NIC MS365 SELF-SERVICE PASSWORD RESET

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* <mark>*"More information required"*</mark> *followed by the setup procedure and options.*

1.) Go to http://www.office.com & select **Sign in**.
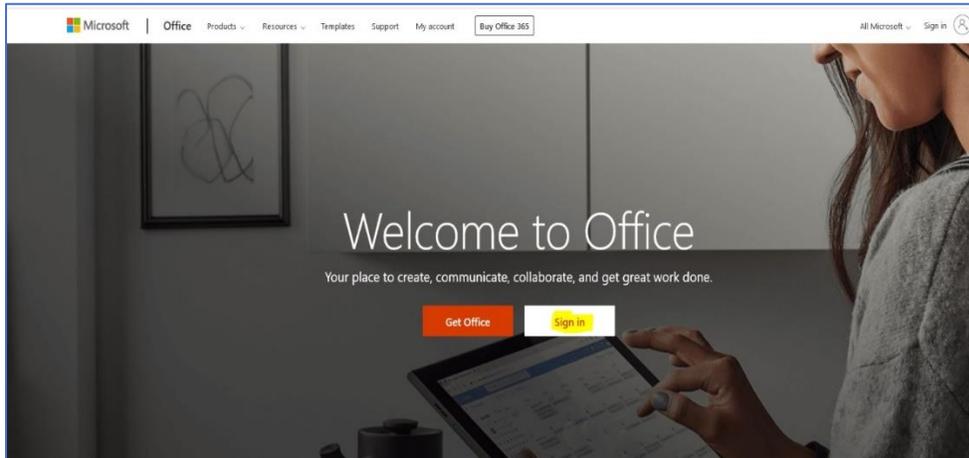
2.) Enter your NIC email address & select **Next**. E.g., *firstname.lastname@nic.bc.ca*
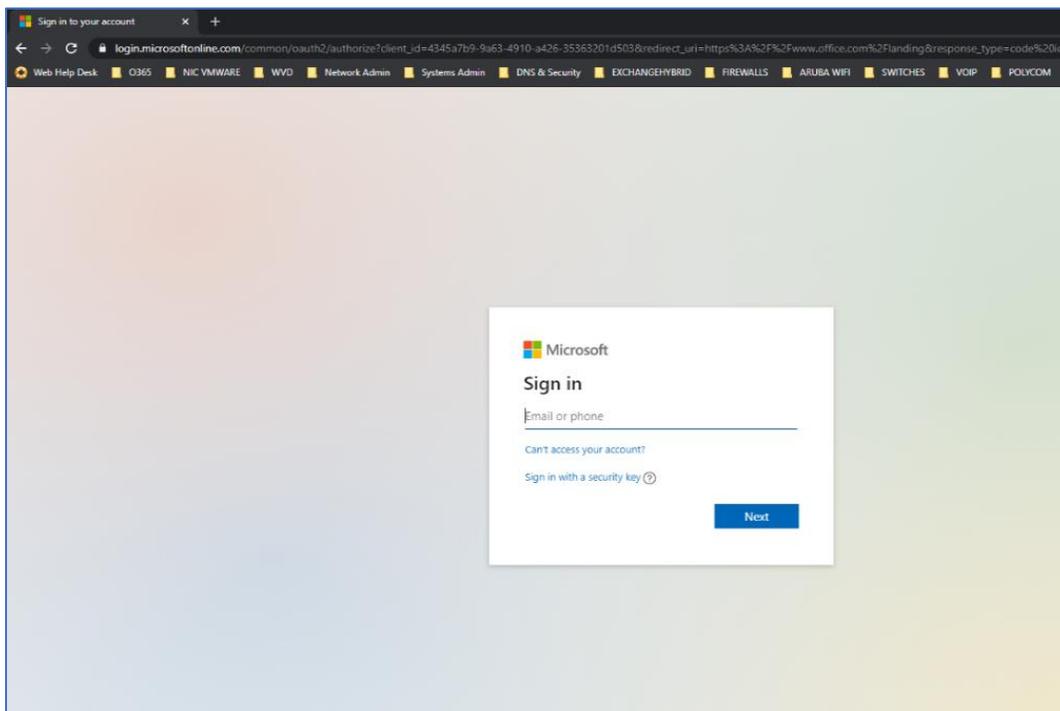
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3.) You will be re-directed to our NIC MS365 Logon Portal where you will enter your NIC Password.
