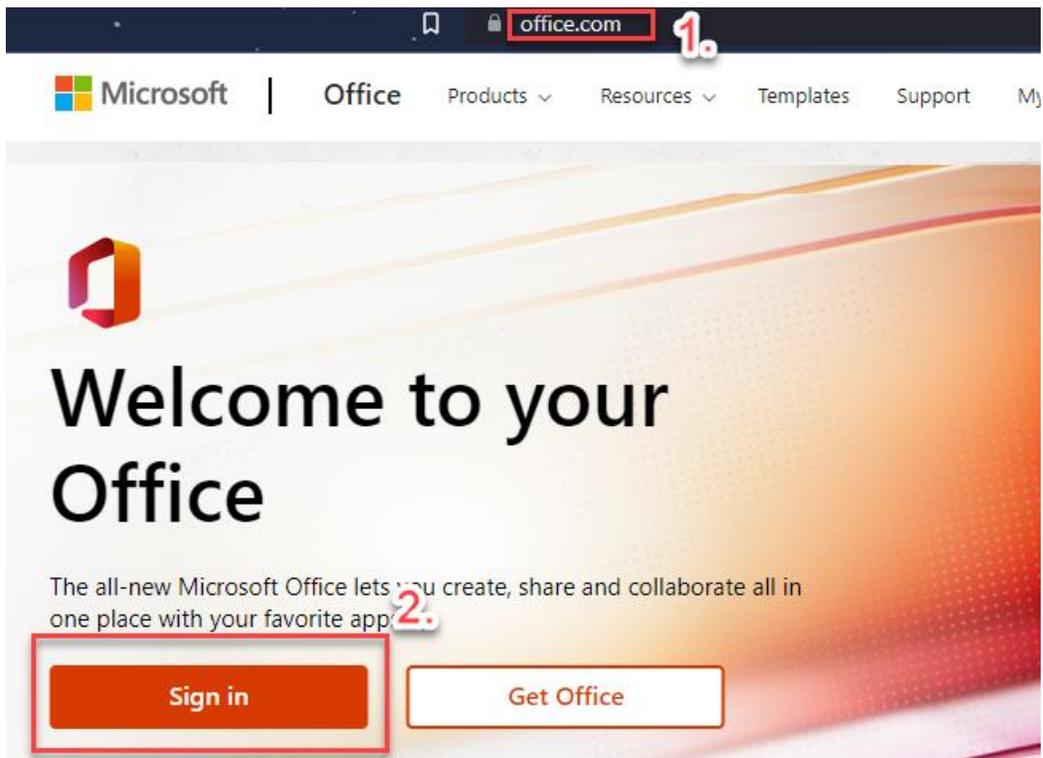# SOP for Self-service Password Reset

System/Service Owner: IMS Team

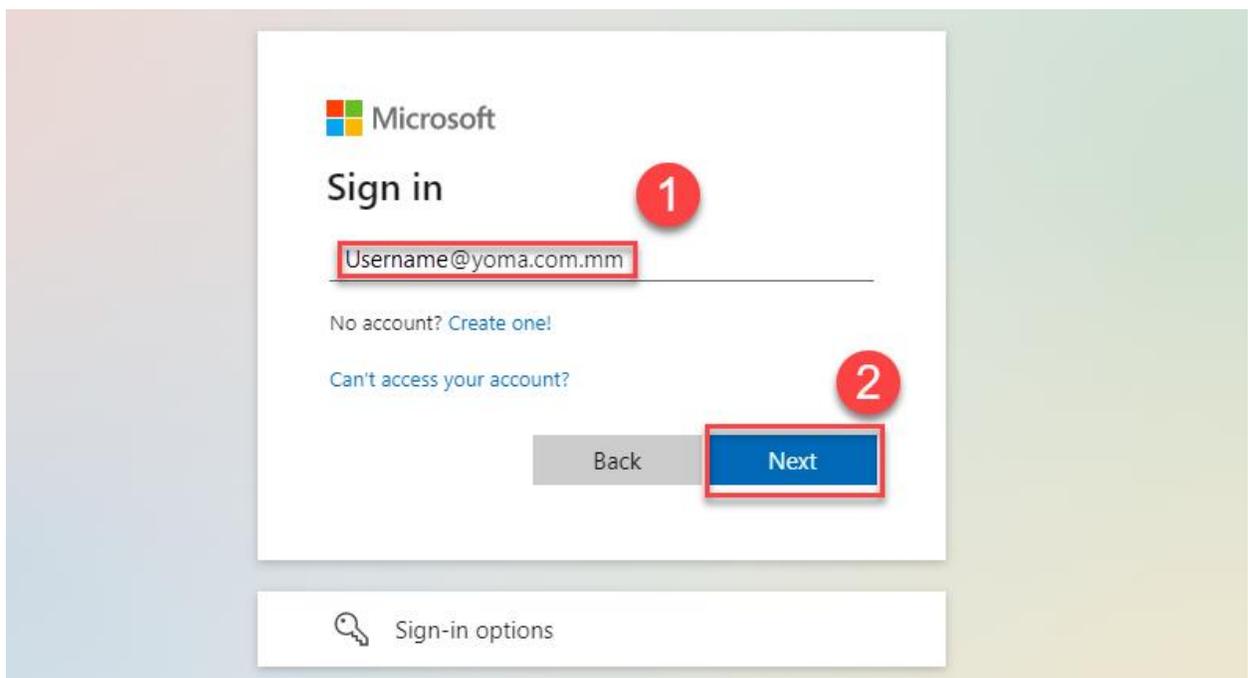Document release date:

