

Guide to Reset Your Microsoft Office 365 Account Password

- You can access the MS Office365 login page through the www.portal.office.com. Type your user name and then click on the link named [Can't access your account?](#)

Office

Work or school, or personal Microsoft account

dinuka@noc.cmb.ac.lk

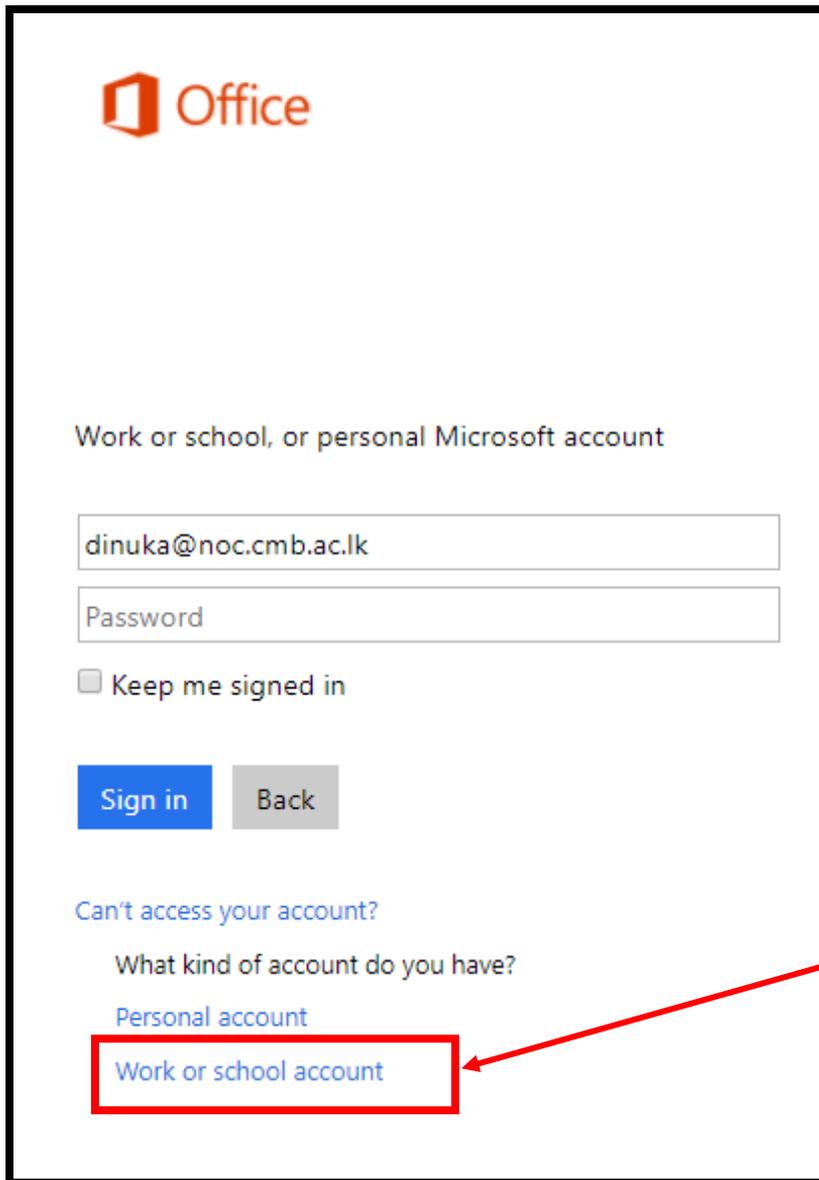
Password

Keep me signed in

Sign in Back

[Can't access your account?](#)

- In below screen, click on the [Work or school account](#) link.