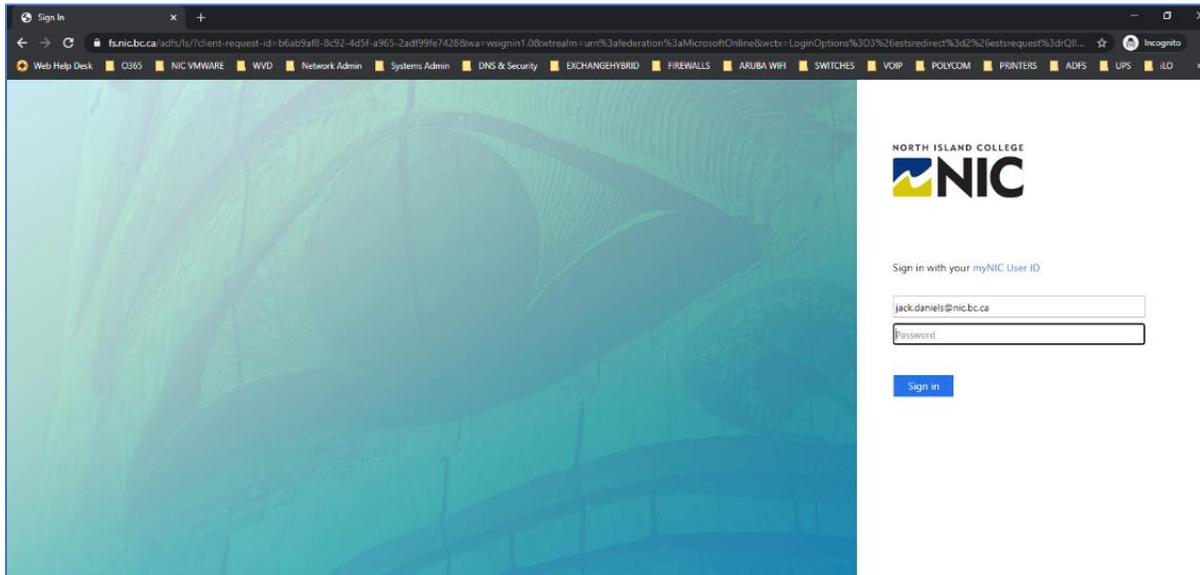
4.) You will then be presented with the "More information required" dialog. Click **Next** and you will be guided through the SSPR setup procedure and options.