23-Jun-2022

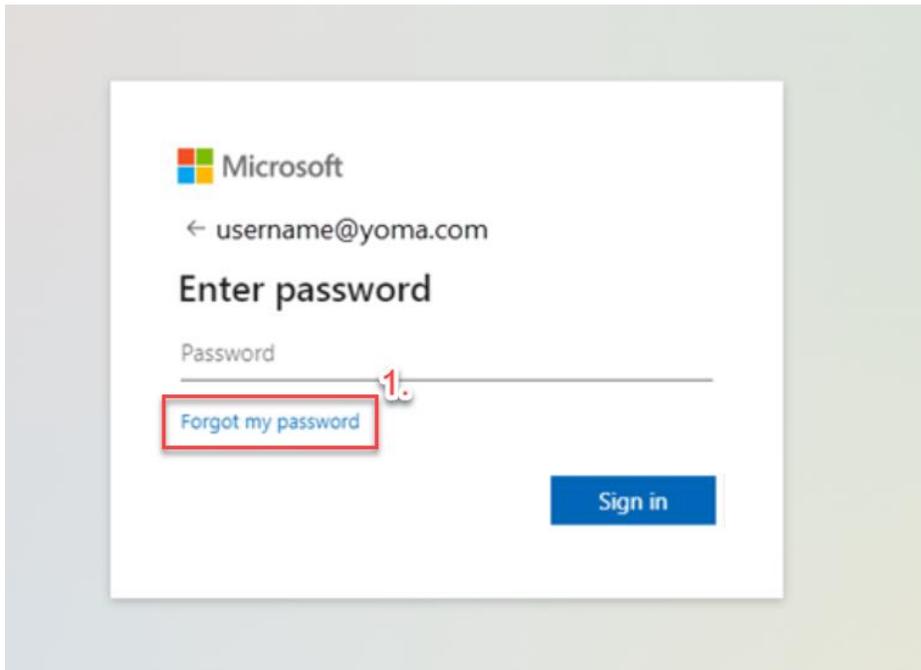1. Go to https://www.office.com/ and click "Sign in".

2. Enter your Office Email Account which you want to reset password and click "Next".

3. Click "Forgot my password".

4. Put your Email Account again and enter the characters in the picture. Then click "Next".

5. Select "I forgot my password" and click "Next".

Microsoft

Get back into your account

Why are you having trouble signing in?

1.

⊙ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

○ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

2.

[Next] Cancel

6. Put your mobile phone number that you registered and click "Text".

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

⊙ Text my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (************66) below. You will then receive a text message with a verification code which can be used to reset your password.

1.

+959777

2.

[Text]

7. Put the verification code form you phone and click "Next".

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

| ● Text my mobile phone | We've sent you a text message containing a verification code to your phone. |

1.

119754

2.

Next   Try again   Contact your administrator

8. Enter your new password and confirm new password and click "Finish".

Microsoft

Get back into your account

verification step 1 ✓ > **choose a new password**

1.

* Enter new password:

••••••••

* Confirm new password:

••••••••

Finish   Cancel

2.

9. Your password reset process is completed and now you can login with your new Password.

Group Technology Support

- Contact Helpdesk

  - Email: helpdesk@yoma.com.mm

  - Hot Line: +95 01 368 7766

  - Extension: 8302

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