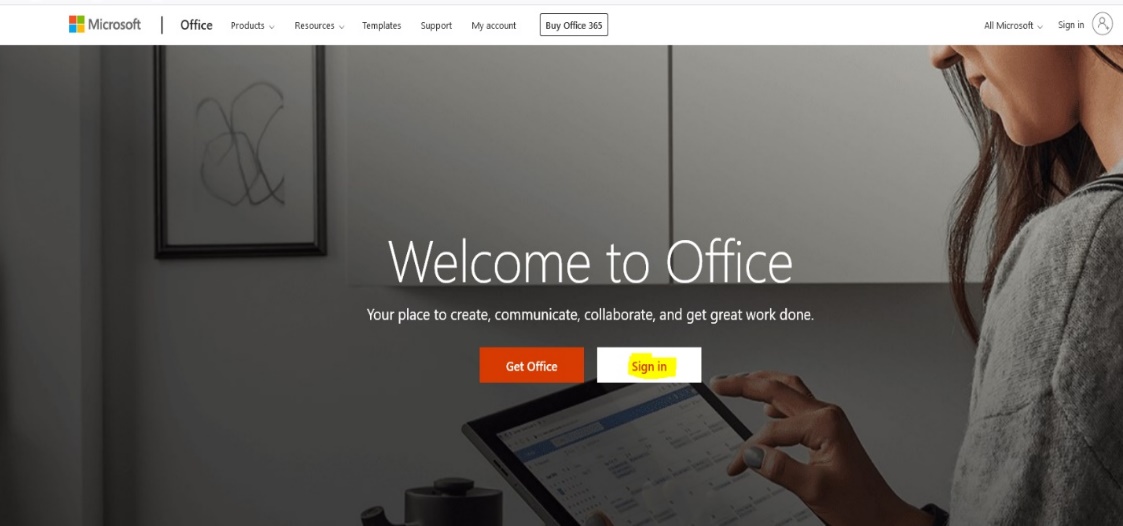
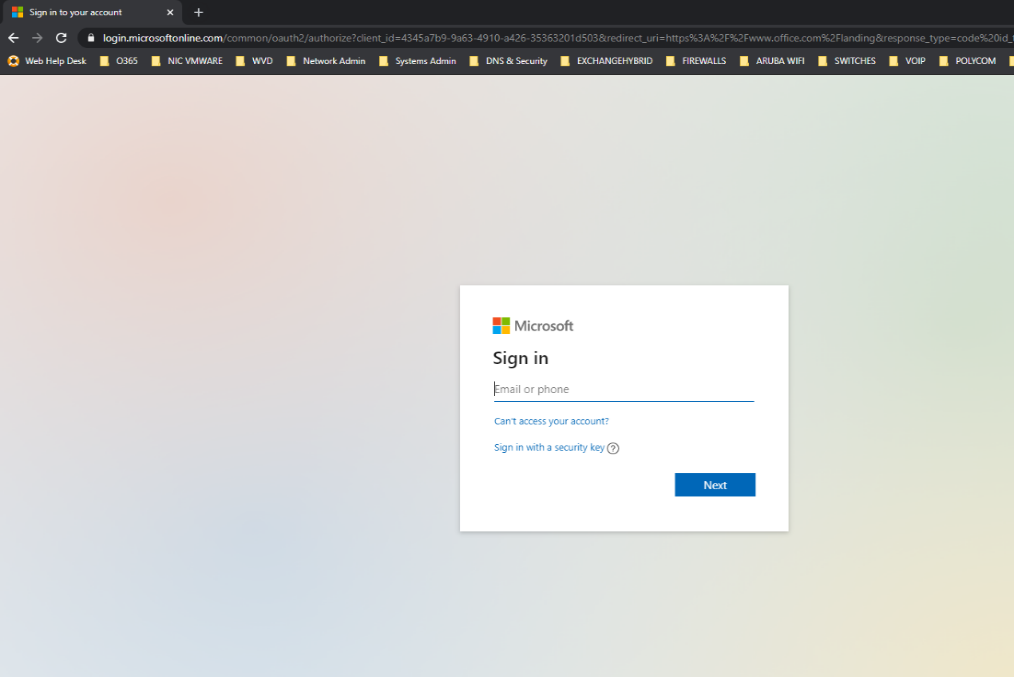
**NOTE**: *Before you can use Self-Service Password Reset you will have to confirm your authentication methods. The first/next time you login to NIC MS365, you will be guided to setup your SSPR options with a “More information required” followed by the setup procedure and options.*

