LEON COUNTY SCHOOLS

How to reset your Password in O365

LCSB - IT Training and Education

Prepared for
Leon County School District
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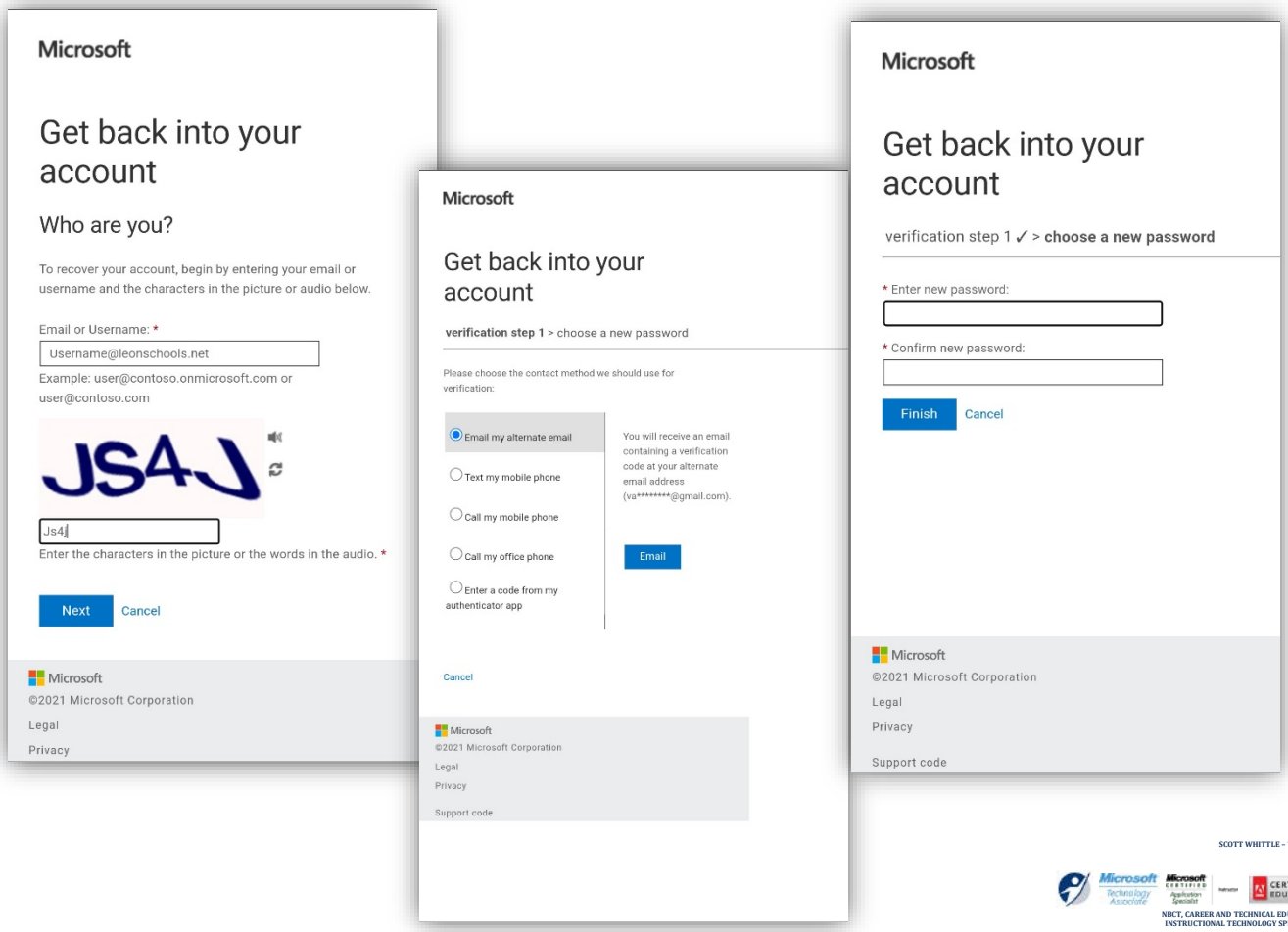
Version 1.3



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1.0	5/03/2023	Created Document [Template]	Scott Whittle
1.1	5/05/2023	Updated Screenshots	Scott Whittle
1.2	7/25/2023	Added Email, and updated dual MFA requirement	Jimena Arango
1.3	7/26/2023	Added Screenshot of Security setup completion	Scott Whittle

