

Managing Your UniSC Password with the O365 Microsoft Forgot/Reset Password Page

Link: <https://passwordreset.microsoftonline.com/?whr=usc.edu.au&ru=https://login.microsoftonline.com/?whr=usc.edu.au>

Requirements: To use the Forgot/Reset Password Page, you must know your UniSC email address and be registered for MFA using the Microsoft Authenticator App on a mobile, MFA token or SMS. For more information about Multifactor Authentication, please visit the [UniSC Corporate website](#) or contact the [IT Service Desk](#).

The process is shown in five sequential screenshots:

- Step 1:** The user enters their email or username. A CAPTCHA image is shown with the text 'PKA' and 'SAS'. An audio option is available.
- Step 2:** The user chooses a contact method for verification: 'Approve a notification on my authenticator app' (selected) or 'Enter a code from my authenticator app'. A 'Send Notification' button is present.
- Step 3:** The user approves the MFA notification on their mobile device. A notification code '33' is displayed.
- Step 4:** The user enters and confirms a new password. The password must meet complexity rules.
- Step 5:** The password has been reset successfully. A confirmation message says 'Your password has been reset' and provides a link to sign in with the new password.

Callout Boxes:

- Step 1:** Enter your UniSC email and type the letters and numbers. **Click Next**. *Audio options also available.
- Step 2:** Choose the contact method for verification. Microsoft Authenticator App on mobile **OR** SMS, Call Mobile, or enter number from app or token.
- Step 3:** Approve the MFA notification on Microsoft Authenticator App on your mobile device **OR** Enter a code from SMS or Token.
- Step 4:** Enter and confirm a new password that meets the complexity rules.
8 to 16 characters in length.
MUST have at least **one UPPERCASE** character.
MUST have at least **one lower** character.
MUST have at least **one number**.
MUST have at least **one Special** character e.g. ! @ # \$ % ^ & *
MUST be **different** from any used previously.
MUST NOT contain **spaces**.
MUST NOT contain part of your **name** or **username**.