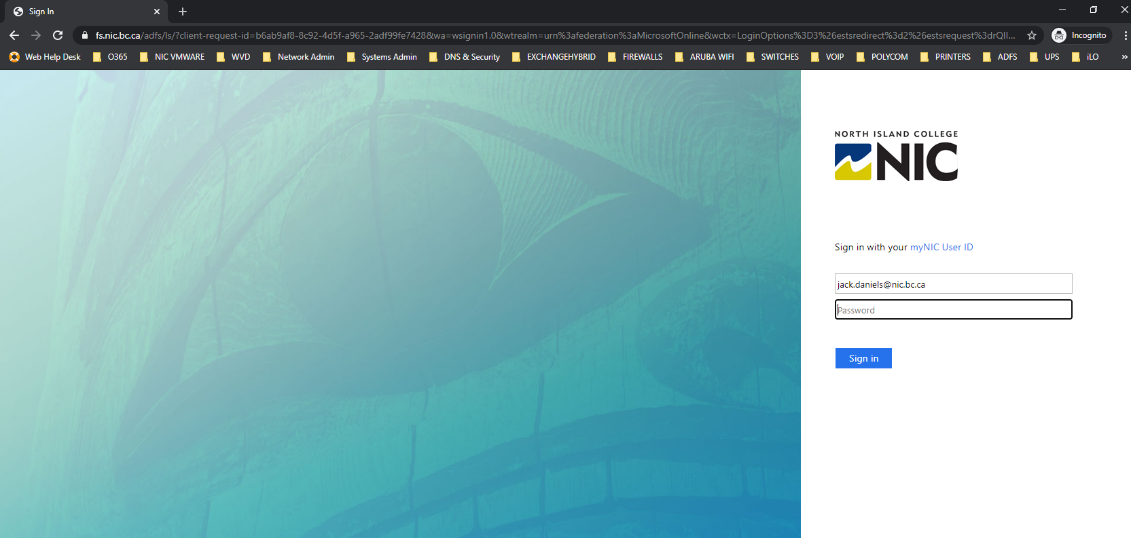
1. Go to <http://www.office.com> & select **Sign in**.



1. Enter your NIC email address & select **Next**. E.g., [*firstname.lastname@nic.bc.ca*](mailto:firstname.lastname@nic.bc.ca)

