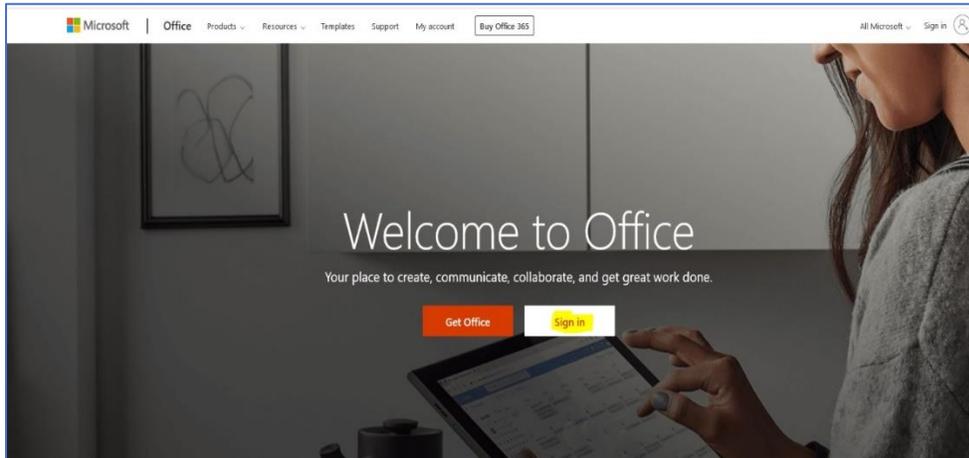


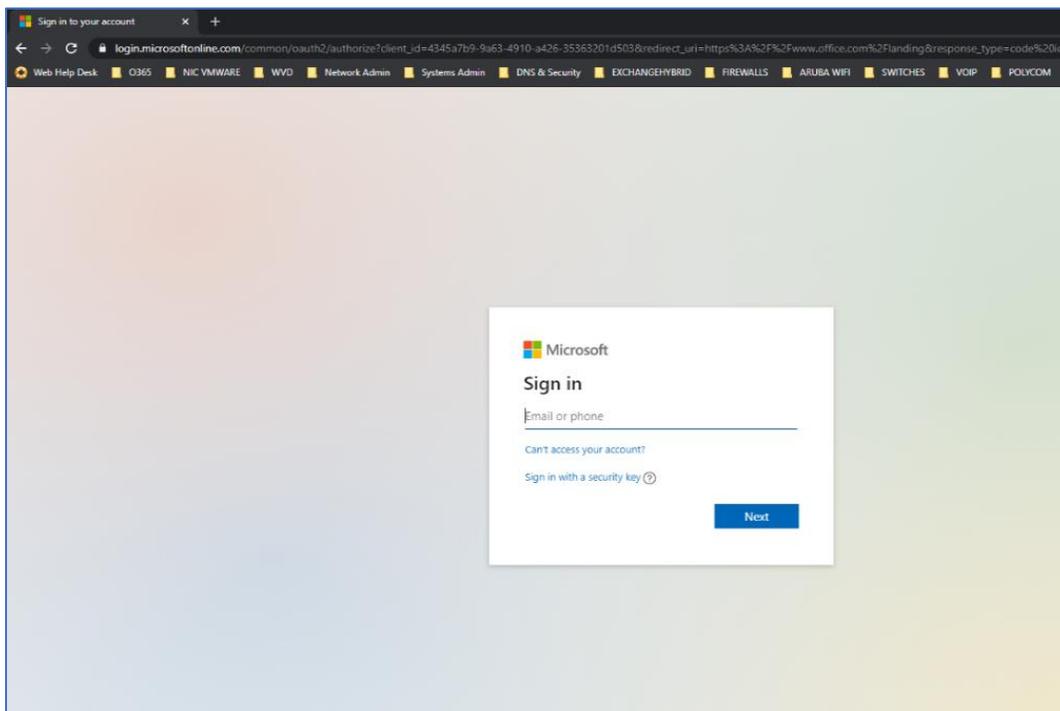
NIC MS365 SELF-SERVICE PASSWORD RESET

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 **“More information required”** followed by the setup procedure and options.