Instructions-

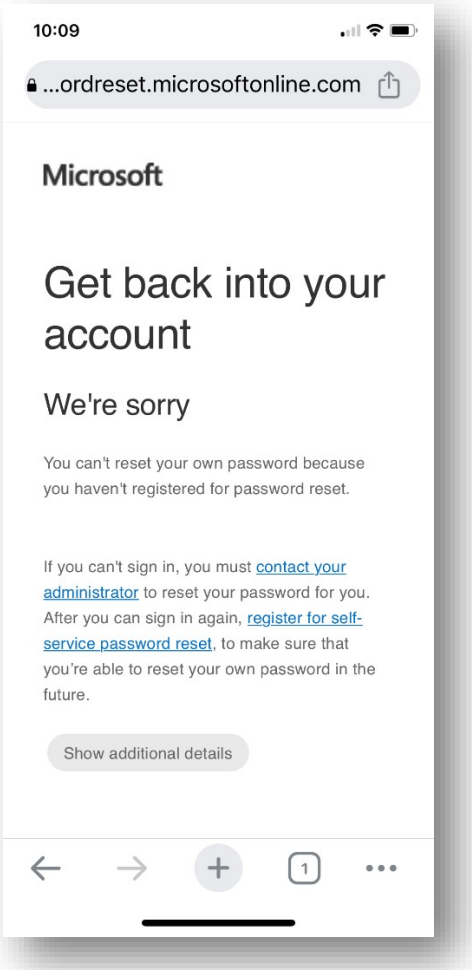
Follow these steps:

- Open a browser (*ex: Google Chrome*)
- Type the password reset website inside the address bar:
  https://aka.ms/sspr Or https://passwordreset.microsoftonline.com/

Passwords must meet these criteria:

- Length must be at least 8 characters.
- It must have 3 out of these 4 characters: 1 Uppercase, 1 lowercase, 1 character, and 1 number.

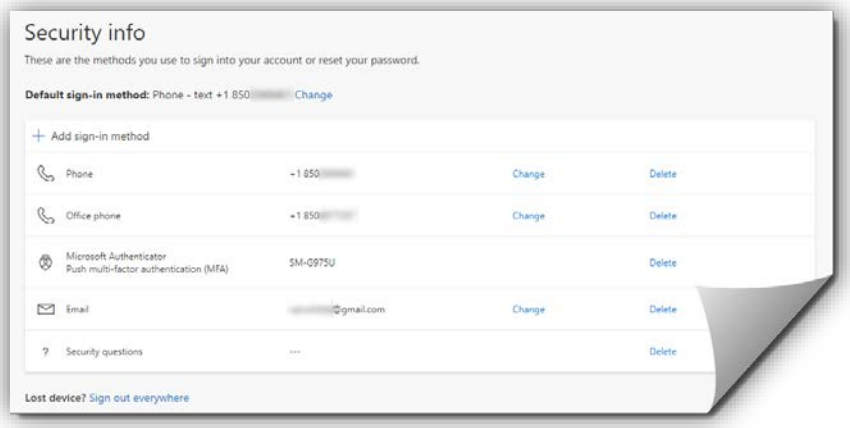
Note: *If the user gets a message that you can't reset the password it is because the user did not previously complete their Security info in Microsoft 365.*



The user must complete Security info in Microsoft 365 @ https://mysignins.microsoft.com/security-inf

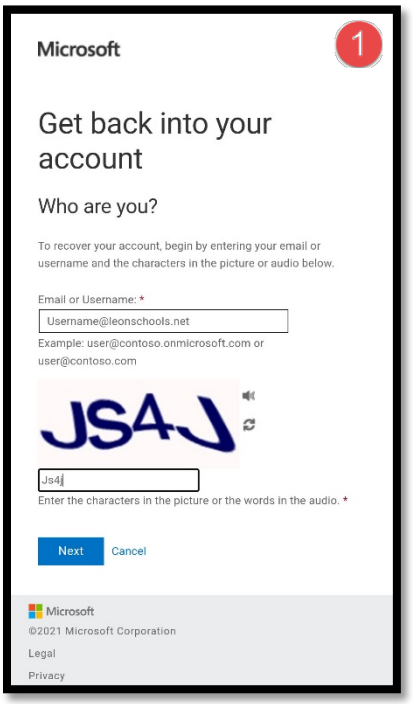
For instructions on how to setup your MFA Security information - https://www.leonschools.net/MFA