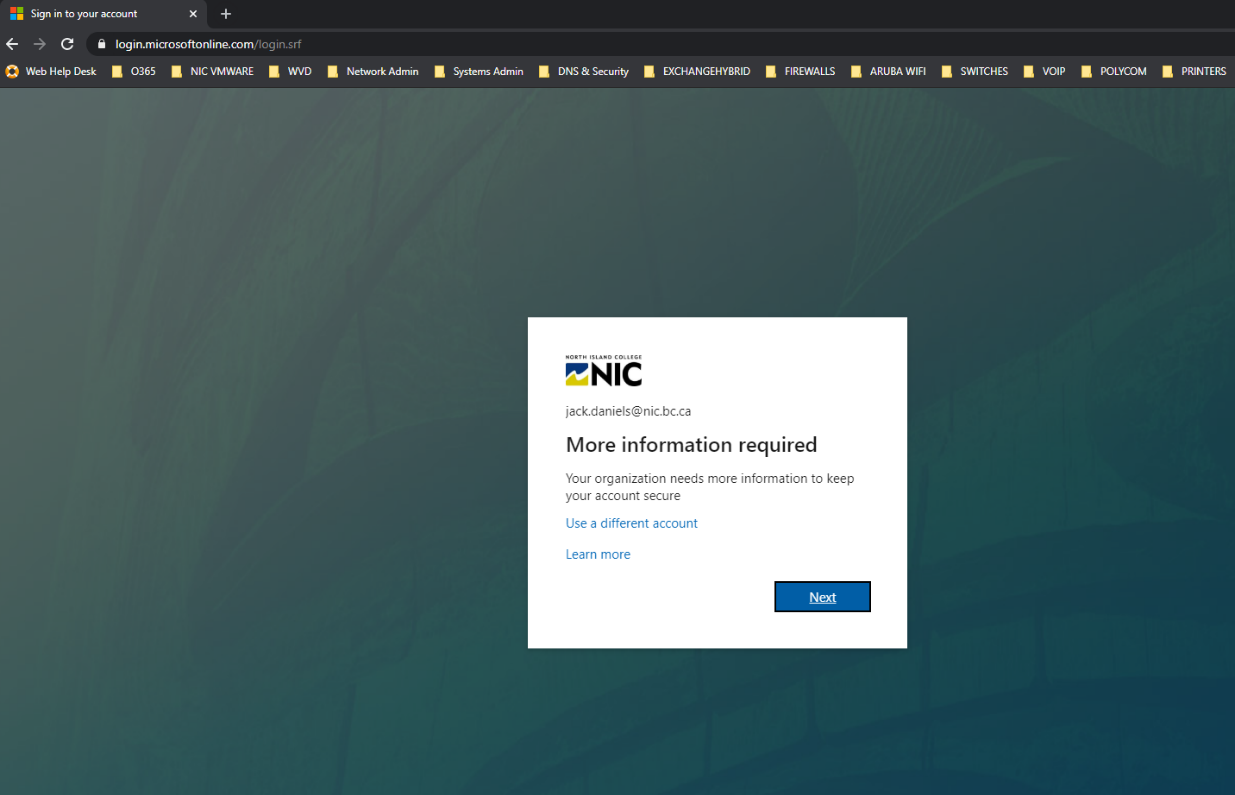


1. You will be re-directed to our NIC MS365 Logon Portal where you will enter your NIC Password.

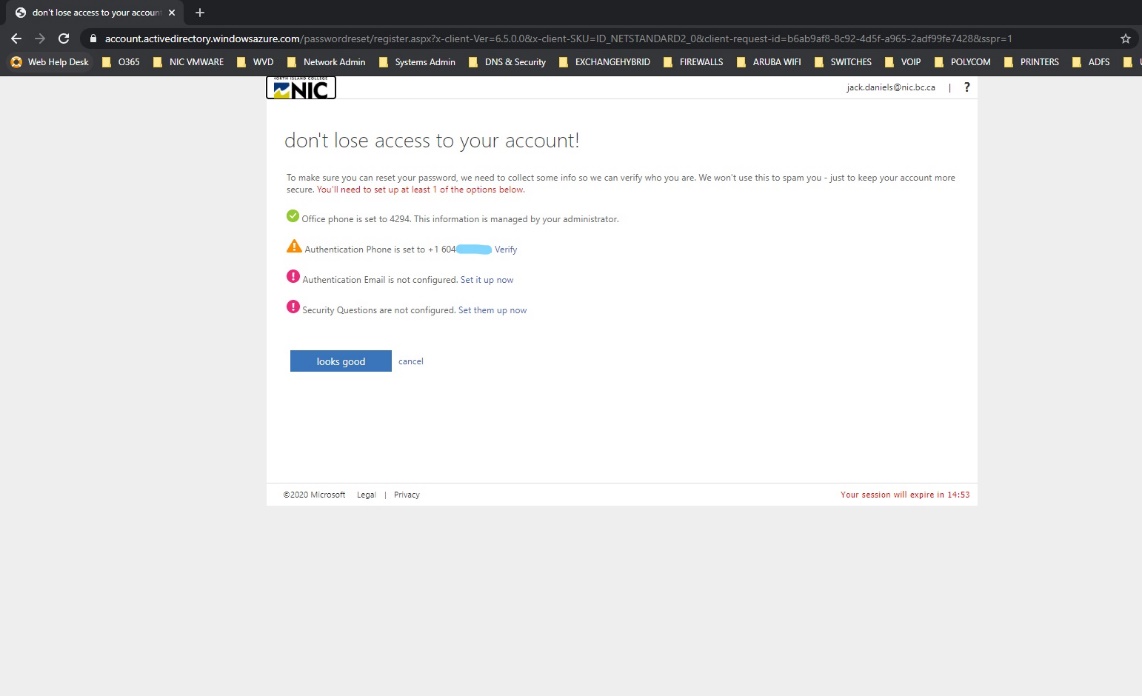


1. You will then be presented with the “More information required” dialog. Click **Next** and

you will be guided through the SSPR setup procedure and options.