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

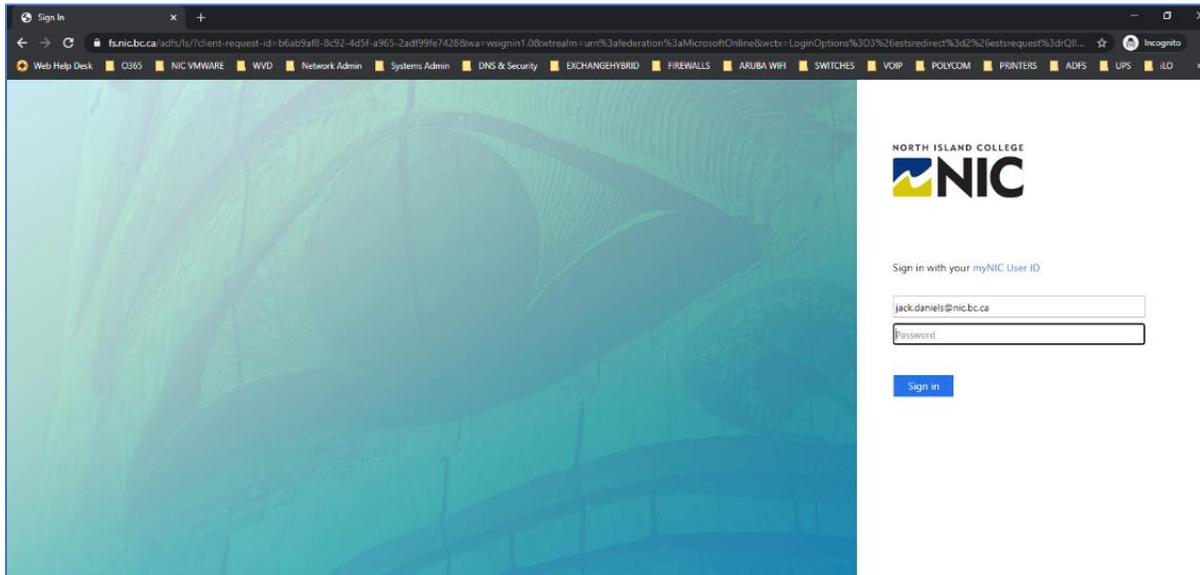


2.) Enter your NIC email address & select **Next**. E.g., firstname.lastname@nic.bc.ca