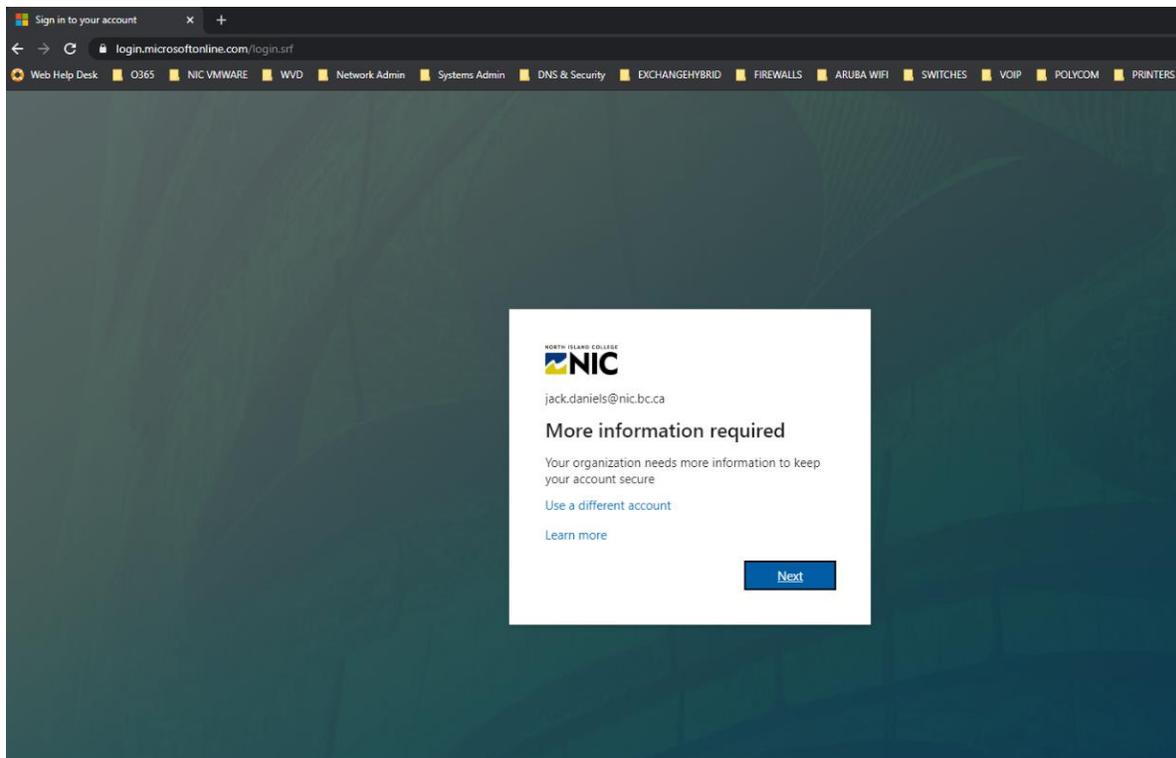
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5.) Once redirected to the setup options you will be required to setup up at least 1 of the 4 options available. It is recommended at a minimum to use the Authentication Email & Security Questions.
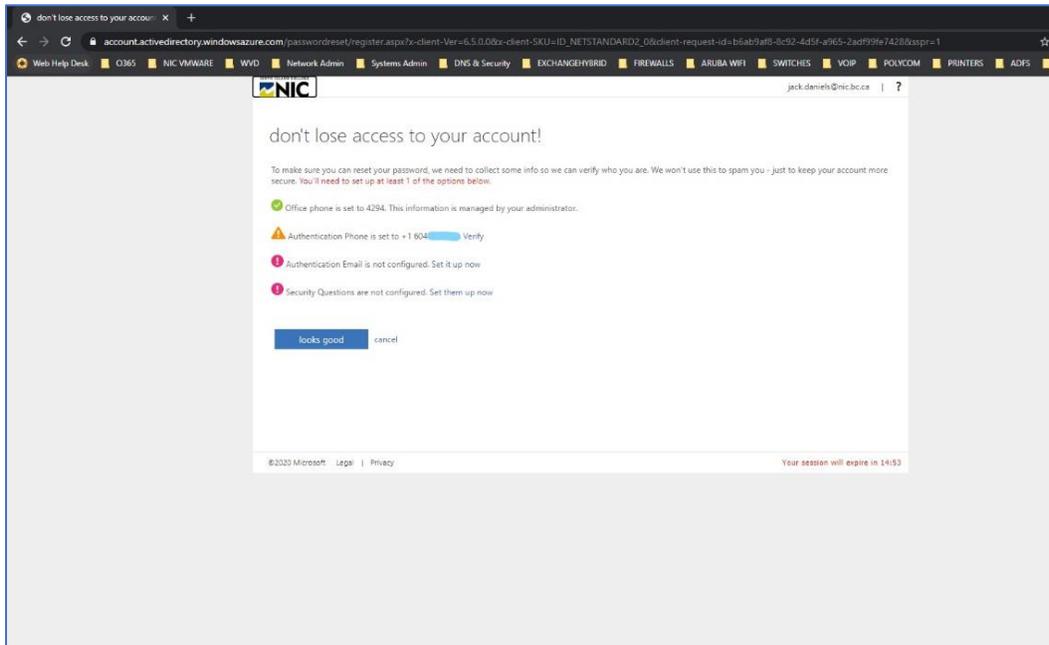
6.) Once completed you will be redirected to the MS365 regular logon. You now have the ability to reset your Password & Unlock your account when necessary.