Sample of all 5 different Security Sign-in methods when completed

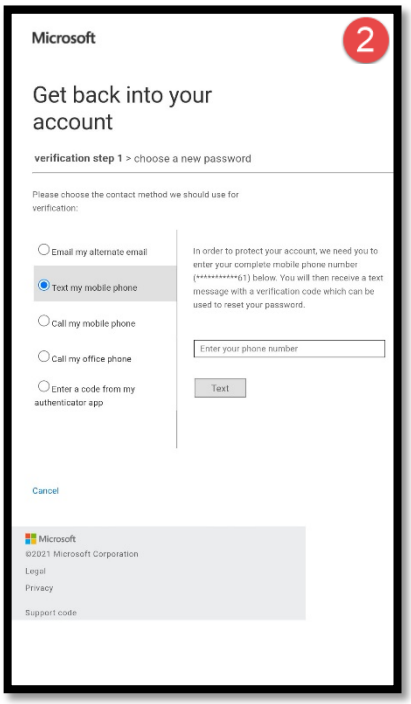


Password Reset Process – *Primary Options*

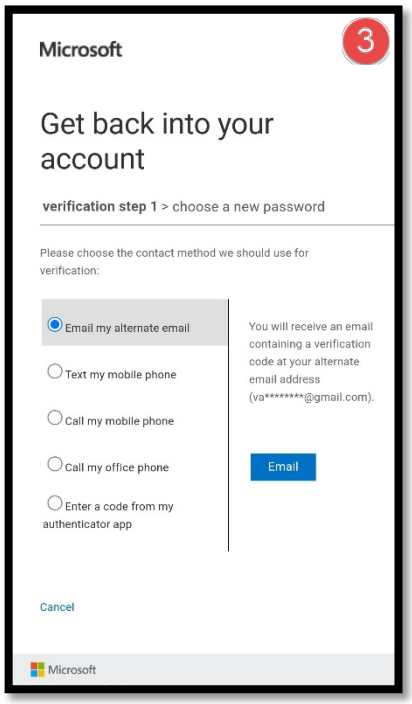
Enter Your Email and Characters



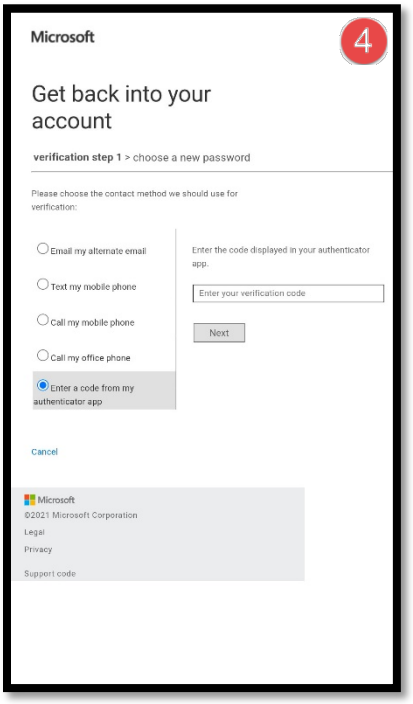