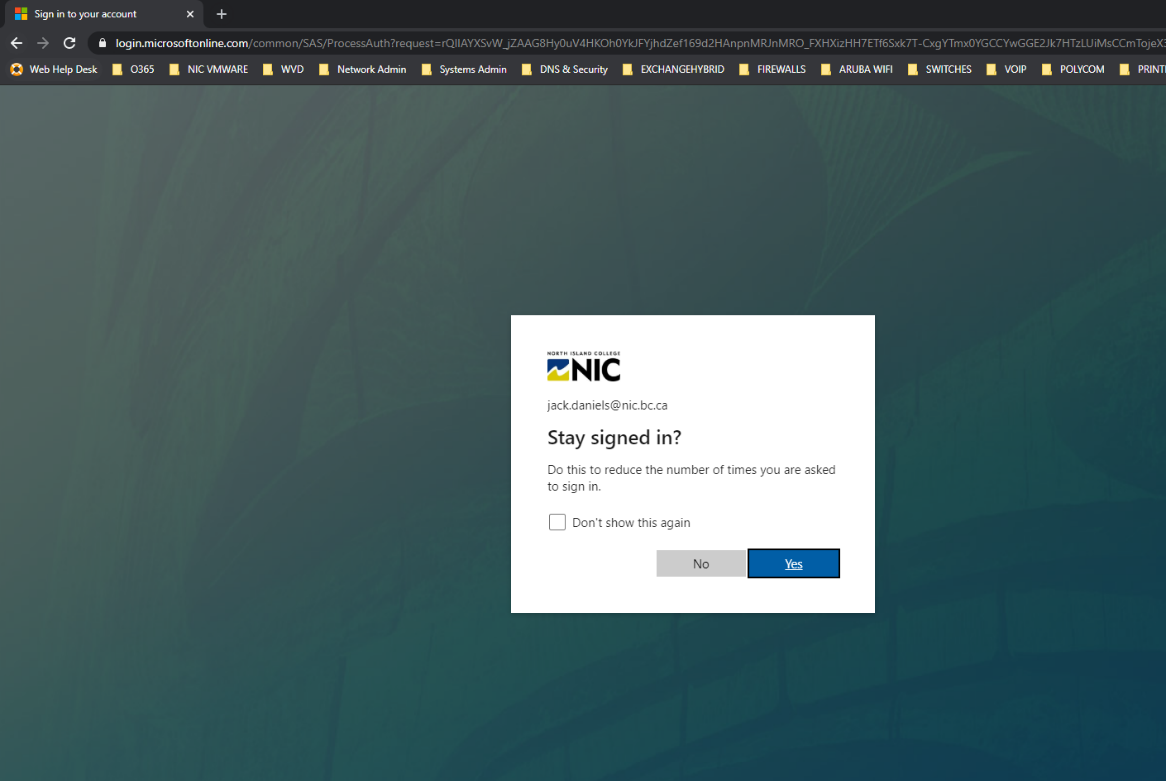


1. Once redirected to the setup options you will be required to setup up at least 1 of the 4 options available. It is recommended at a minimum to use the Authentication Email & Security Questions.



