

Registering Additional Devices for 2 Factor Authentication & Changing your Password

Setting-up Additional Devices

St Olave's have enabled a self-service password reset option. This means if you forget your password, you can now change it yourself from home. In order to use the service, you are required to provide alternative methods of identification used during the Self-Service Password Reset process so that the system knows who you are.

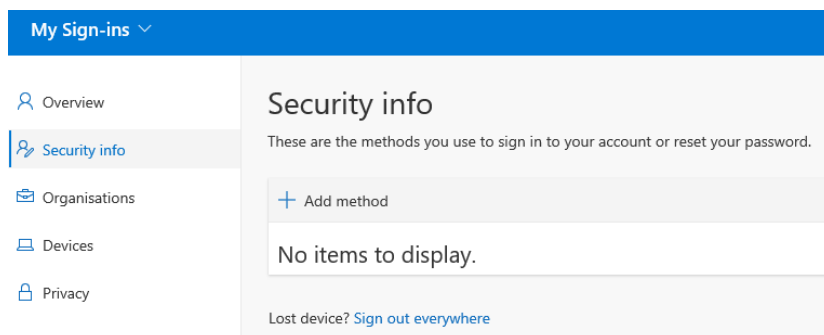
The following options have been selected by your administrator:

- Personal email address
- Mobile phone number
- Microsoft Authenticator app

Any information you provide will only be used as part of the password reset process. The school will not have direct access to it.

The school recommends that you add at least 2 of the above methods to your account. You may add all 3 if you wish.

Login to the Security info page at <https://aka.ms/setupsecurityinfo> with your school email and password to add additional methods of identification. Alternatively go to <https://myaccount.microsoft.com/> (login with school email and password) and select "Security Info".



Adding a Personal Email

1. Click on the + sign next to add method and select email from the drop-down list and provide your email address (this cannot be the one you use in Office 365)
If the option to add an email address does not appear in the drop-down list, add a different method, and try again later (we are aware of a bug here).

2. Check your email account for the verification code and enter it in the box and click next, this will add your email address to the list of security info.

Email

We just sent a code to student.test@test.com

[Resend code](#)

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Adding a Phone Number

1. Click on the + sign next to add method and select phone from the drop down list, fill in your mobile phone number details and select text me a code. You should use a phone call method if adding a landline. We recommend you add your mobile phone number.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United Kingdom (+44) ▾

Enter phone number

Text me a code

Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Cancel

Next

2. Check your text messages for a code and confirm it in the box, this will add your Phone number to the list of security info
3. After adding a Phone, you might be logged out of the security info page and have to log back in by providing a text message code or by responding to a phone call. There may be a phone call where you need to press # to authorise your login. **If it says press the pound sign – that is the same as the # key.**
4. Once you have a Phone registered to your account you can register for the Microsoft Authenticator app. Click on the + sign next to add method and select Authenticator app

Adding the Authenticator App

1. Download the app and follow the prompts on the security info page. You can download Microsoft Authenticator from the Play Store, or App Store for free. Its logo is here.
2. Select Authenticator app from the list of options and follow the instructions on screen.



Add a method

Which method would you like to add?

Authenticator app ▾

Cancel

Add

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

Once you've installed the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

Cancel

Next

Microsoft Authenticator



Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

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Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app to your account.

Once you've scanned the QR code, choose "Next".



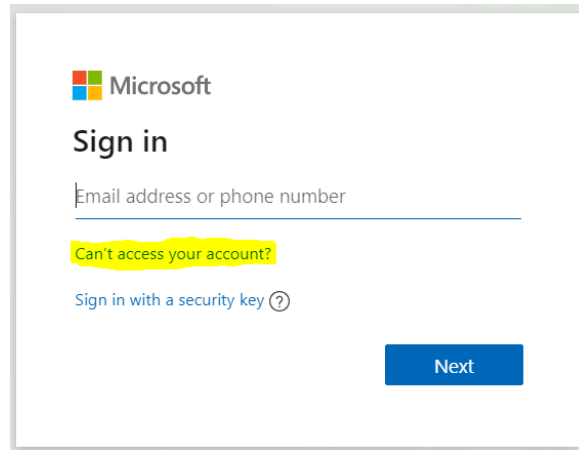
[Can't scan image?](#)

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What to do if you forget your password

If you forget your password, simply press “Can’t access you account” from the Microsoft login page.



Run through the process. You will need access to at least one of the devices you registered (authenticator app, personal email or phone number) in order to do this.

If you cannot reset your password because you have not registered for 2 factor authentication, you should email your form tutor. **This is extra work for your teachers and hassle for you. Once you are into your account, you should set-up 2 factor authentication!**

Finally, when choosing a password, it will need a mixture of uppercase and lowercase characters, a number and a special character (!, ?, etc.).

Changing your Password (if you know your current password)

You can do this 2 ways.

From School (using a school computer)

1. Login to a school computer
2. Press ctrl + alt + delete and select the option to change your password

From Anywhere (using any device)

1. Go to <https://myaccount.microsoft.com/>, login with your school email and password
2. Press the option to change your password and change it there.

Finally, when choosing a password, it will need a mixture of uppercase and lowercase characters, a number and a special character (!, ?, etc.).