

User Reference Guide

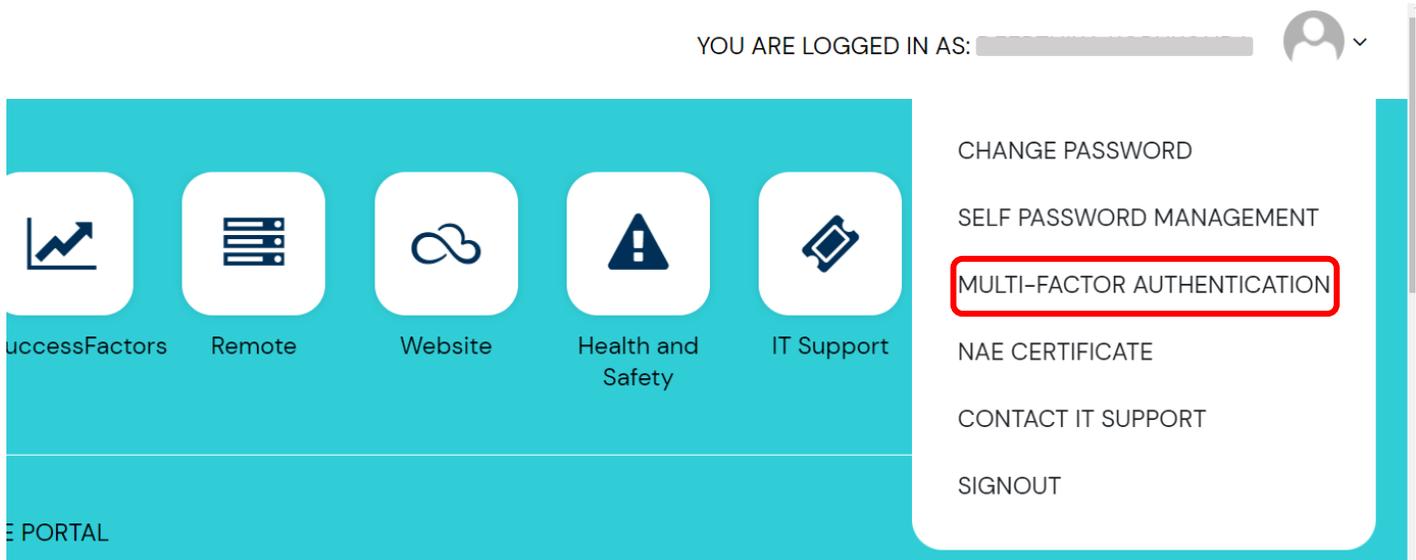
Microsoft Self Password Management

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1. Enable Multi-Factor Authentication(MFA)

To setup multi factor authentication, click on the menu option on the right corner which is shown in the picture.



On clicking the multi factor authentication option, the following screen appears. Please fill in the required details mentioned in the page. Click on the save button to save your changes.

what's your preferred option?

We'll use this verification option by default.

Notify me through app

how would you like to respond?

Set up one or more of these options. [Learn more](#)

Authentication phone *
 Office phone (do not use a Lync phone)
Extension
 Alternate authentication phone

