



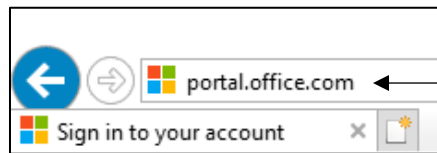
MINISTRY OF EDUCATION
OFFICE 365 LOGIN AND SELF-
SERVICE PASSWORD RESET
FEATURE

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1. [Accessing the Office 365 login portal](#)

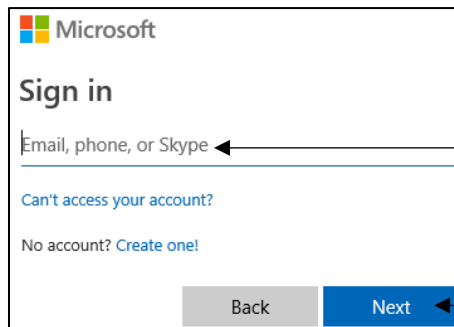
- 1.1 Open your Web Browser, i.e Internet Explorer, Chrome or Safari.
- 1.2 Enter the following URL in the Address Bar: <https://portal.office.com>



Office 365 URL
in the address
bar

Figure 1 – Displays the address bar containing the Office 365 URL

- 1.3 You will then be taken to the Office 365 login portal.
- 1.4 Enter your Ministry of Education email address, e.g john.doe@moe.gov.tt or jane.doe@fac.edu.tt
- 1.5 Click on the Next button.

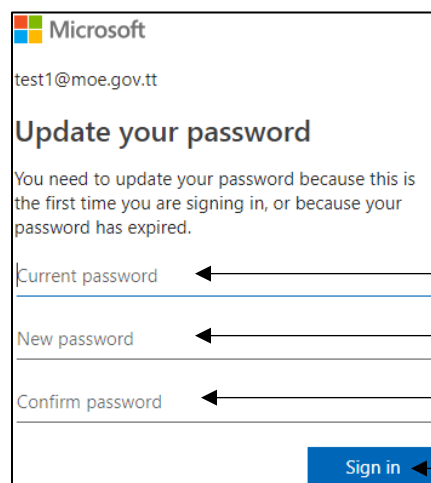


Enter your
email address
here

Next button

Figure 2 – Office 365 login portal

- 1.6 For persons signing in for the first time, please update your password and proceed.



Enter your current password

Enter your new password

Confirm your new password

Sign in button

Figure 3 – Displays the dialog box to update your password.

- 1.7 Type your current password in the first field
- 1.8 A strong password must contain:
 - I. At least eight (8) characters.

- II. A combination of at least one (1) uppercase letter, lowercase letter and numbers.
- 1.9 Type your new password in the second field
- 1.10 Confirm/Retype your new password in the third field.
- 1.11 Click on the sign in button.
- 1.12 You will then be taken to the Stay Signed In page. Click on the No button.

2. Setting up Self-Service Password reset

- 2.1 Once you have successfully logged in to the Office 365 portal, you will be taken to the More Information Required page. Click Next.
Please note that setting up your self-service password reset is mandatory.

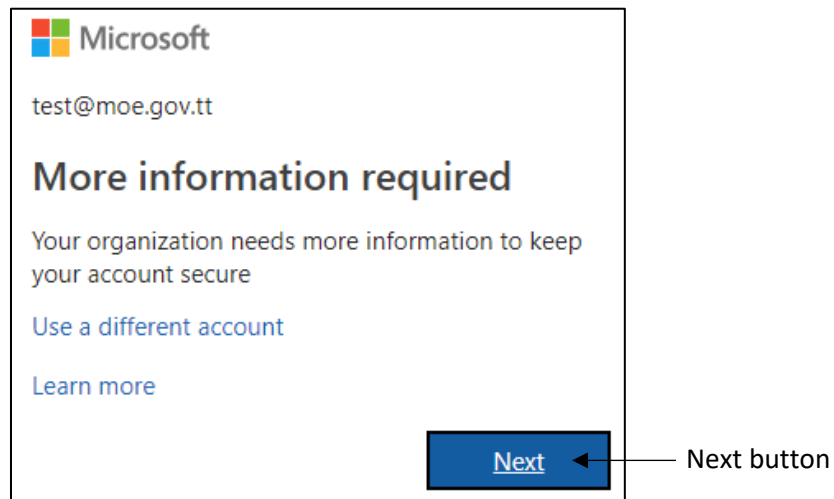


Figure 4 – Displays the More information required page

- 2.2 On the don't lose access to your account page, click on **Set them up now** to start setting up the security questions for your account.