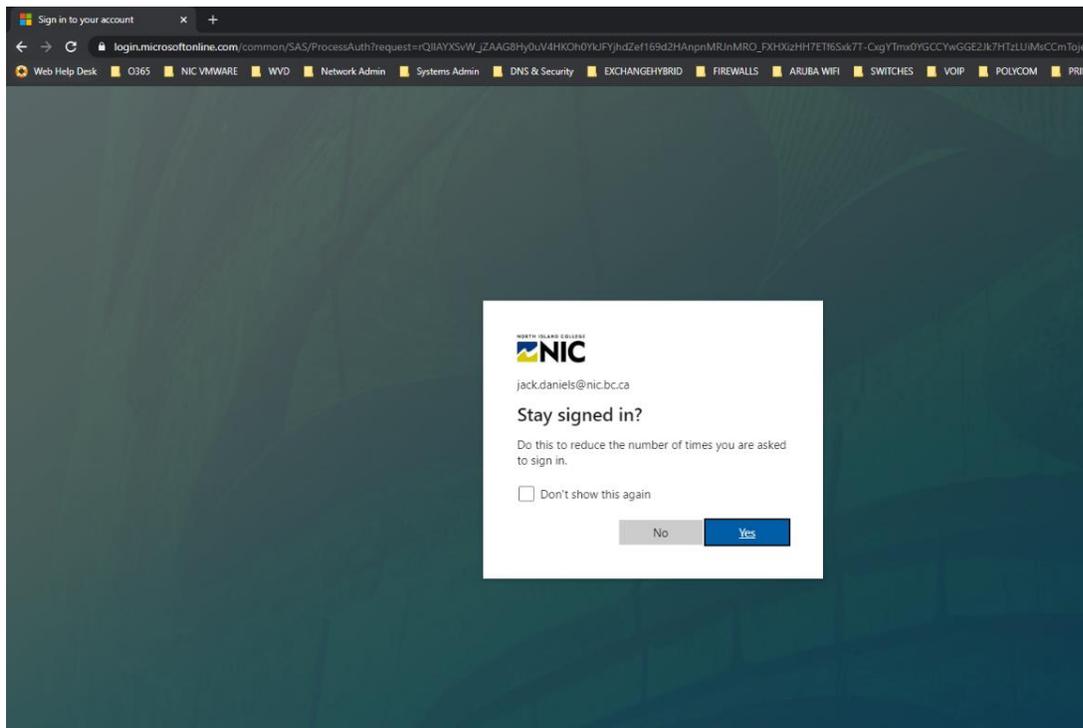
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7.) To reset your Password or Unlock your account make note of the following URL:

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**.

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.

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9.) Select your desired recovery option from Step #5 and walk through the process.
