Authenticator app:

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:

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

In order to protect your account, we need you to enter your complete mobile phone number (***********13) 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

Cancel

Microsoft

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:

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

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

344859

Next   Try again   Contact your administrator

If you are unable to reset your password after retrying, please contact Support for assistance.
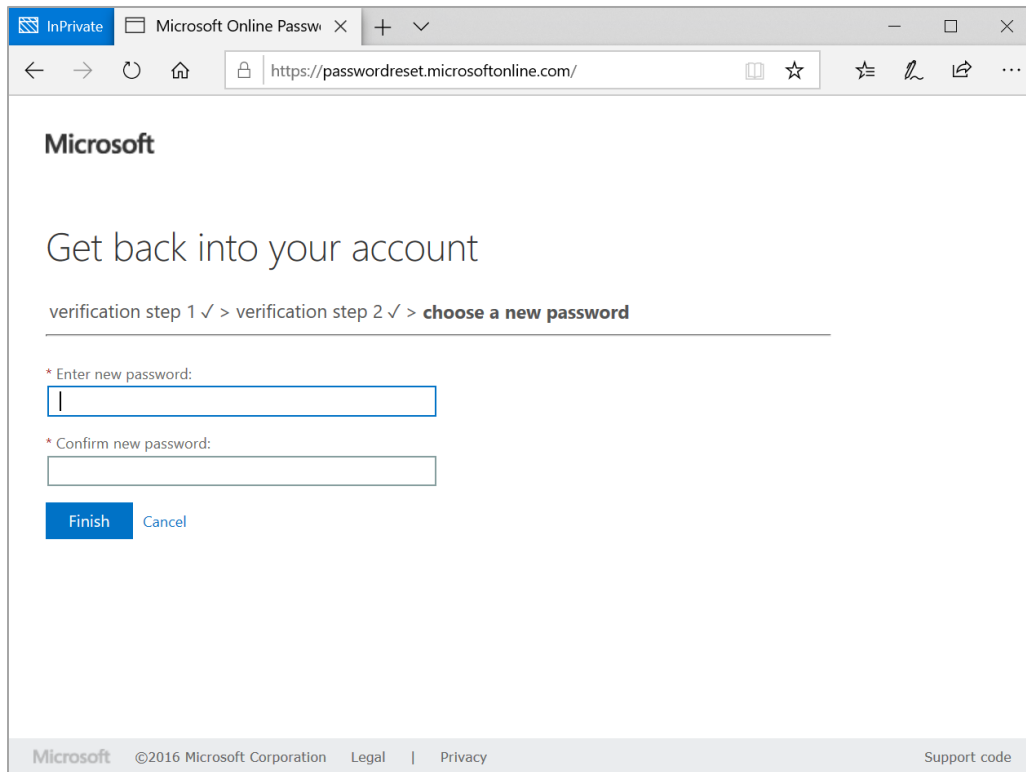
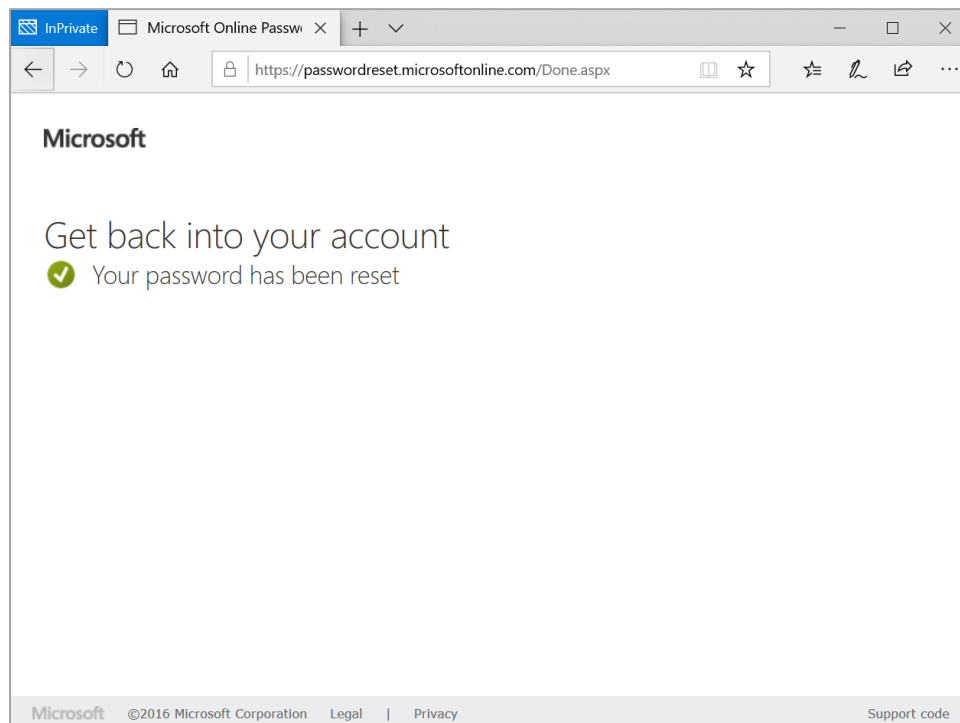5. For your next factor, use text, email, or Microsoft Authenticator app:
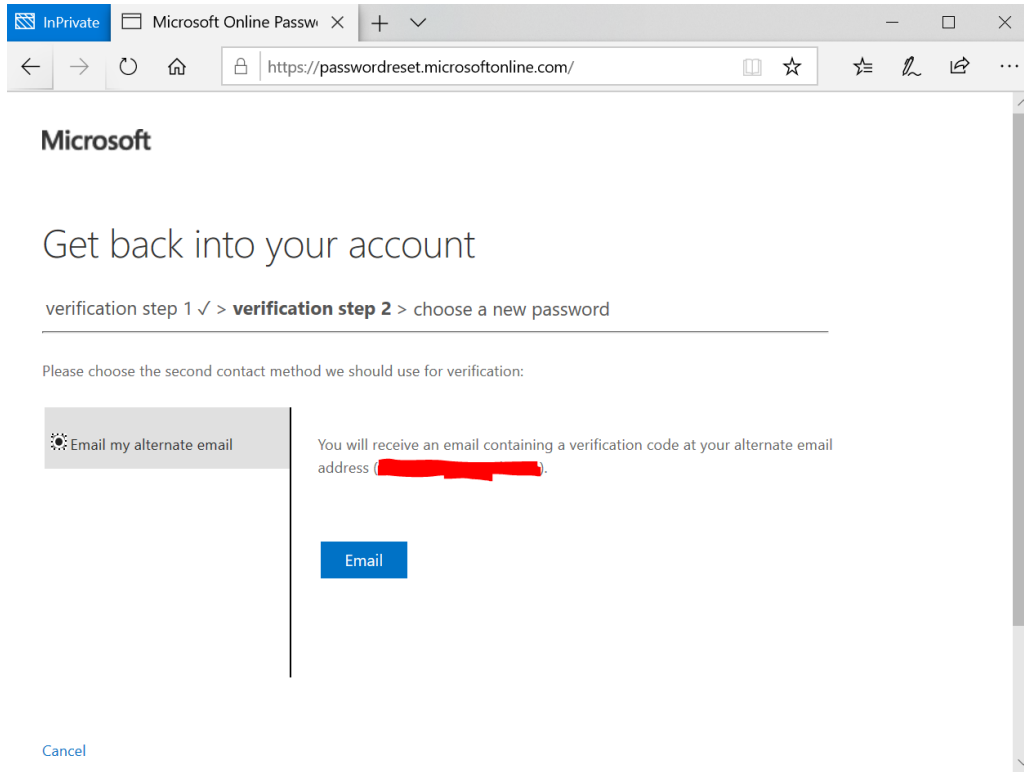
6. Validate the CAPTCHA if you are challenged with it. This User ID should be your Clean Harbors email address.
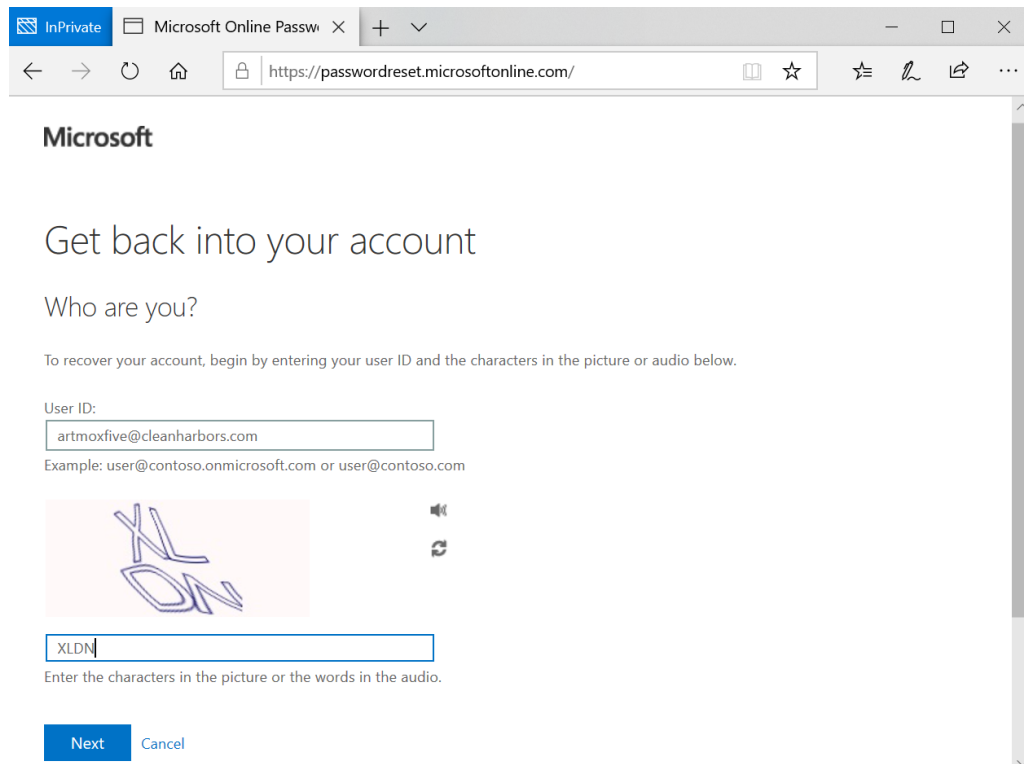
7. Set a new password.

