



Y O M A G R O U P

Self-Service Password Reset Procedure

Version 1
9/27/24

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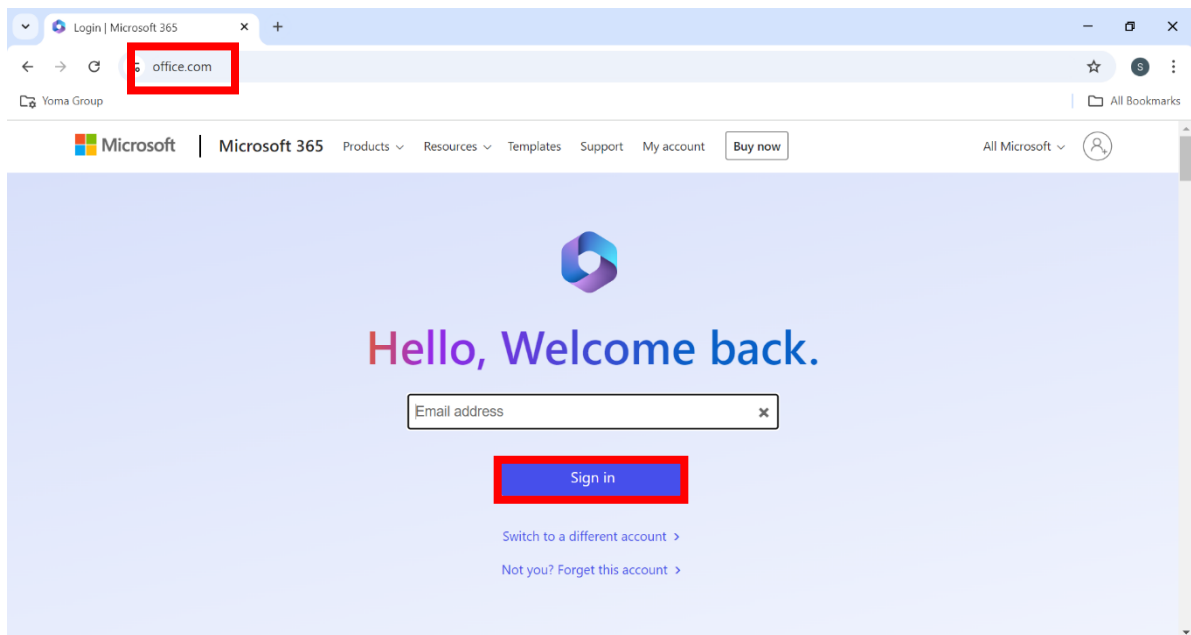
Document Purpose

This document provides step-by-step instructions for setting up a password reset in the **Microsoft Office**, ensuring consistent and professional communication across the organization.