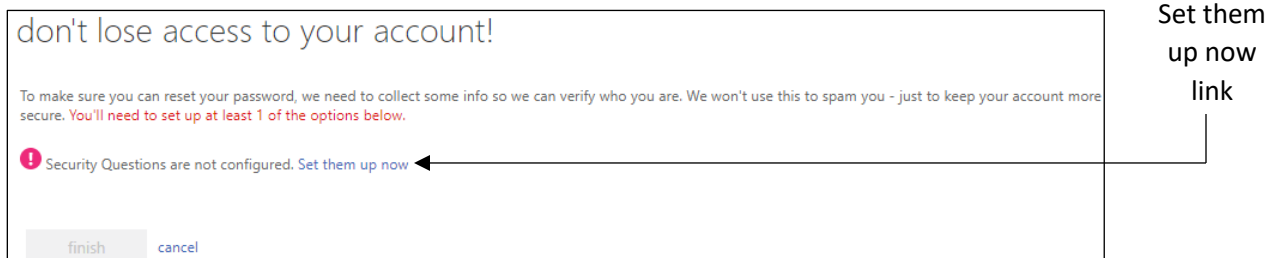


Figure 5 – Depicts how you start setting up the security questions for your account.

- 2.3 You are required to select and answer three (3) questions from the drop down menu.

2.4 Enter the answer to the question in the dialog box located below the question that has been selected. Please see Figure 6 below showing the three questions selected.

Please select questions to answer below. *Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.*

Security question 1
In what city was your first job? ← Security question
Port of Spain ← Answers ✓

Security question 2
What is your favorite food? ←
Pelau ← ✓

Security question 3
What was your favorite sport in high school? ←
Cricket ← ✓

save answers ← Save Answers button

back ← Back button

Figure 6 – Displays the security questions and answers.

2.5 Click on the Save Answers button once completed.

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.

✓ 3 Security Questions are configured. Change ← Change link

finish cancel ← Finish button

Figure 7 – Displays all questions were configured.

2.6 Click on Change if you would like to make any alterations to the questions and answers.

2.7 You will then receive a notification that all questions and answers have been saved and configured. Click on the Finish button to complete the process.

2.8 You will then be taken to the Office 365 homepage displaying all the apps and features.

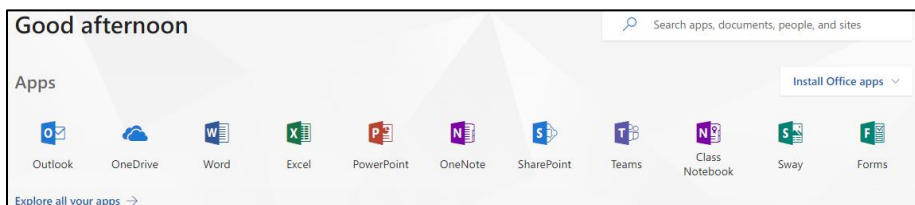


Figure 8 – Displays the Office 365 Apps landing page.

3 [Changing your password \(Forgot your password\)](#)

- 3.1 Open your Web Browser, i.e Internet Explorer, Chrome or Safari.
- 3.2 Enter the following URL in the Address Bar: <https://portal.office.com>
- 3.3 Enter your email address.
- 3.4 Click Next.
- 3.5 Click on Forget my password.

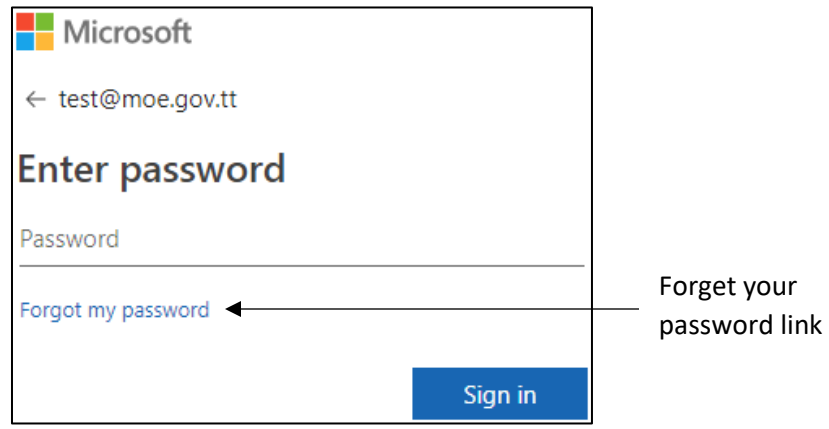


Figure 9 – Displaying the office 365 login page.

- 3.6 You will be directed to the “Get back into your account” webpage.

