Forgot your Password? – How to use Self-Service Password Reset

Before you begin, Microsoft Self-Service Password Reset works if you have already set up its Multi-Factor Authentication (MFA) and Self-Service Password Reset (SSPR). If you have not logged in or have not set it up, please call the Service Desk (416-813-6722).

Tips: Prepare your new password ahead of time.

**Password Requirements:**
- Contains 12 or more characters
- Does not contain your SickKids username
- Does not contain 3 consecutive identical characters or numbers (ex: aaa, 111)
- Does not contain more than 2 sequential characters on a keyboard (ex: qwert or 1234)
- Cannot be all numbers (ex: 011551, 1980123)
- Use a short sentence or phrase. Something special to you and easy to remember. (Example: ‘I love to walk my dog every morning’)

**IMPORTANT!** You will need to access your registered email address and phone to reset your password through this service.

Click on ‘Forgot my password’, located under the ‘Enter password’ field or click on the URL below https://passwordreset.microsoftonline.com/
Enter your SickKids email address if it is not populated already. Enter the characters in the picture or the words in the audio and click **Next**

Select ‘I forgot my password’ and click **Next**

System will send you a code to your registered alternate email address hinted on the screen. Before you click ‘Email’, please ensure that you have access to the alternate email account.

Find an email from **Microsoft on behalf of SickKids** <msonlineservicesteam@microsoftonline.com> from your alternate email account and **copy the code** included in the email.
Paste the code from the email in the box and click 'Next.'

You will be presented with the last 2 digits of your registered phone number. Please enter the phone number (including the area code) and click Text.

You should receive a text message: 'Use verification code ####### for Microsoft authentication'. Please enter the code in the box and click Next.

Enter your new password in both boxes and click Finish. (See below for the requirements)

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How to Get Help

Please reach out to the Service Desk if you require any assistance. Our Service Desk operates 24/7 and can be reached at 1-416-813-6722 or email service.desk@sickkids.ca.

For smooth assistance, if you are emailing your issues to the Service Desk (service.desk@sickkids.ca) please include the following.

- Add ‘Password reset help’.
- Cc your manager.
- Your phone number we can contact and when we can call you.
- Please describe the issue you had with password reset
- Attach screenshots if you are getting any errors.

**TIPS:** If you are calling, please note that Service Desk lines tend to be busy during business hours, try calling the line after hours or on the weekend.

Thank you,

[Service Desk Information]