1. Once completed you will be redirected to the MS365 regular logon. You now have the ability

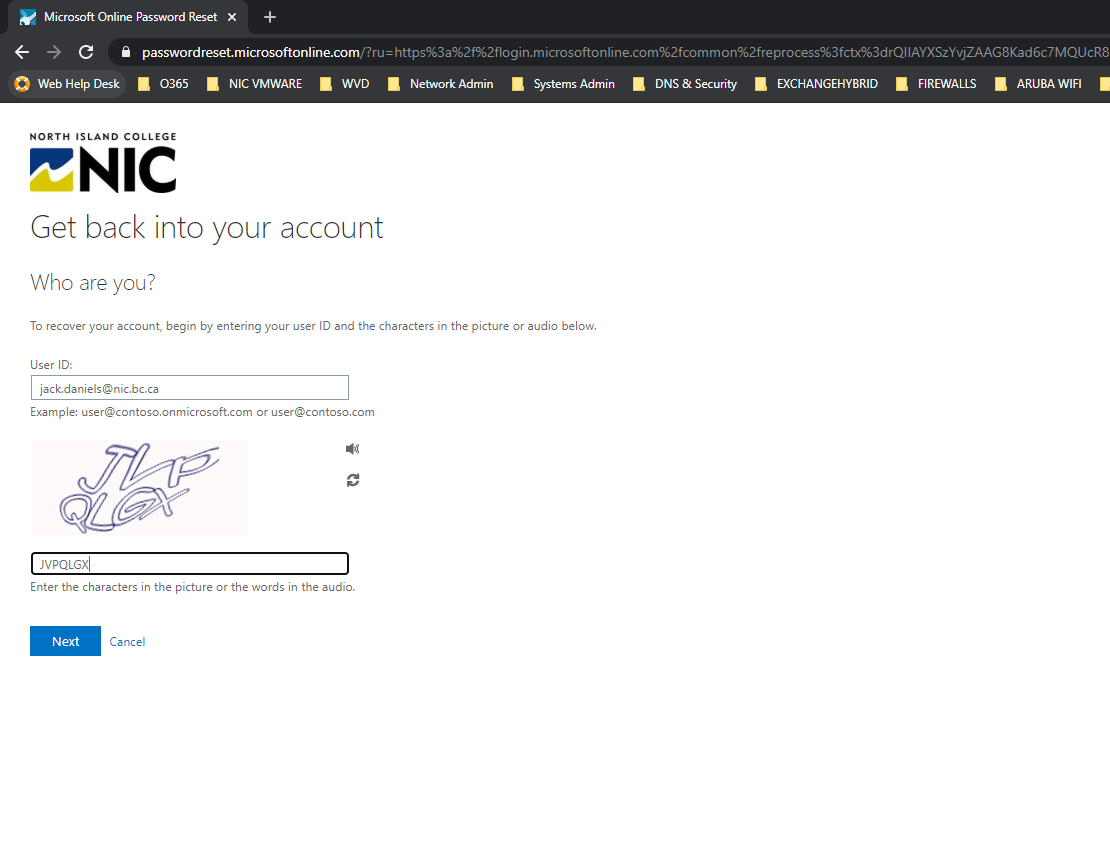
to reset your Password & Unlock your account when necessary.