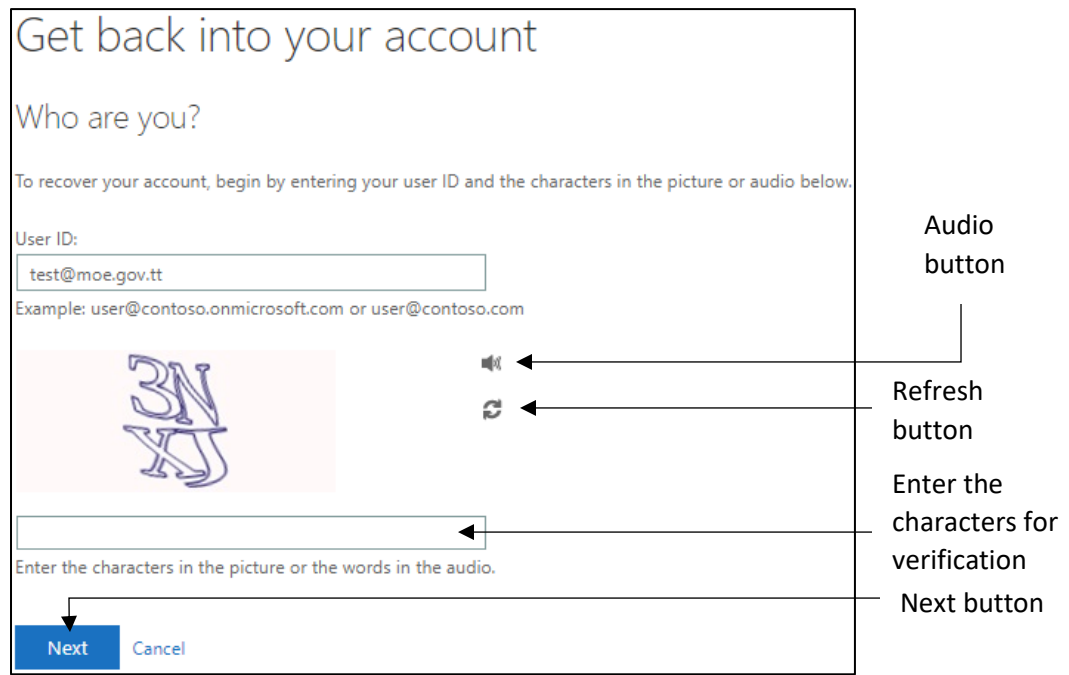


Figure 10 – Displays the Microsoft verification webpage.

- 3.7 Enter the characters in the picture or the characters heard in the audio.

- 3.8 Click on the refresh icon if you would like a new set of characters.
- 3.9 Once the characters have been successfully entered. Click on the Next button
- 3.10 The three questions will then appear.
- 3.11 Enter the answers to the questions you entered previously. Refer to Figure 6 above for further information.

Figure 11 – Displays the security questions verification webpage.

- 3.12 Click on Contact your administrator if you need any assistance.
- 3.13 Enter the new password in the text box provided.
- 3.14 Confirm the new password.

Please note that a strong password is required. Strong passwords are 8 to 16 characters and must combine uppercase and lowercase letters, numbers and symbols. They cannot contain your username.

Figure 12 – Displays the webpage that is used to change your password.

- 3.15 Once you have successfully entered your new password. Click on the Next button.
- 3.16 You will then be notified that your password has been reset.

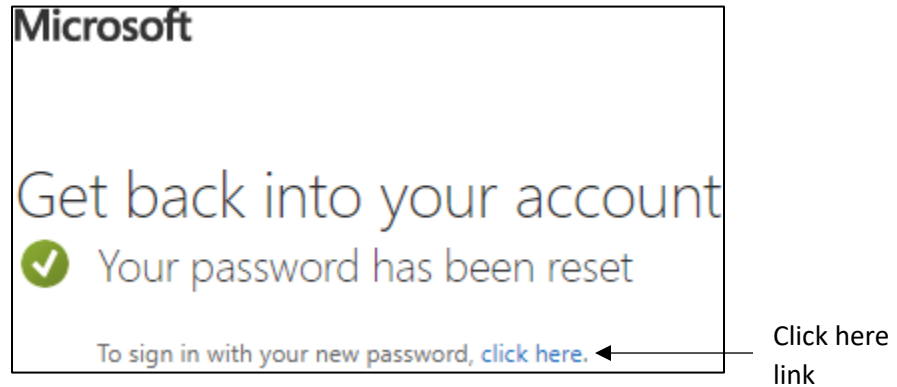


Figure 13 – Notifies the user that the password has been reset.

- 3.17 Once completed click on “click here” to return to the Office 365 login portal.
- 3.18 Enter your Ministry of Education email address.
- 3.19 Click on the Next button.
- 3.20 Enter the new password that was entered in step 3.13.
- 3.21 Click on the Sign in button.
- 3.22 You will then be taken to the Office 365 Apps homepage, see Figure 8.

**For further support regarding your Ministry of Education email
account please contact:**

Ministry of Education, ICTD Helpdesk

Direct Line: 612-4357 (HELP)

Extensions: 4357 (HELP)