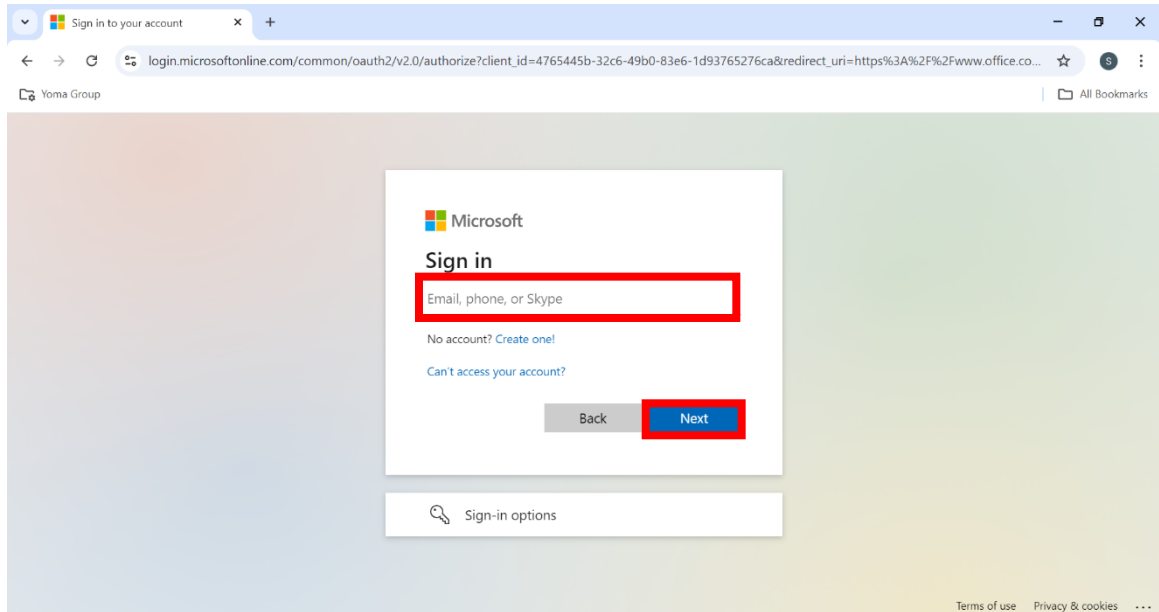
Password Reset Procedure

1. Sign In to Office.com

- Open a web browser and go to [Office.com](https://office.com).
- Click **Sign In** in the center.

