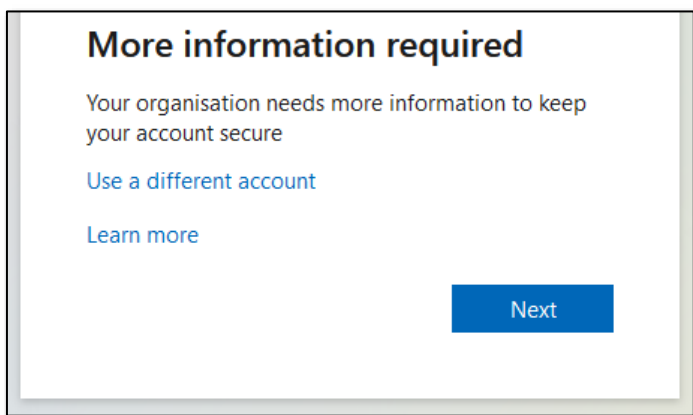


Pupil Accounts: How to Reset your own password.

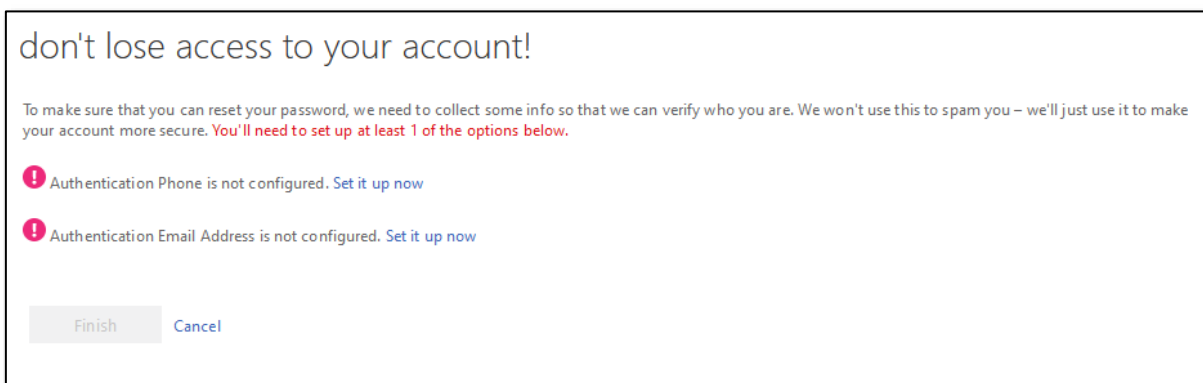
To enable you to change your child's password yourself in case of account lockout, please follow the steps below. You will need a personal email account and a mobile number.

1. Go to office.com and login as you normally would.

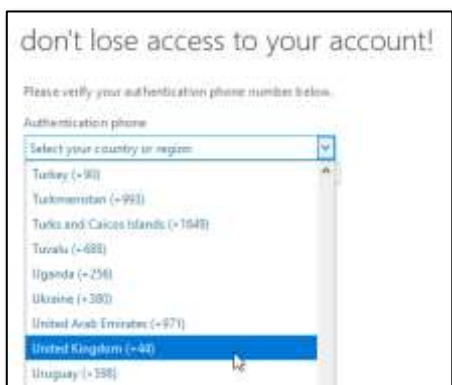
You will be presented with the following screen.



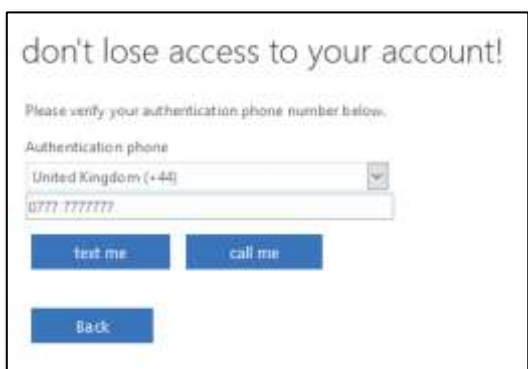
2. Press next.