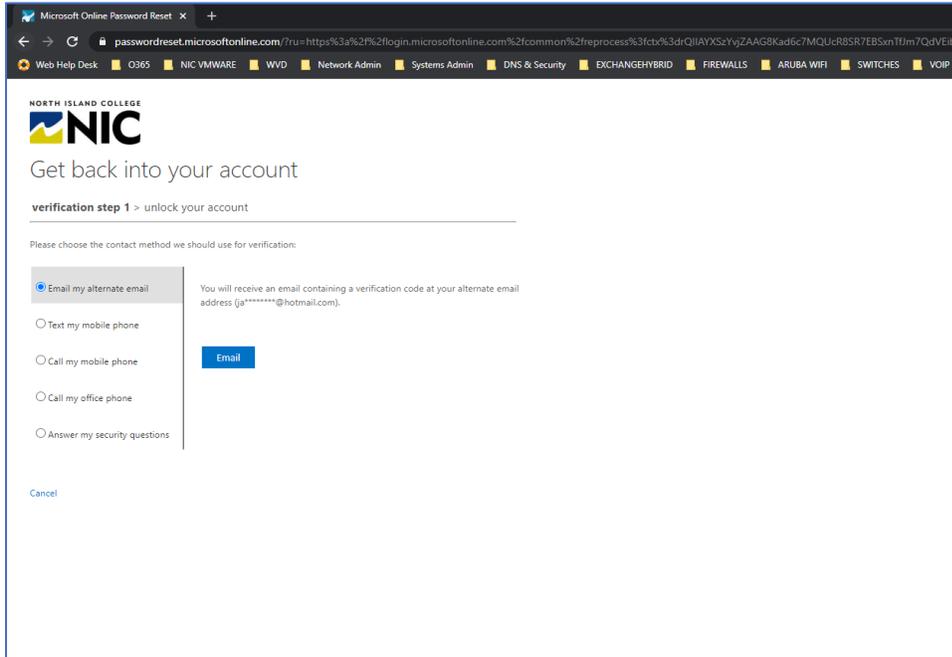
10.) A verification code will be sent to your email & mobile by text or call. Alternatively, you can answer your Security Questions if you completed this option.
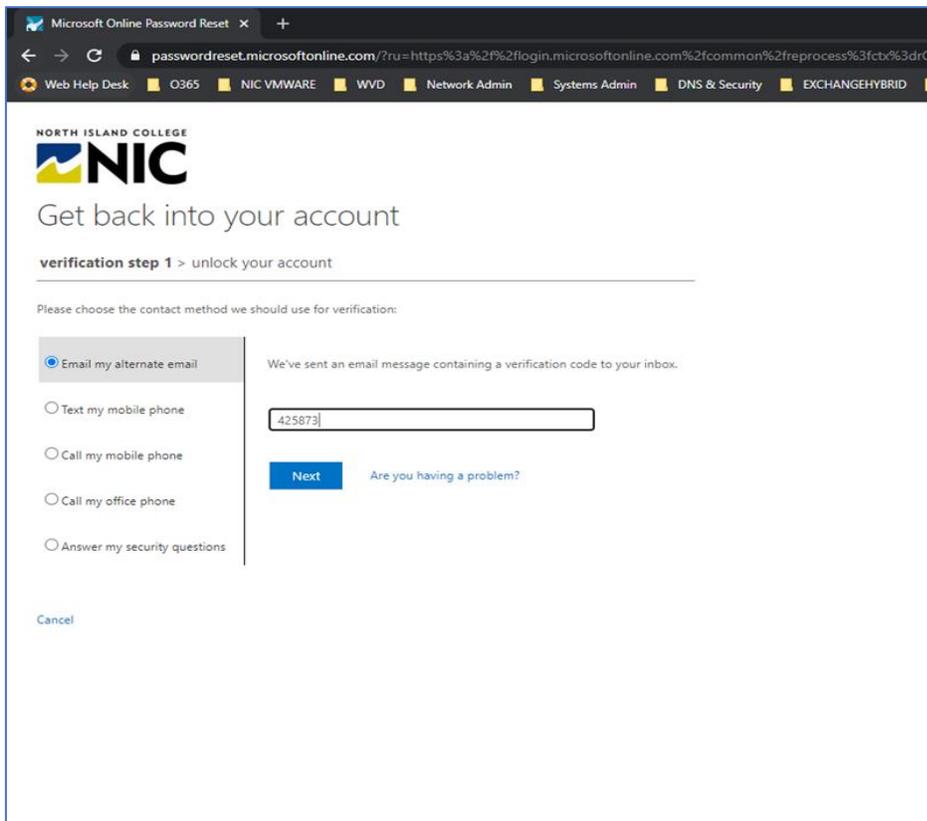
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11.)   You have now successfully Unlocked your NIC user account.

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