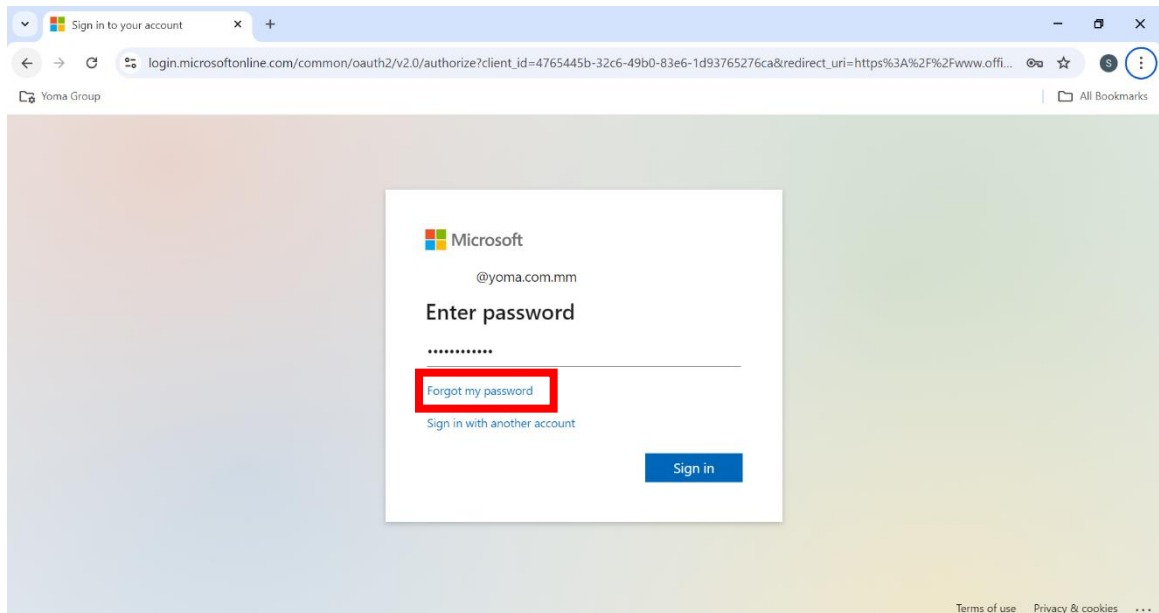


2. Enter your Office Email Account and click “Next”

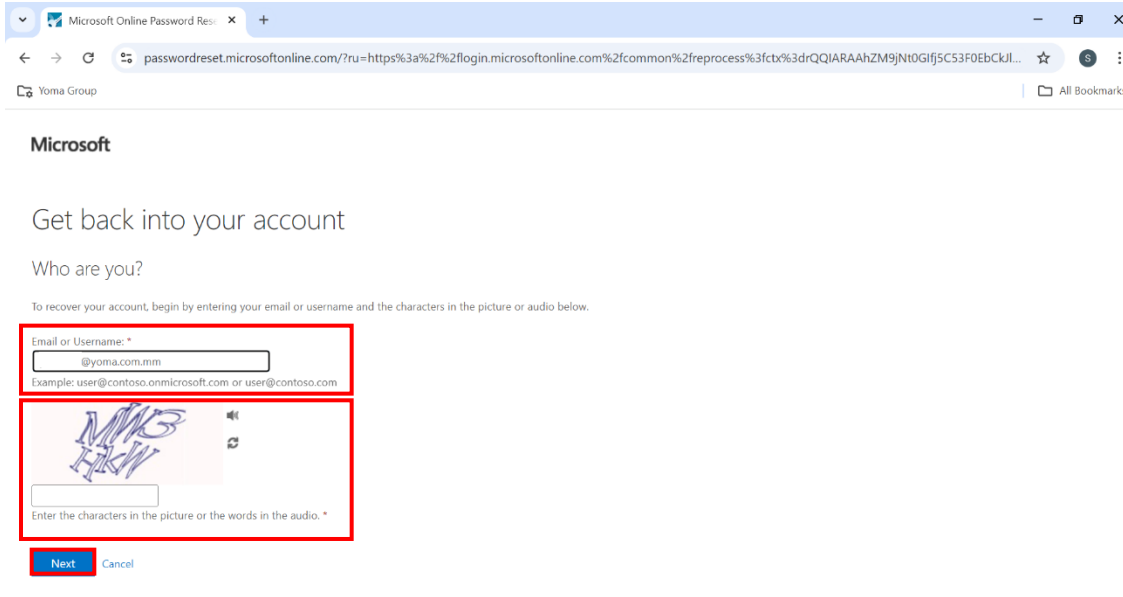


3. Select the 'Forgot My Password' Option:

- On the password entry screen, click the **Forgot my password** link below the password field.



- Put your Email Account again and enter the characters in the picture. Then click “Next”.



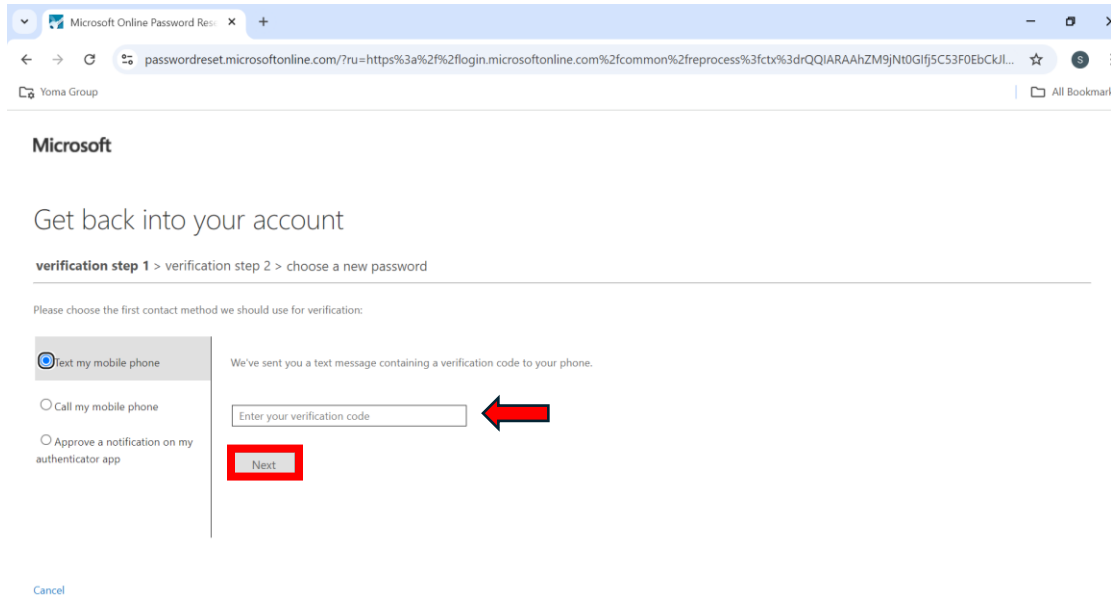
5. Verify Your Identity

- You will be directed to a page to verify your identity.
- You may need to confirm your identity using one or more methods, depending on the security settings for your account:
 - **Text message:** A verification code will be sent to your registered phone number.
 - **Phone Call:** Receive a call on your phone, where you will be provided with a code or asked to press a number to verify.
 - **Microsoft Authenticator:** If you use the Microsoft Authenticator app, you may be prompted to approve the reset.