8. You have successfully changed your password.

9. Use that new password to authenticate into your Microsoft apps (Outlook, Teams, OneDrive, etc.) as well as VPN and your computer.

## Step 3 - FINAL STEP. YOU HAVE TO COMPLETE THIS STEP SO YOU DON'T LOCK YOUR ACCOUNT OUT!

1. **If you're Off network (working from home)**
   a. Connect to VPN using new credentials. Cisco AnyConnect may download and install a new product update.
   b. Lock your computer (do this by selecting control+alt+delete)
   c. Unlock your computer by entering your new credentials
   d. You are done!
2. **If you're in a Clean Harbors Office**
   a. Turn off your Wi-Fi on your phone and computer (if on).
   b. Connect laptop to network (docking station)
   c. Lock computer, (do this by selecting control+alt+delete)
   d. Unlock your computer by entering your new credentials
   e. You are done!

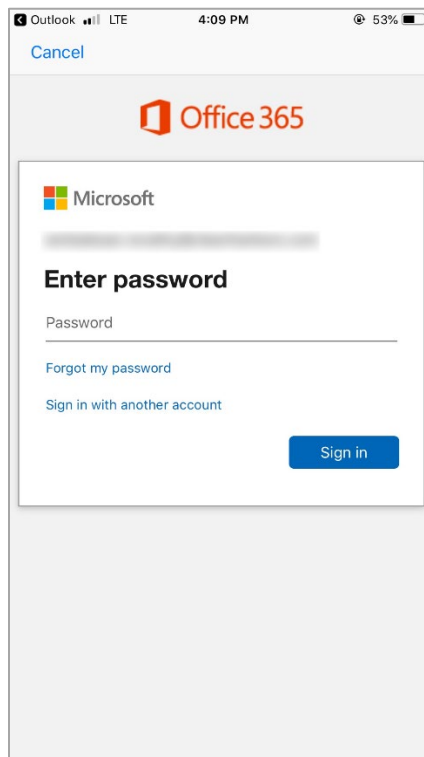## Step 4. -If you use the Outlook App:

