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.

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- 1.) Go to http://www.office.com & select Sign in.

2.) Enter your NIC email address & select Next. E.g., *firstname.lastname@nic.bc.ca*



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



4.) 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.



5.) 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.

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🔕 Web Help Desk 📕 0365 📕 NIC VMWARE 📃 WV	VD 📃 Network Admin 📃 Systems Adm	nin 📃 DNS & Security 📃 EXCHAN	GEHYBRID 📕 FIREWALLS		switches 📃 vo	IP 🔲 POLYCOM 🛄	PRINTERS	ADFS
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	To make sure you can reset your passwo secure. You'll need to set up at least 1 o	ord, we need to collect some info so we c If the options below.	an verify who you are. We won	i't use this to spam yo	ou - just to keep your acc	ount more		
	Office phone is set to 4294. This info	ormation is managed by your administrat	or.					
	Authentication Phone is set to +1 6	04 Verify						
	Authentication Email is not configured	red. Set it up now						
	Security Questions are not configured	ed. Set them up now						
	looks good cancel							
	©2020 Microsoft Legal Privacy				Your session will e	xpire in 14:53		

6.) 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.



7.) 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* and hit **Next**.

Microsoft Online Password Reset × +
← → C 🔒 passwordreset.microsoftonline.com/?ru=https%3a%2f%2flogin.microsoftonline.com%2fcommon%2freprocess%3fctx%3drQIIAYXS2YvjZAAG8Kad6c7MQUcR8
🈫 Web Help Desk 📕 0365 📕 NIC VMWARE 📕 WVD 📕 Network Admin 📕 Systems Admin 📕 DNS & Security 📕 EXCHANGEHYBRID 📕 FIREWALLS 📕 ARUBA WIFI
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.
Use ID: jack.danels@nichc.ca Example: user@contosco.om/icrosoft.com or user@contosco.om

8.) 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.



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

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Get back into yo	our account					
verification step 1 > unlock y	your account					
Please choose the contact method we	should use for verification:					
Email my alternate email	You will receive an email containing a verification code at your alterna address (ja*******@hotmail.com).	ate email				
○ Text my mobile phone						
○ Call my mobile phone	Email					
○ Call my office phone						
O Answer my security questions						
Cancel						

10.) 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.

 Microsoft Online Password Reset → C	+ microsoftonline.co	m/?ru=https%3a%2f%2f	login.microsoftonlin	e.com%2fcommon%	62freprocess%3fctx%3d
)Web Help Desk 📃 O365 📃 I	NIC VMWARE 📃 V	WVD 📕 Network Admin	Systems Admin	DNS & Security	EXCHANGEHYBRID
Get back into ye	our accou	unt			
verification step 1 > unlock	our account				
Please choose the contact method we	should use for verifi	cation:			
• Email my alternate email	We've sent an en	nail message containing a ve	rification code to your	inbox.	
○ Text my mobile phone	425873				
○ Call my mobile phone	Nort	Are you having a problem	•		
O Call my office phone	TTCA	and you noting opposition			
O Answer my security questions					
Cancel					

11.) 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.