Work or school, or personal Microsoft account

Keep me signed in

[Sign in](#) [Back](#)

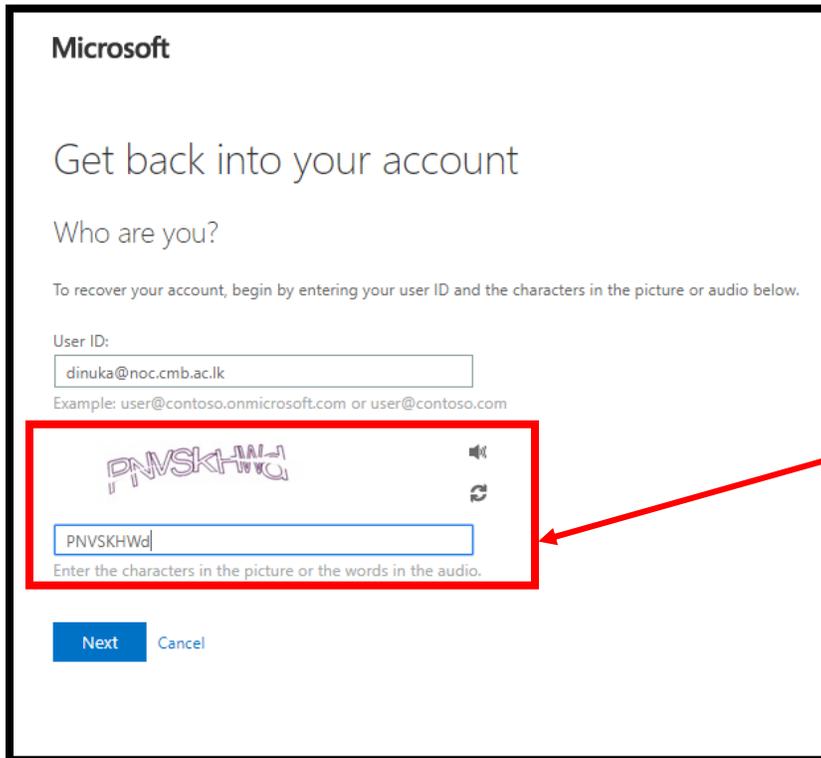
[Can't access your account?](#)

What kind of account do you have?

[Personal account](#)

[Work or school account](#)

- Type all the characters appears in the picture, as shown in the below screen shot. Then click “Next” button.



Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

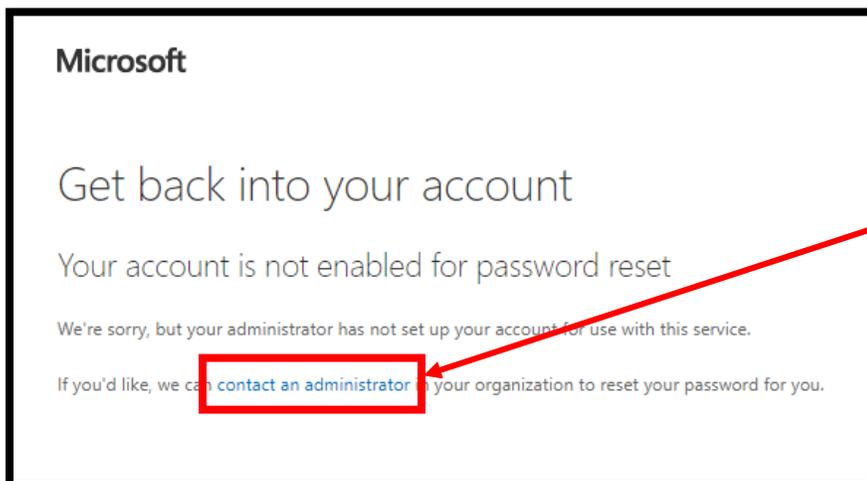
User ID:

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



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

- Click on the [contact an administrator](#) link to make a password reset request.



Microsoft

Get back into your account

Your account is not enabled for password reset

We're sorry, but your administrator has not set up your account for use with this service.

If you'd like, we can [contact an administrator](#) for your organization to reset your password for you.

- Finally, you'll be pointed to the following page. Then Network operation center (NOC) will send you a new password to your official Email account.