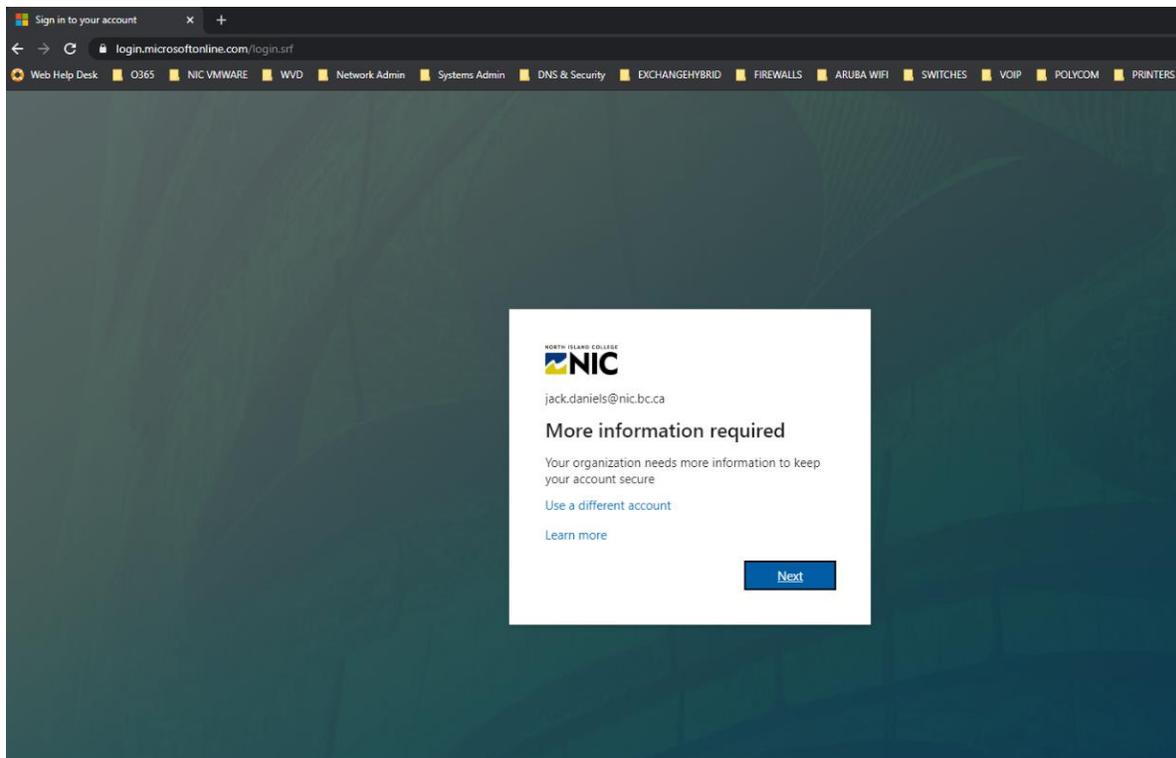


NIC MS365 SELF-SERVICE PASSWORD RESET

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

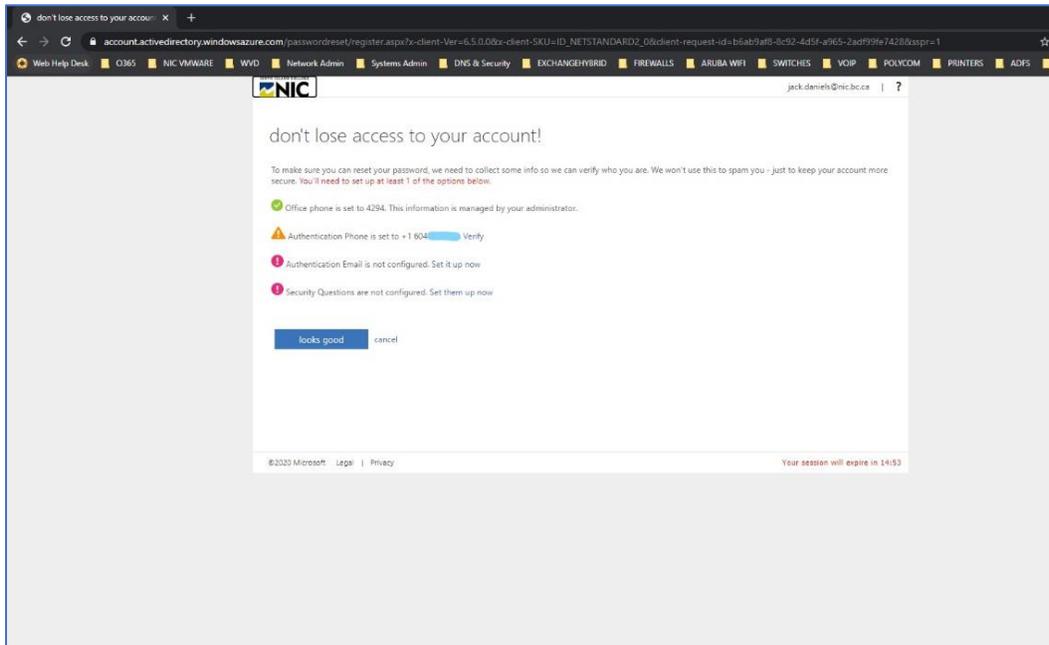


4.) You will then be presented with the **“More information required”** dialog. Click **Next** and you will be guided through the SSPR setup procedure and options.

