

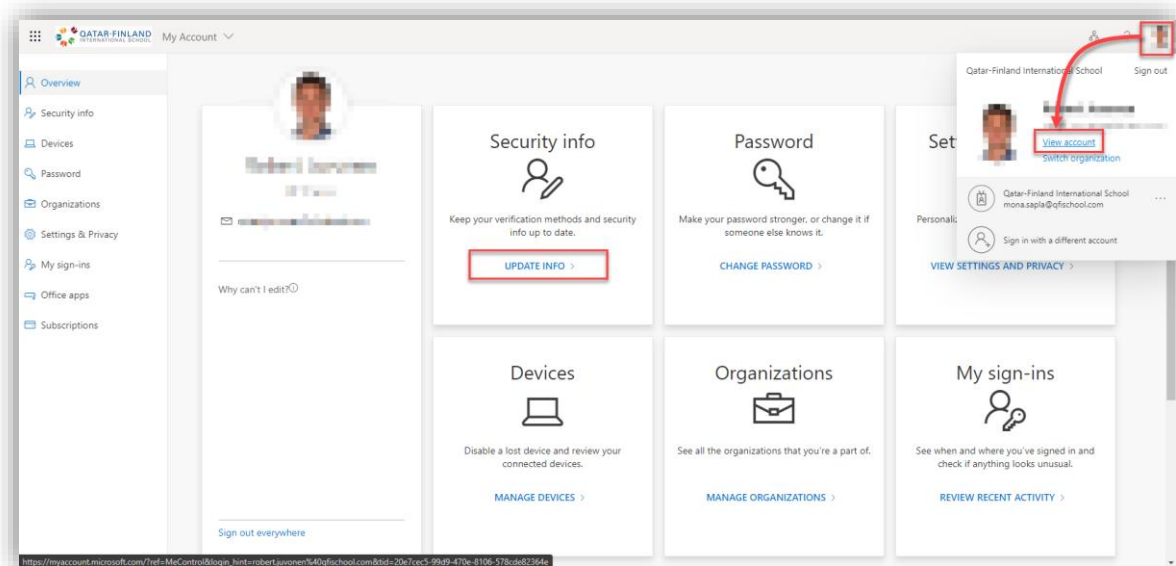
How to reset your Microsoft 365 password

Before you are able to reset your Office 365 password or unlock your account, you must add an emergency contact (email address or mobile phone number). The verification code to reset or unlock your account will be sent to this email address. Note: you must add the emergency contact before you lose access to your account, or it will be too late. In that case, only the [IT department](#) can reset your password.

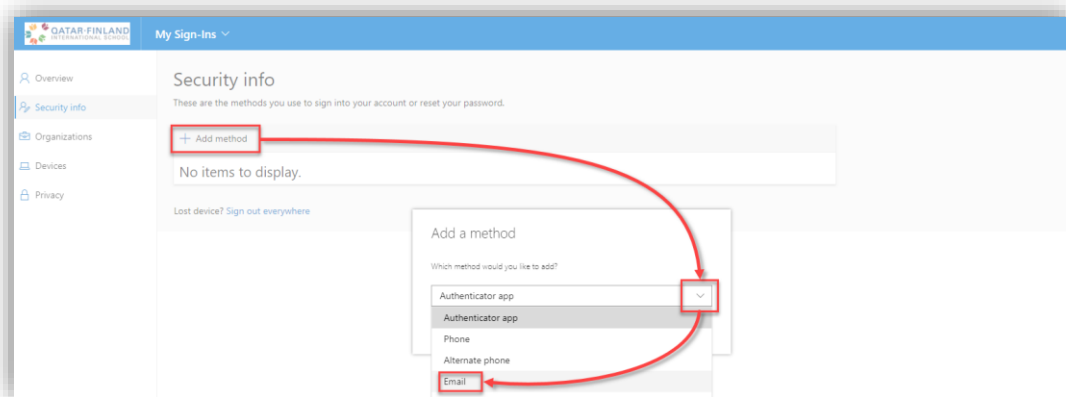
The steps below will show you how you can add an emergency contact method to your account and how you can request a password reset or unlock of your account.

Add and emergency contact method to your account

[Sign in](#) into your Office 365 school account. Click on your profile picture in the upper right corner and then on **View Account**. A new screen will load and here you must navigate to **Security Info > Update info**:



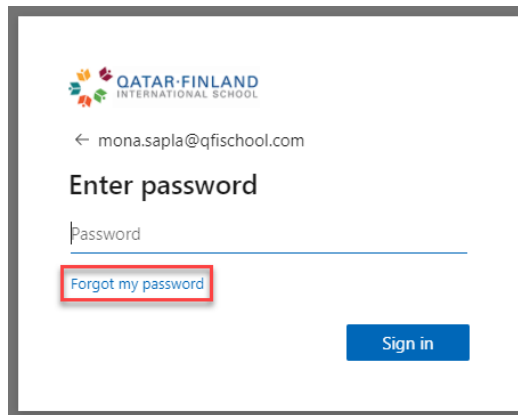
Now click on **Add Method** and select **Email** or **Phone** from the pulldown menu:



Enter an email address (it cannot be a @qfiskool.com address) or mobile phone number and press **Next** to continue. A code will be sent to that address or that mobile phone number that you must enter to verify that the email address or mobile phone number is correct. After this, the alternative contact method has been set. You can set both an alternative email address and mobile phone number if you want.