Opt# 1 - Text your Mobile



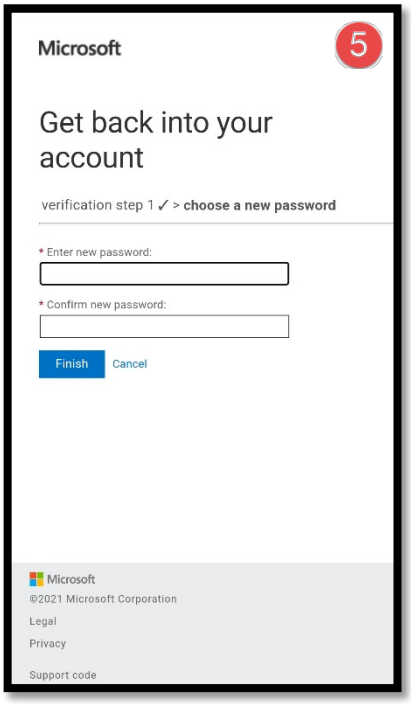
Opt# 2 – Email personal Email



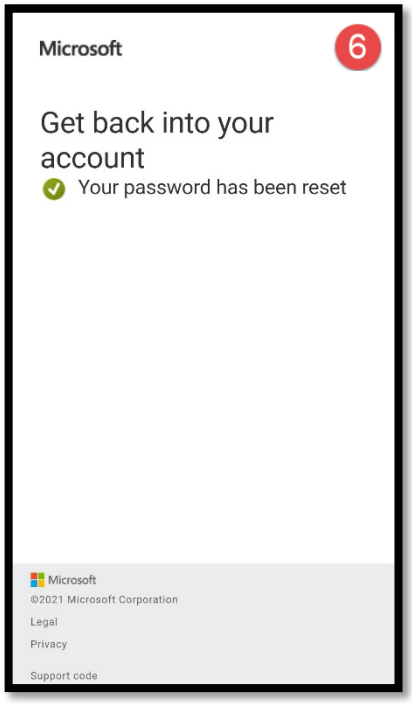
Opt# 3 – Use Authenticator Code



Change your password

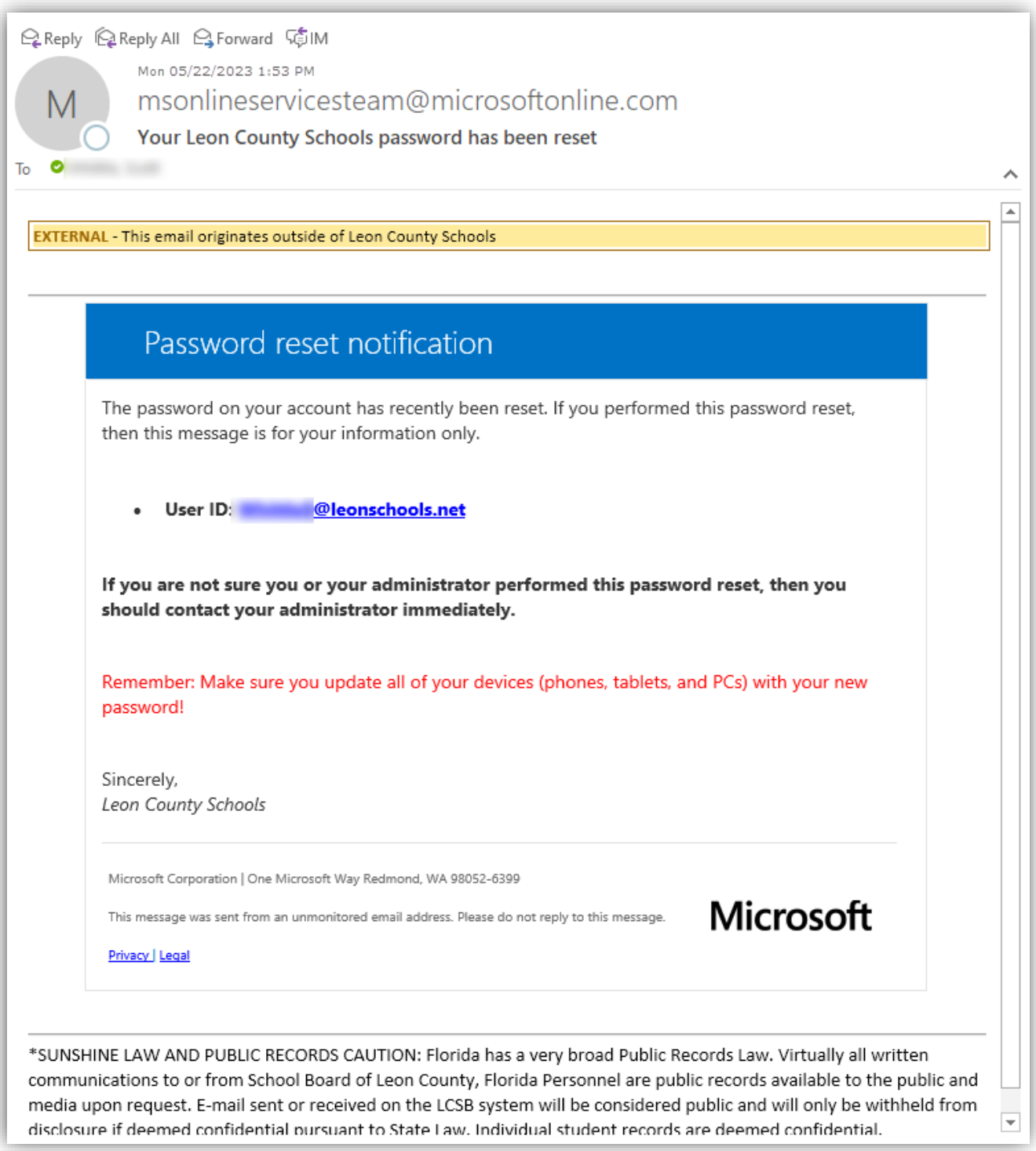


All Set!!