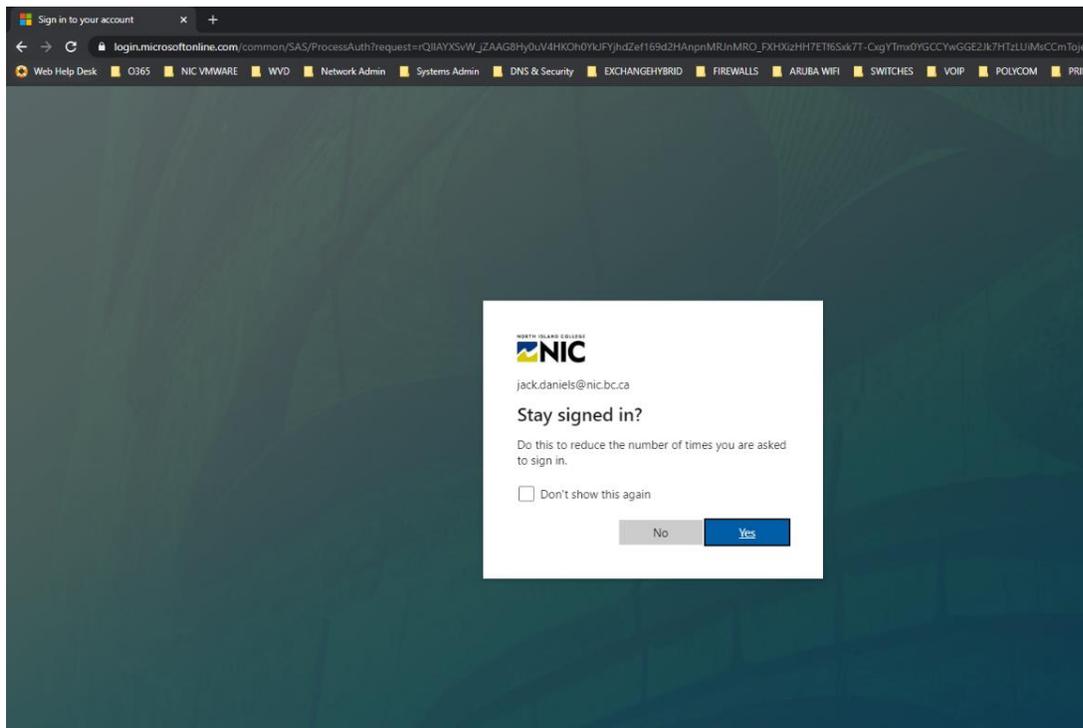


NIC MS365 SELF-SERVICE PASSWORD RESET

- 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.



NIC MS365 SELF-SERVICE PASSWORD RESET

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 your NIC email Address E.g. firstname.lastname@nic.bc.ca and hit **Next**.

Microsoft Online Password Reset

passwordreset.microsoftonline.com/?ru=https%3a%2f%2flogin.microsoftonline.com%2fcommon%2freprocess%3fctx%3drQIAYXSzYvjZAAG8Kad6c7MQUcR8

Web Help Desk O365 NIC VMWARE WVD Network Admin Systems Admin DNS & Security EXCHANGEHYBRID FIREWALLS ARUBA WIFI

NORTH ISLAND COLLEGE
NIC

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:
jack.daniels@nic.bc.ca
Example: user@contoso.onmicrosoft.com or user@contoso.com

JVP QLA

JVPQLA

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

Next Cancel

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.

Microsoft Online Password Reset

passwordreset.microsoftonline.com/?ru=https%3a%2f%2flogin.microsoftonline.com%2fcommon%2freprocess%3fctx%3drQIAYXSzYvjZAAG8Kad6c7MQUcR8SR7EBSyn

Web Help Desk O365 NIC VMWARE WVD Network Admin Systems Admin DNS & Security EXCHANGEHYBRID FIREWALLS ARUBA WIFI SWITCH

NORTH ISLAND COLLEGE
NIC

Get back into your account

Why are you having trouble signing in?