1. Changing your password in your iPhone using the iPhone Outlook App:
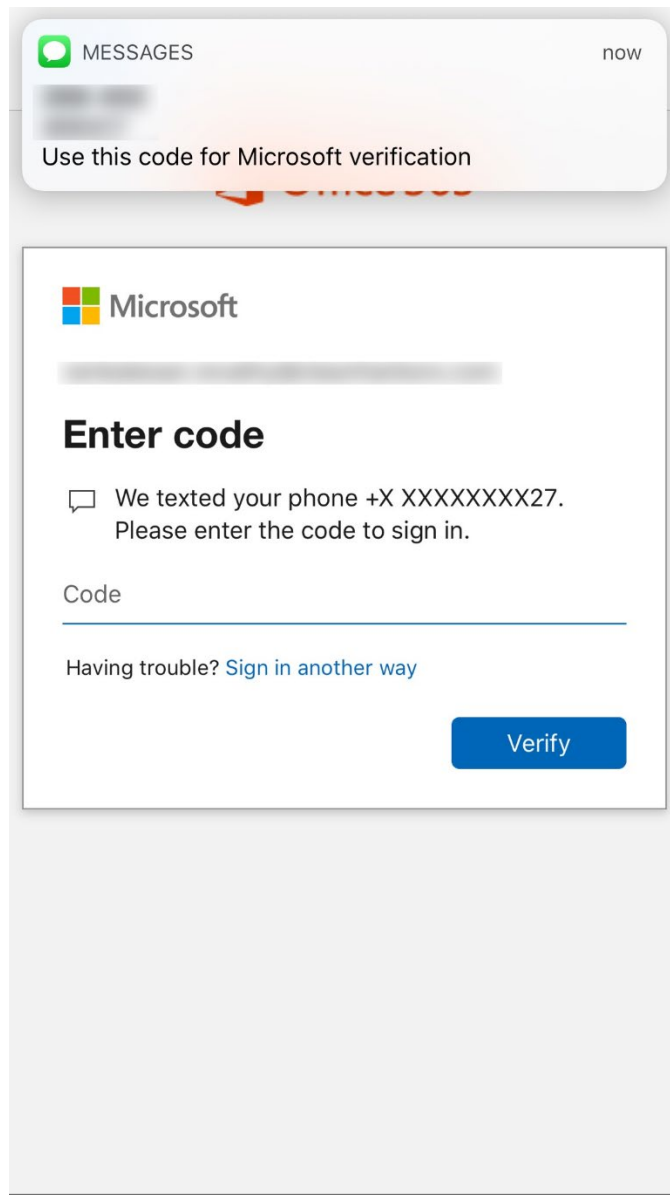   1. Open Outlook and tap "Sign-In" at the bottom of the screen
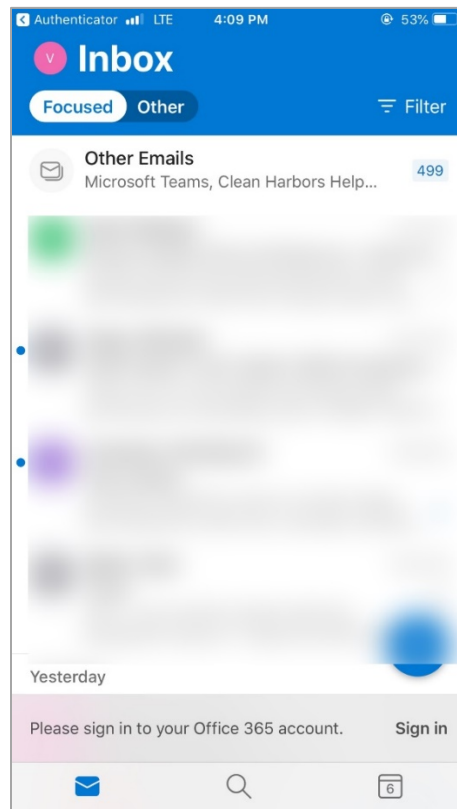
2. Authenticate with MFA:
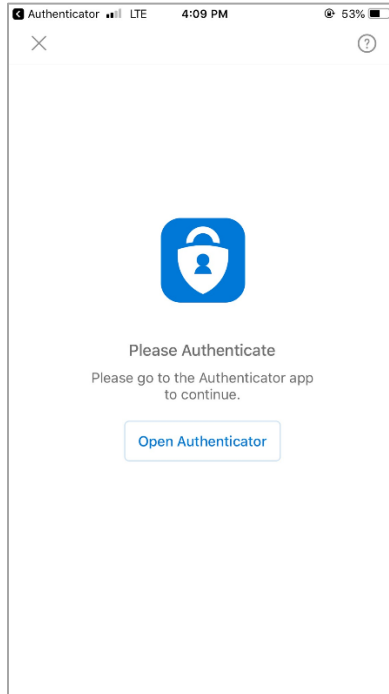
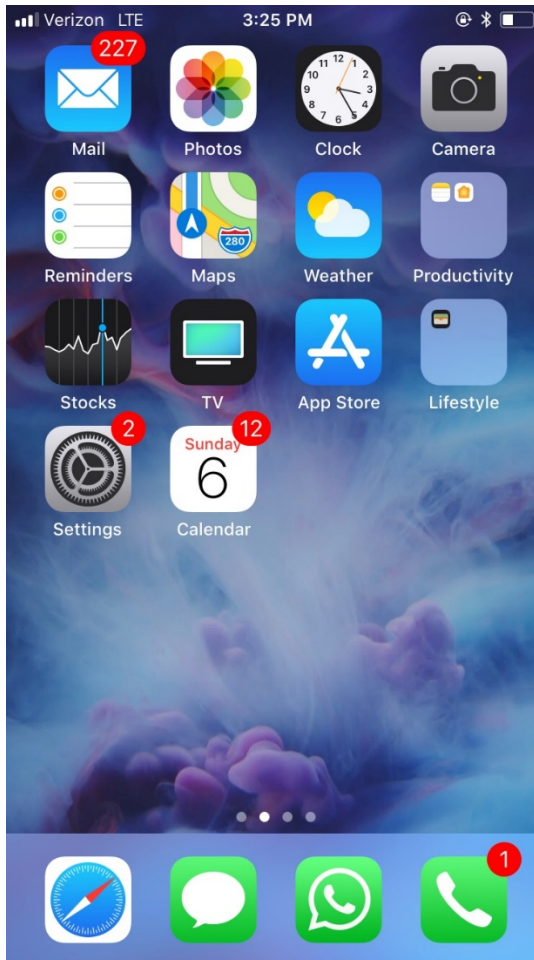3. Sign in with your new password.