Authenticator app or Token

Authenticator app - Mi A2

Authenticator app - Mi A2

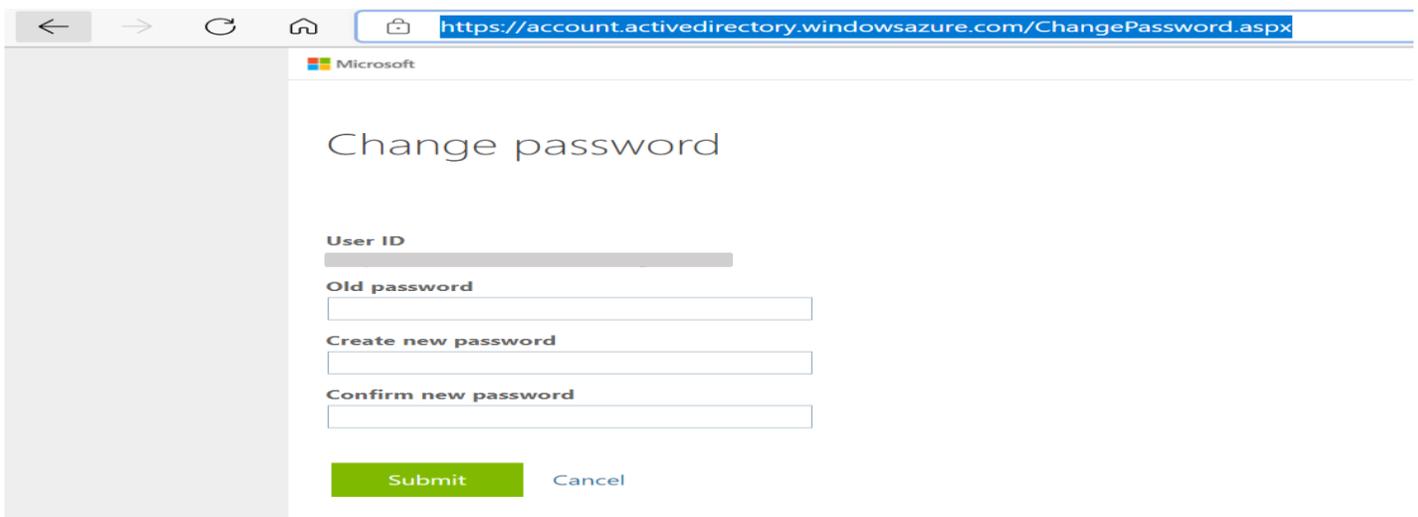
You successfully have setup the multi factor authentication.

2. Change Password

Access website <https://portal.nordanglia.com/>. Select "India "region.



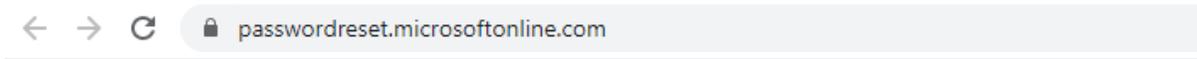
Access the website [Change password \(windowsazure.com\)](https://account.activedirectory.windowsazure.com/ChangePassword.aspx). Enter your old password and enter a new password and click on submit.



You have now successfully updated your password.

3. Reset Password

Access the website <https://aka.ms/sspr>



Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email address or username and the characters in the picture or audio below.

Email or Username:

Example: user@contoso.onmicrosoft.com or user@contoso.com



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

Next Cancel

← → ↻ passwordreset.microsoftonline.com

Microsoft

Get back into your account

Why are you having trouble signing in?

I've forgotten my password

No worries, we'll help you to reset your password using the security info you've registered with us.

I know my password, but still can't sign in

This might happen because you've tried to sign 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

← → ↻ passwordreset.microsoftonline.com

Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Email my alternative email address

Send a text to my mobile phone number

Call my mobile phone number

You will receive an email containing a verification code at your alternative email address ().

Email

Cancel

Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Email my alternative email address
- Send a text to my mobile phone number
- Call my mobile phone number

We've sent an email message containing a verification code to your inbox.

Enter your verification code

Next

Cancel

Or choose "Send a text to my mobile phone"

Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Email my alternative email address
- Send a text to my mobile phone number
- Call my mobile phone number

What phone number would you like to use for verification?

- Text me on *****69
- Text me on *****70

Next

Cancel

Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Email my alternative email address
- Send a text to my mobile phone number
- Call my mobile phone number

In order to protect your account, we need you to enter your complete mobile phone number (*****69) below. You will then receive a text message with a verification code which can be used to reset your password.

[Text](#) [Back](#)

[Cancel](#)



Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Email my alternative email address
- Send a text to my mobile phone number
- Call my mobile phone number

We've sent a text message to your phone number containing a verification code.

265628

Next Try again Contact your administrator

Cancel

Microsoft

Get back into your account

verification step 1 ✓ > verification step 2 > choose a new password

Please choose the second contact method we should use for verification:

- Email my alternative email address

You will receive an email containing a verification code at your alternative email address ().

Email

Cancel

When you click "Email", a verification code sent to your private email as the below picture:

----- Forwarded message -----

From: Microsoft on behalf of Nord Anglia Education <msonlineserviceteam@microsoftonline.com>

Date: Mon, Jan 25, 2021 at 11:54 AM

Subject: Nord Anglia Education account email verification code

To: <[REDACTED]>

Verify your email address

Thanks for verifying your [REDACTED] account!

Your code is: 340708

Yours sincerely,
Nord Anglia Education

This message was sent from an unmonitored email address. Please do not reply to this message.

Next, you enter that code and click Next.



Microsoft

Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

Email my alternative email address

We've sent an email message containing a verification code to your inbox.

340708

Next

Are you having any issues?

Cancel

Microsoft

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel

New password is set