The screenshot shows a web browser window with the Microsoft Online Password Reset page. The page title is "Microsoft" and the main heading is "Get back into your account". Below the heading, there is a progress indicator: "verification step 1 > verification step 2 > choose a new password". The page prompts the user to "Please choose the first contact method we should use for verification:". There are three radio button options: "Text my mobile phone" (selected), "Call my mobile phone", and "Approve a notification on my authenticator app". To the right of these options, there is a text input field labeled "Enter your phone number" and a "Text" button below it. A small explanatory text reads: "In order to protect your account, we need you to enter your complete mobile phone number (*****97) below. You will then receive a text message with a verification code which can be used to reset your password."

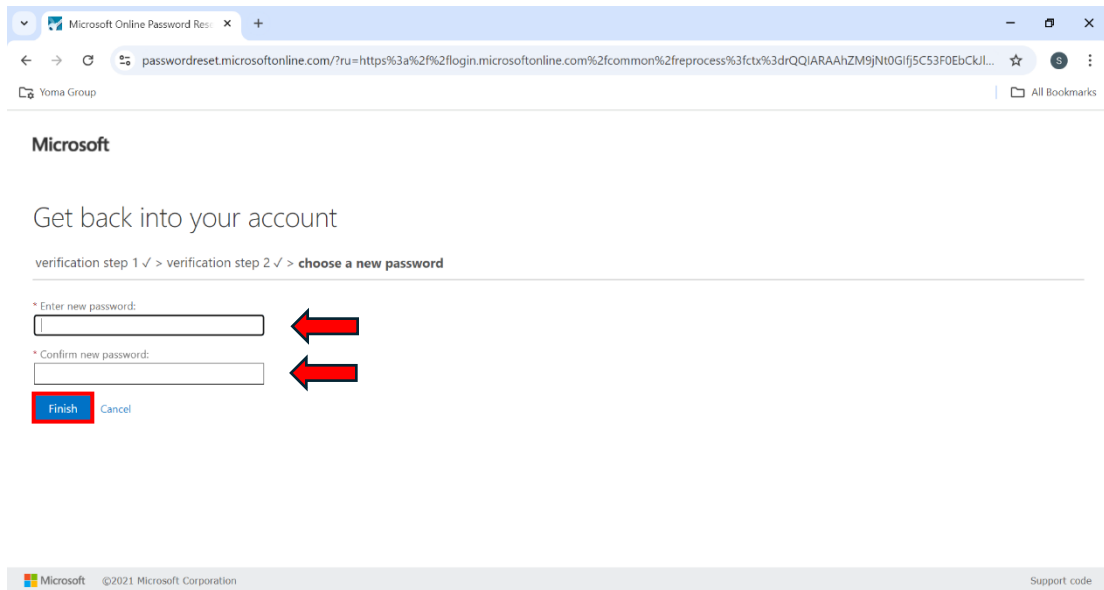
6. Enter the Verification Code or Approve the Request

- If you choose **Text Message**, enter the code sent to your phone into the provided field.
- If you choose **Phone Call**, follow the instructions provided during the call to complete the verification.
- If using **Microsoft Authenticator**, open the app and approve the request
- Click **Next**.



7. Create a New Password

- After successfully verifying your identity, you'll be prompted to create a new password.
 - **New Password:** Enter your new password in the first box.
 - **Confirm Password:** Re-enter the same password in the second box to confirm it.
- Ensure the new password meets the Standard Password Policy.
- Click **Finish** or **Submit** to finalize the password reset.



8. Sign In with Your New Password

- After resetting your password, return to the sign-in page.
- Enter your email address and your newly created password to log in.

Get IT Help

If you have any information, please contact:

- Contact Helpdesk
 - Email: helpdesk@yoma.com.mm
 - Hot Line: +95 01 368 7766
 - Extension: 8302
 - Ticketing Portal: <https://yomagroup.net/knowledge-base/get-it-help/>

Revision History

Version	Date of Revision	Description	Next Review Date
1	27.9.2024	First Released (Draft)	March 2025