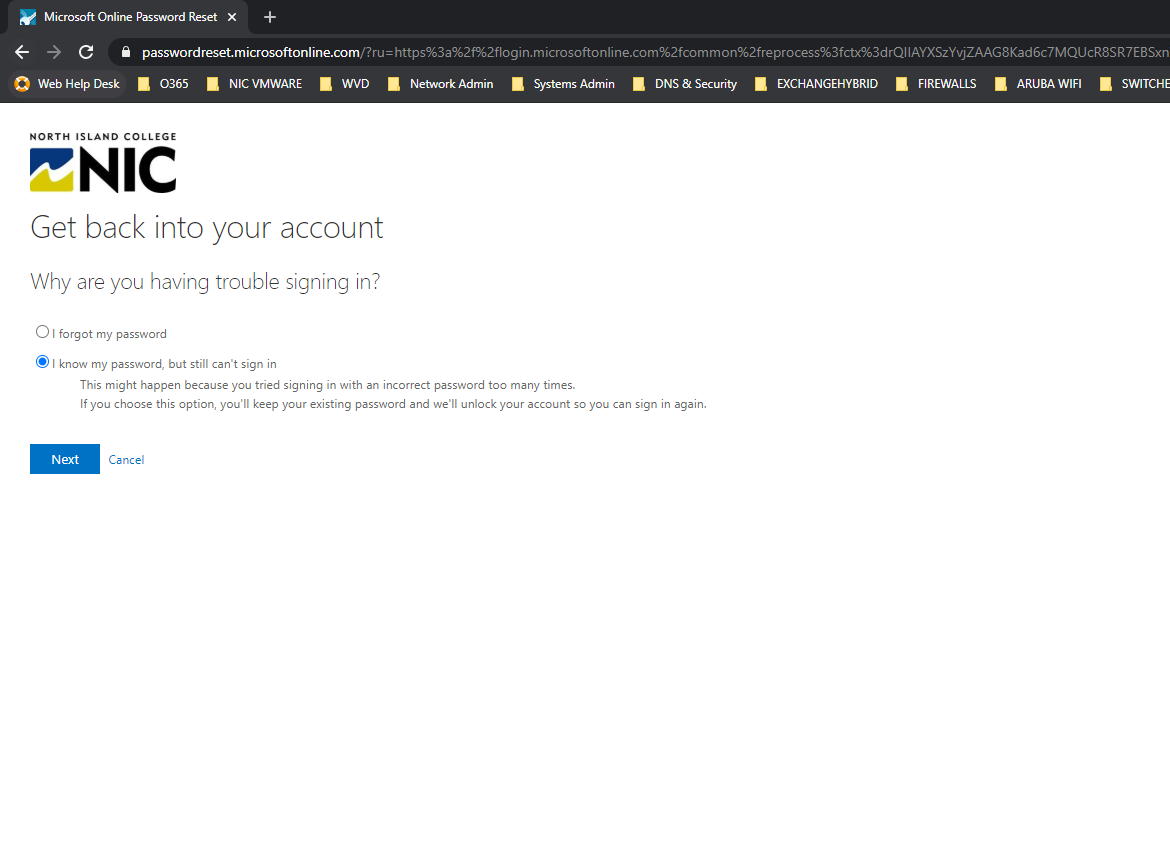
1. To reset your Password or Unlock your account make note of the following URL:

<https://aka.ms/sspr>

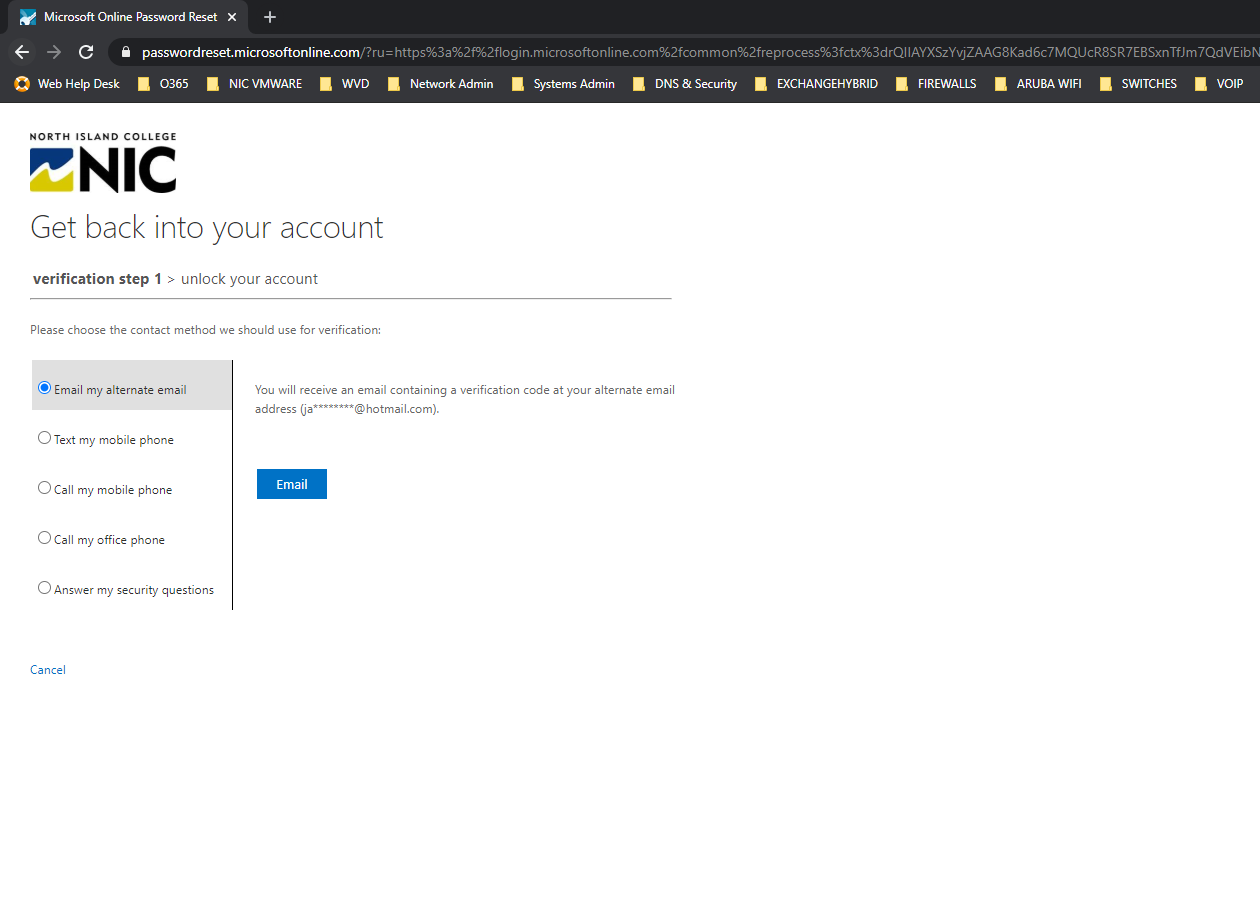
This site will walk you through the reset/unlock process.