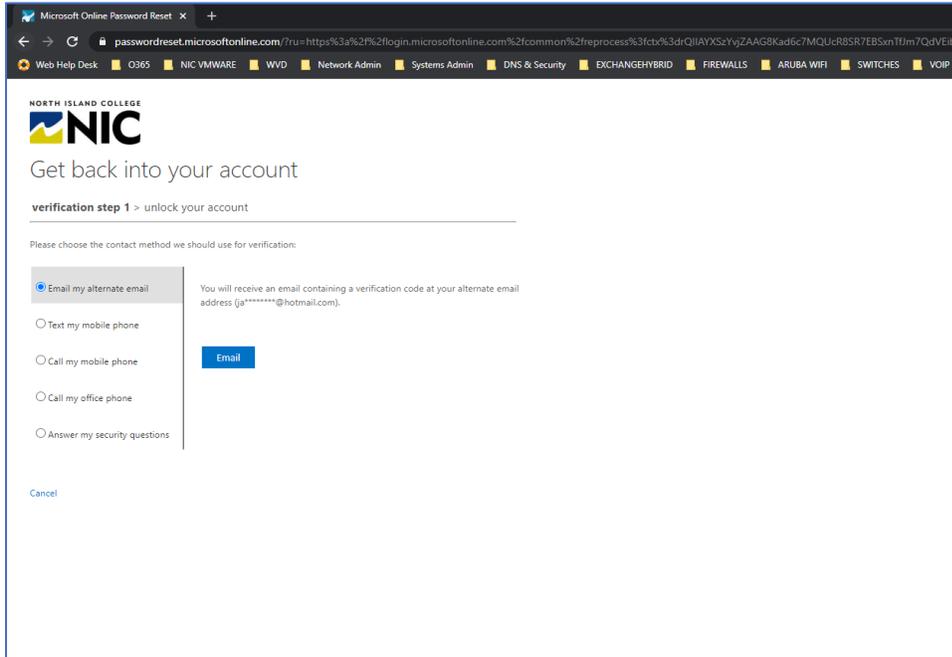
I forgot my password

I know my password, but still can't sign in
This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

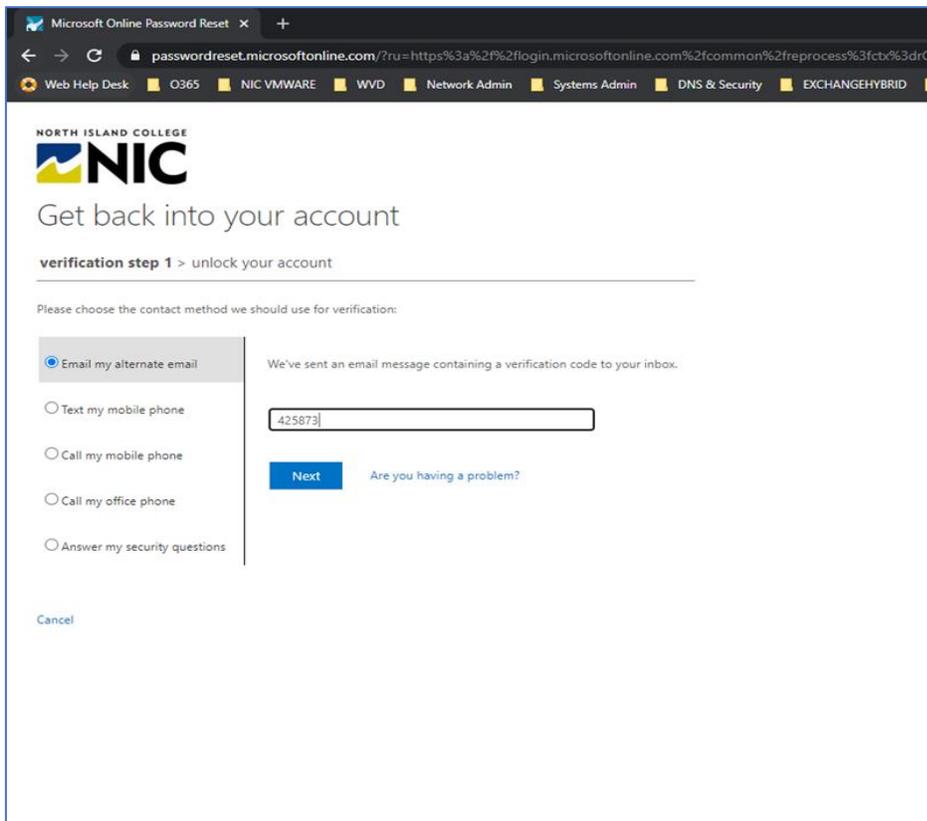
Next Cancel

NIC MS365 SELF-SERVICE PASSWORD RESET

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.



NIC MS365 SELF-SERVICE PASSWORD RESET

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.