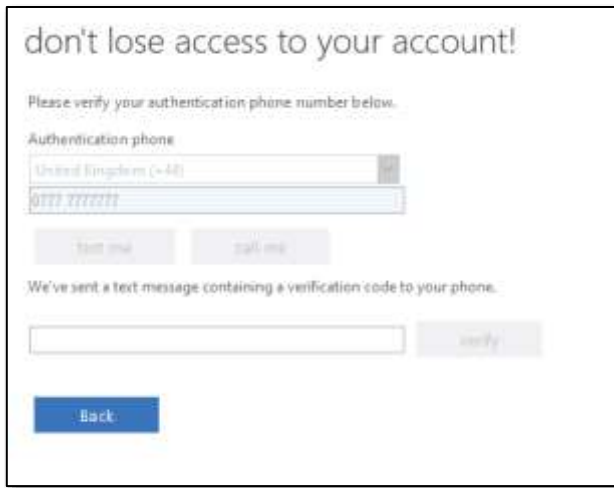
3. Press 'Set it up now' next to 'Authentication Phone'.



4. Select United Kingdom from the drop-down menu.



5. Enter your mobile number in the box below.



don't lose access to your account!

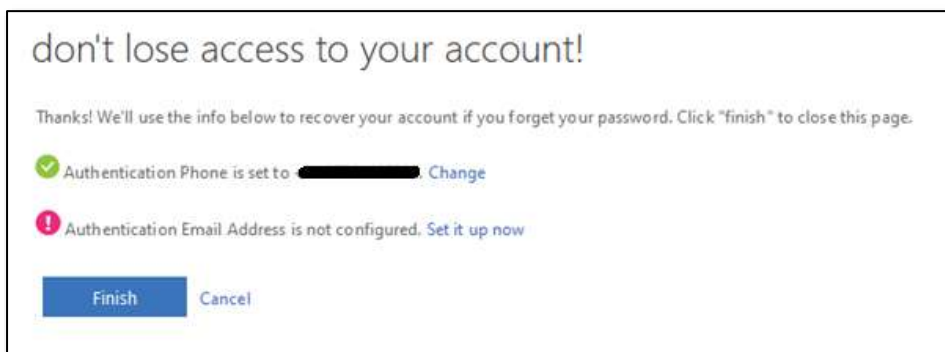
Please verify your authentication phone number below.

Authentication phone

United Kingdom (+44)

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

6. You can select either 'Text me' or 'Call me', enter the code supplied and press verify.



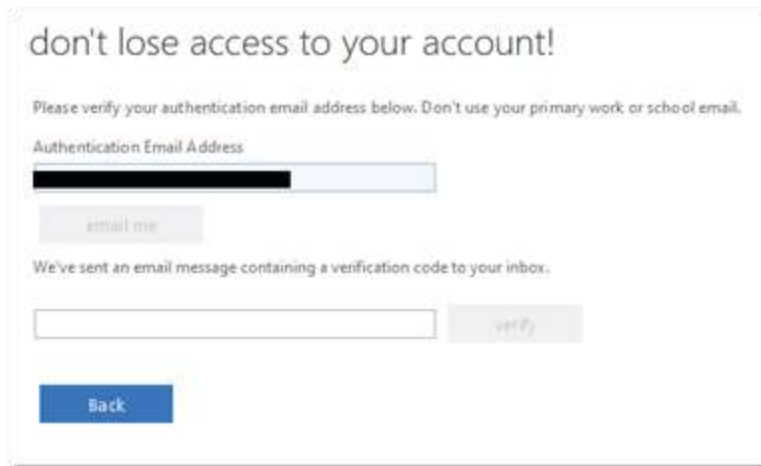
don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

Authentication Phone is set to [Change](#)

Authentication Email Address is not configured. [Set it up now](#)

7. Press 'Set it up now' next to 'Authentication Email'.



don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email Address

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

8. Enter a personal email address that you have access to and press 'Email me', when you receive the email enter the code and press 'Verify'.

That's it all done. If you forget your login password, you will now be able to reset it yourself.