

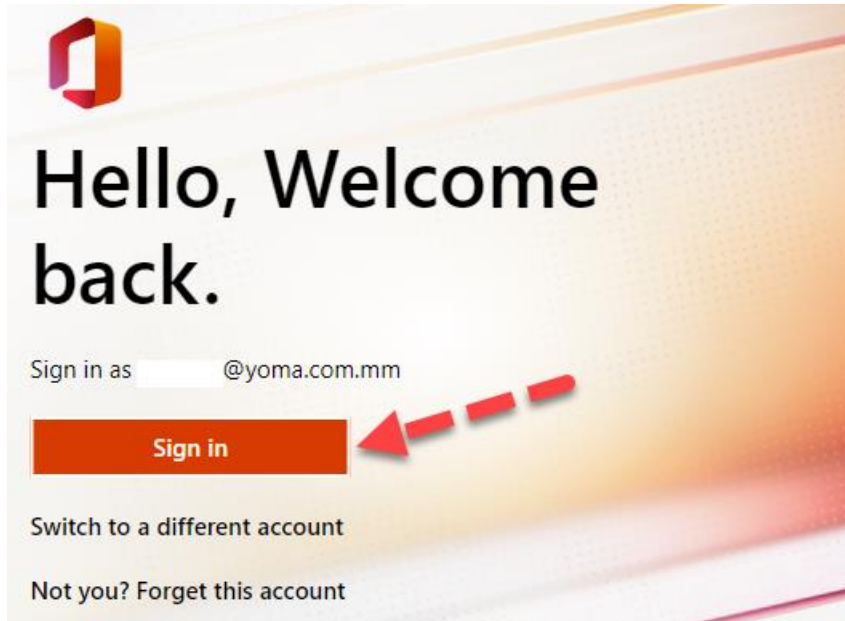
SOP for Self Service Password Reset Enrollment

System/Service Owner: IMS Team

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1. Go to www.office.com and sign in with your office email account.



2. Then click "Next".



@yoma.com.mm

More information required

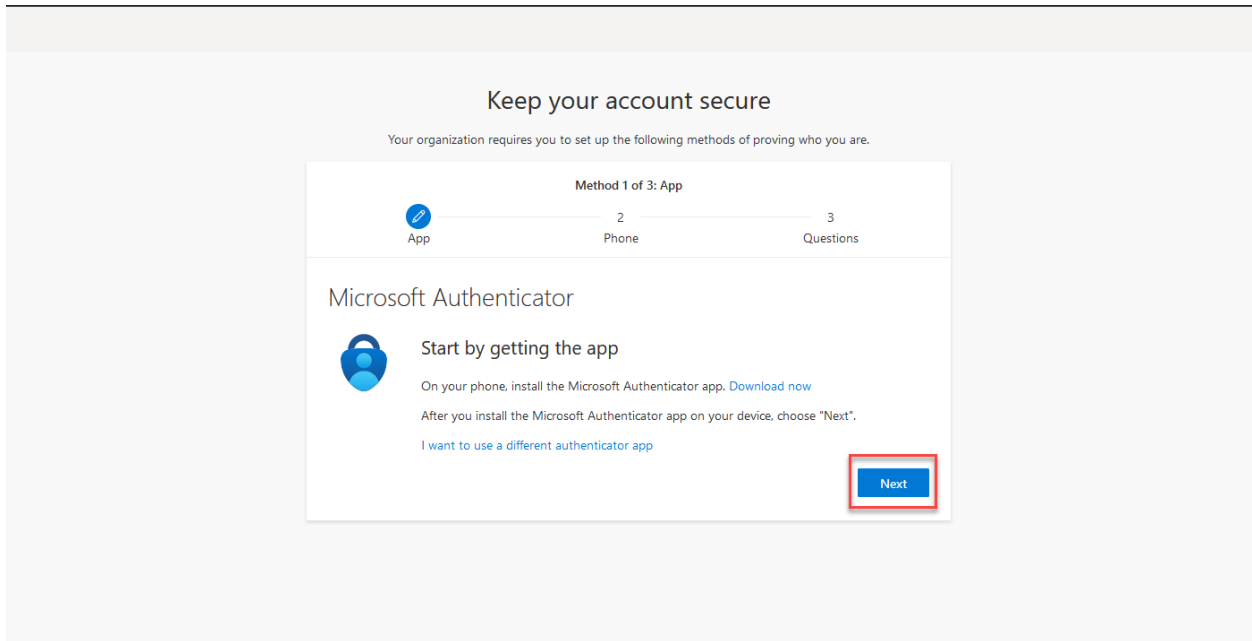
Your organization needs more information to keep your account secure