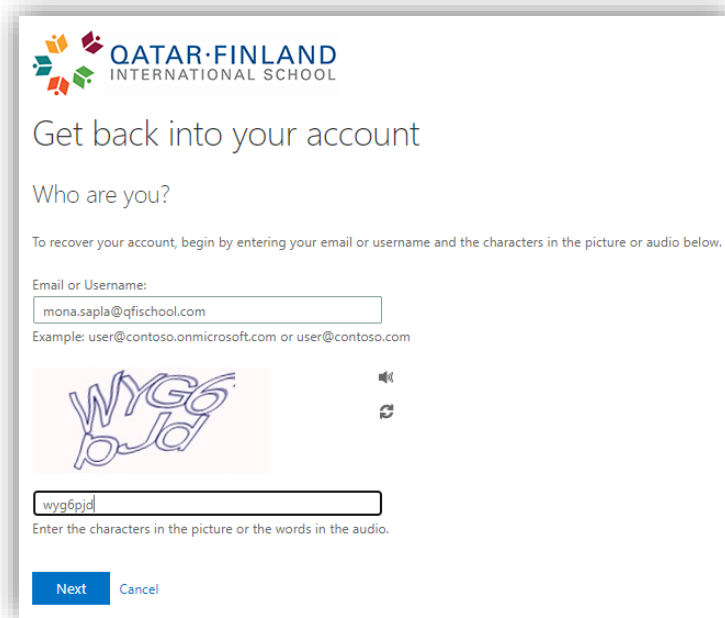
How to reset your password

If you cannot log in, go to <https://outlook.com/qfiskool.com> and press the **Forgot my password** link:



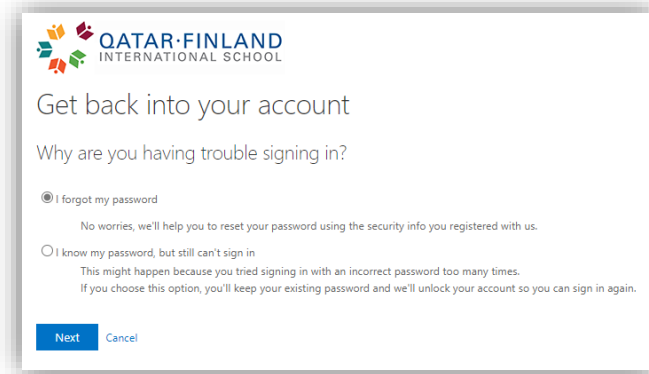
The screenshot shows the password reset page for Qatar-Finland International School. At the top is the school's logo and name. Below it, the email address 'mona.sapla@qfiskool.com' is displayed with a back arrow. The main heading is 'Enter password'. There is a text input field labeled 'Password'. Below the input field is a red-bordered button labeled 'Forgot my password'. At the bottom right is a blue button labeled 'Sign in'.

Enter the email address of the account you cannot log into and the captcha code you see on the screen:

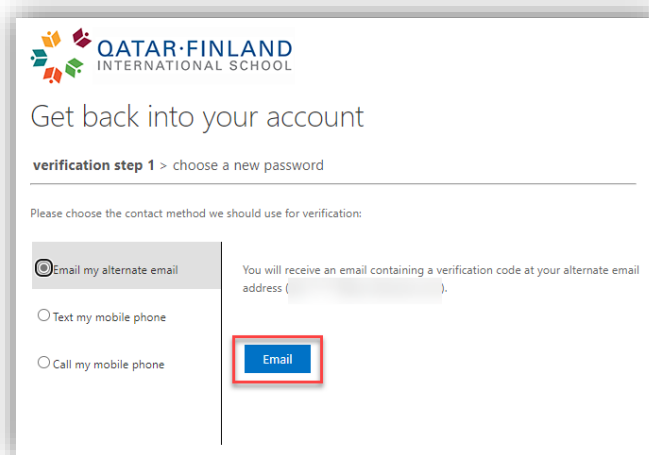


The screenshot shows the account recovery page for Qatar-Finland International School. At the top is the school's logo and name. The main heading is 'Get back into your account'. Below it is the question 'Who are you?'. A sub-heading reads: 'To recover your account, begin by entering your email or username and the characters in the picture or audio below.' There is a text input field labeled 'Email or Username:' containing 'mona.sapla@qfiskool.com'. Below it is an example: 'Example: user@contoso.onmicrosoft.com or user@contoso.com'. There is a captcha image showing the text 'WYGG' and 'pjd' in a stylized font. To the right of the image are icons for audio and refresh. Below the image is a text input field containing 'wyggpjd'. Below the input field is the instruction: 'Enter the characters in the picture or the words in the audio.' At the bottom are two buttons: 'Next' and 'Cancel'.

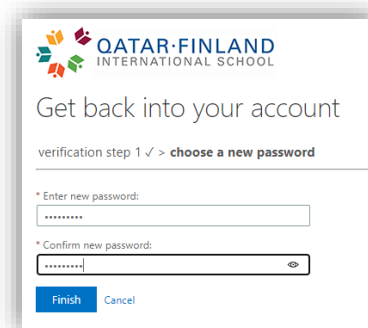
You can then select to reset your password or to unlock the account if you still know your password.



If you select to reset your password, you can receive a code either by email or text message.



Once you enter the 6-digit code you have received, you can create a new password:



! Please note that we use single sign-on at school and the password for your Office 365 account is also needed to sign into the student computers at school. You need to remember your new password, so you can use it at school.