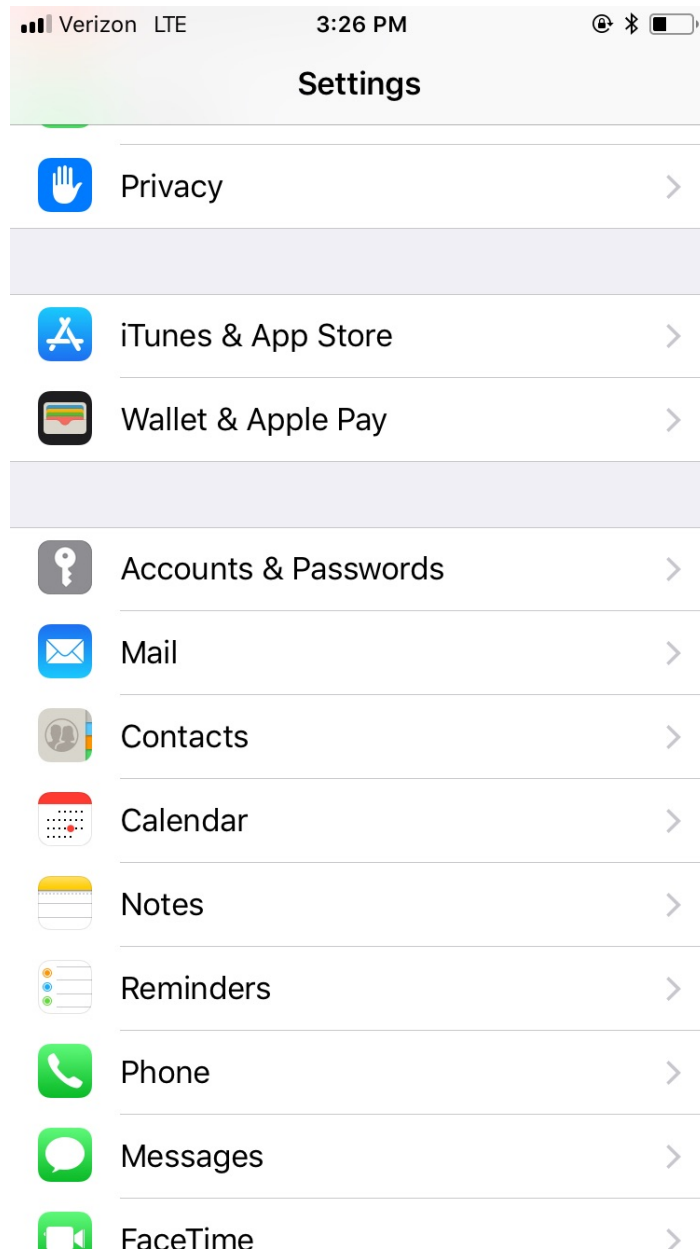
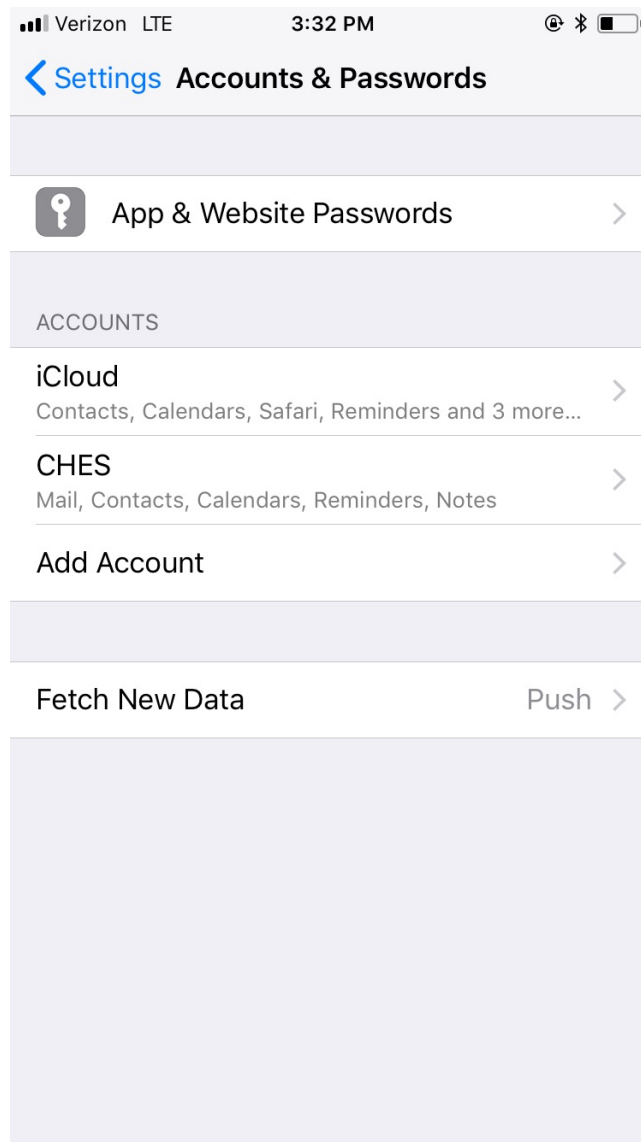4. Verify with text code:

If you use the iPhone Mail App:

1. Changing your password in your iPhone using the iPhone Mail App:
   a. In an iPhone, go to Settings.

b. Then go to Accounts & Passwords

c. Open the CHES account.

d. Under Exchange, click on your email address/account, type in new password.

Step 5. – If in a Clean Harbors or Safety-Kleen office, clear cache from phone

1. On your iphone (personal or work), go to Settings, Wi-Fi, click on CHES if your connected to the CHES network. Select 'Forget this Network'. Then you can connect to it again using your new password.

Get Help

Contact the IT Help Desk for support if needed at (617) 465-3220.