[Use a different account](#)

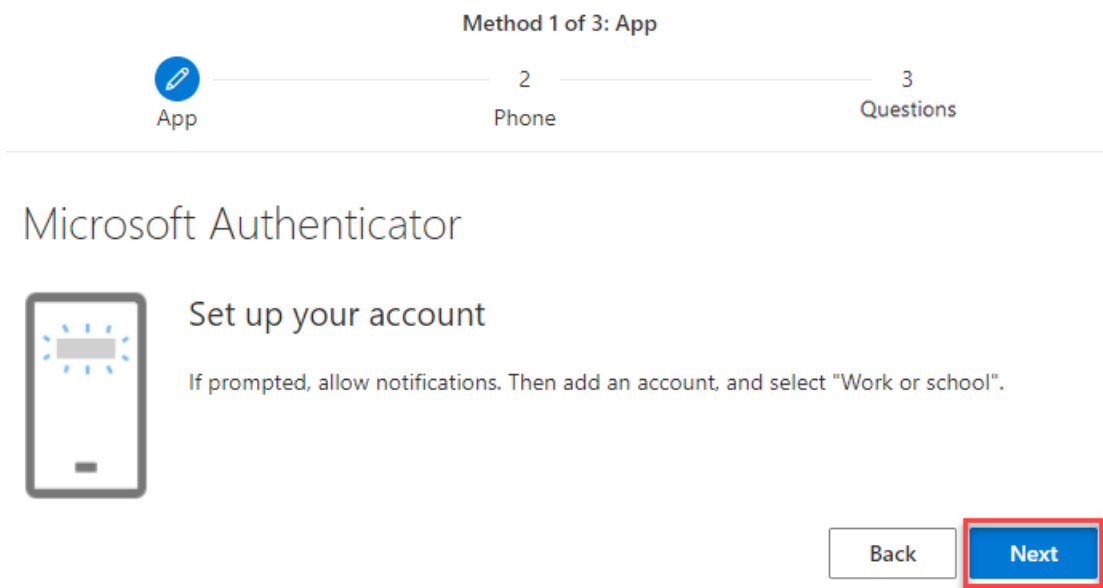
[Learn more](#)



3. Click "Next".



4. Click "Next".



5. Open your Microsoft Authenticator app in your phone and scan the QR code and click "Next".

Microsoft Authenticator

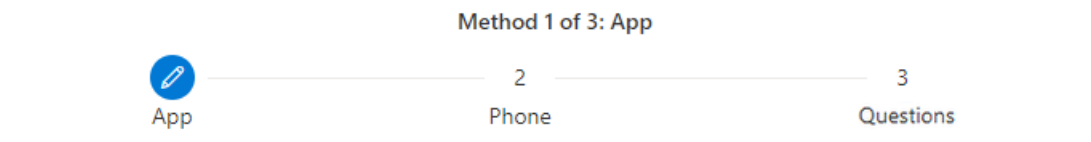
Scan the QR code

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

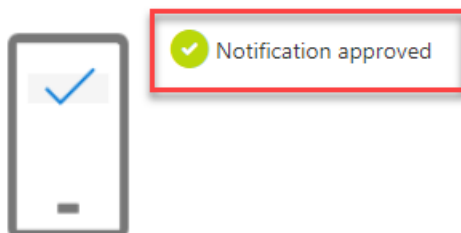
After you scan the QR code, choose "Next".



6. Make Approve sign-in in your phone.
Click "Next" when "Notification approved" message is appeared.



Microsoft Authenticator



7. Enter your phone number and click “Next”. And you will receive verification code to your phone.

Method 2 of 3: Phone

App Phone 3 Questions

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?

Myanmar (+95) 9777

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](#).

Next

8. Put the verification code and click “Next”.

Method 2 of 3: Phone

App Phone 3 Questions

Phone

We just sent a 6 digit code to +95 9777227666. Enter the code below.

599512

[Resend code](#)

Back Next

9. Please fill the Security Questions and click “Done”.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 3 of 3: Questions

App Phone Questions

Security questions 1.

What is your favorite food? ▼

.....

What was your first job? ▼

.....

When you were young, what did you want to be when yo... ▼

.....

Done 2.

10. Now your enrollment is success and click “Done”.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 3 of 3: Done

App Phone Questions

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

- ☎ Phone
+95 9954555442
- 👤 Microsoft Authenticator
- ? Security questions

Done

Group Technology Support

- Contact Helpdesk

- Email: helpdesk@yoma.com.mm

- Hot Line: +95 01 368 7766

- Extension: 8302

- Ticketing Portal: <https://helpdesk.yomagroup.io>