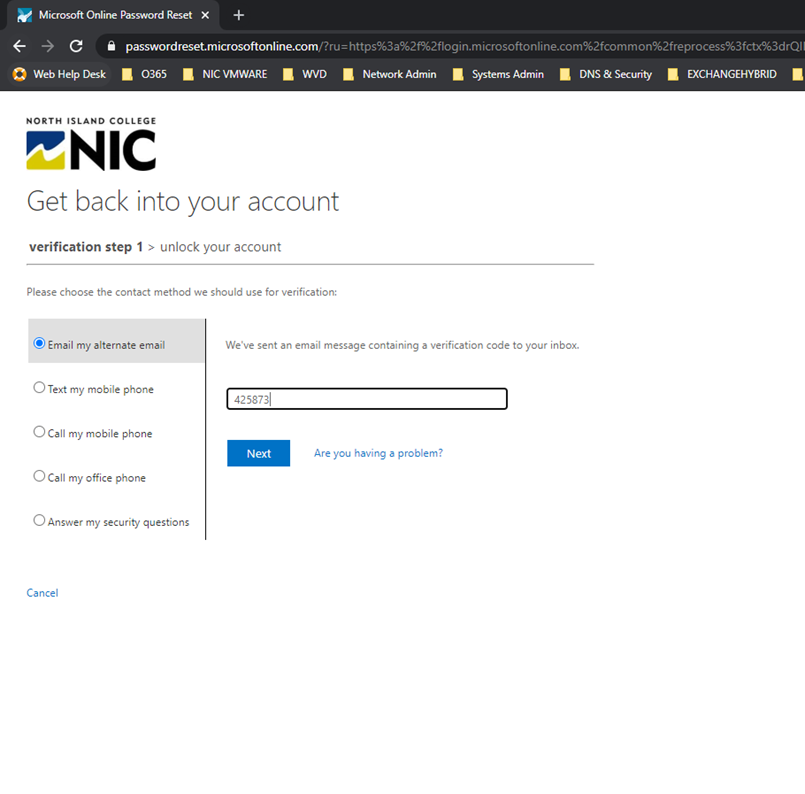
Enter you NIC email Address E.g. [*firstname.lastname@nic.bc.ca*](mailto:firstname.lastname@nic.bc.ca) and hit **Next**.

1. Select the option that best suits your situation. Option #1 will help reset your Password & Option #2 will help Unlock your account. Here is Option #2 walk-through.



1. Select your desired recovery option from Step #5 and walk through the process.



1.  A verification code will be sent to your email & mobile by text or call. Alternatively, you can answer your Security Questions if you completed this option.
2. You have now successfully Unlocked your NIC user account.

Please note - If you find that your account becomes locked repeatedly, after unlocking it, please call the helpdesk for assistance.