Email confirmation

The user will receive a password reset notification from msonlineservicesteam@microsoftonline.com



Reply Reply All Forward IM

Mon 05/22/2023 1:53 PM

M

msonlineservicesteam@microsoftonline.com

Your Leon County Schools password has been reset

To [redacted]

EXTERNAL - This email originates outside of Leon County Schools

Password reset notification

The password on your account has recently been reset. If you performed this password reset, then this message is for your information only.

- **User ID:** [redacted]**@leonschools.net**

If you are not sure you or your administrator performed this password reset, then you should contact your administrator immediately.

Remember: Make sure you update all of your devices (phones, tablets, and PCs) with your new password!

Sincerely,
Leon County Schools

Microsoft Corporation | One Microsoft Way Redmond, WA 98052-6399

This message was sent from an unmonitored email address. Please do not reply to this message.

Microsoft

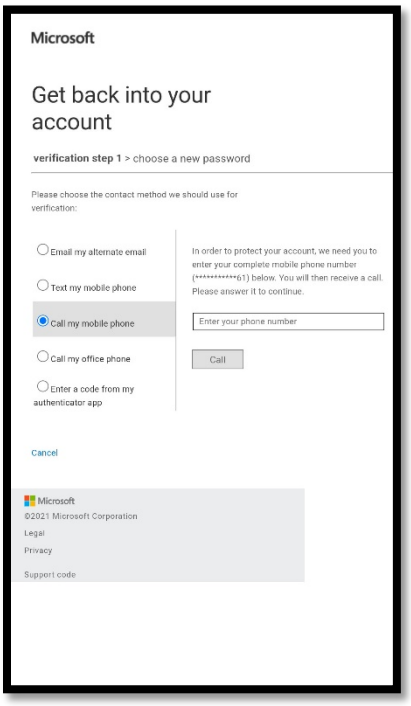
Privacy | Legal

*SUNSHINE LAW AND PUBLIC RECORDS CAUTION: Florida has a very broad Public Records Law. Virtually all written communications to or from School Board of Leon County, Florida Personnel are public records available to the public and media upon request. E-mail sent or received on the LCSB system will be considered public and will only be withheld from disclosure if deemed confidential pursuant to State Law. Individual student records are deemed confidential.

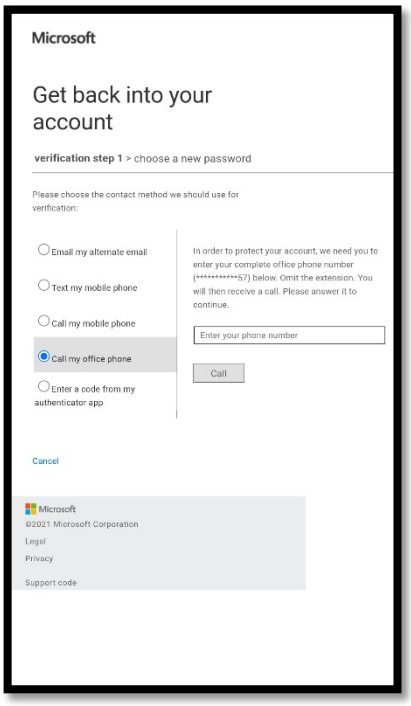
Additional Available Reset Options

You are now required to set up more than one verification method. For example, if you travel a lot, consider **setting up the Microsoft Authenticator** as an additional verification method. It's the easiest verification method to use, and a way to avoid text or call charges.

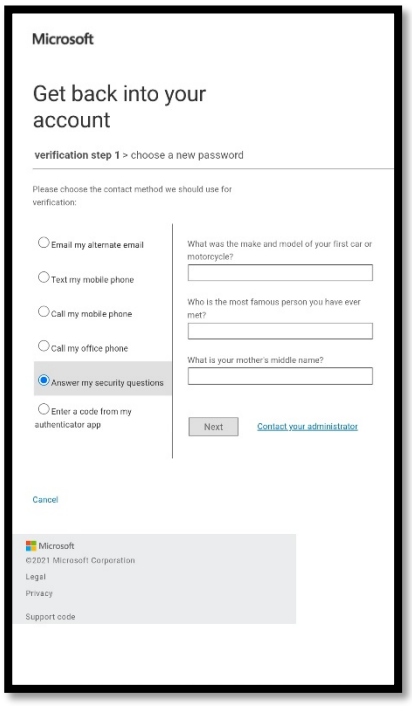
Call Mobile Phone



Call Office Phone



Security Questions



Having trouble? - How to solve common problems with two-step verification for a work or school account