

Self-Service Password Reset Facility

Forgot Password / Recover your account

Attention: You need to have registered for Self-Service Password Reset to recover your account, click [here](#) to get started. If you have, then please proceed with using this guide.

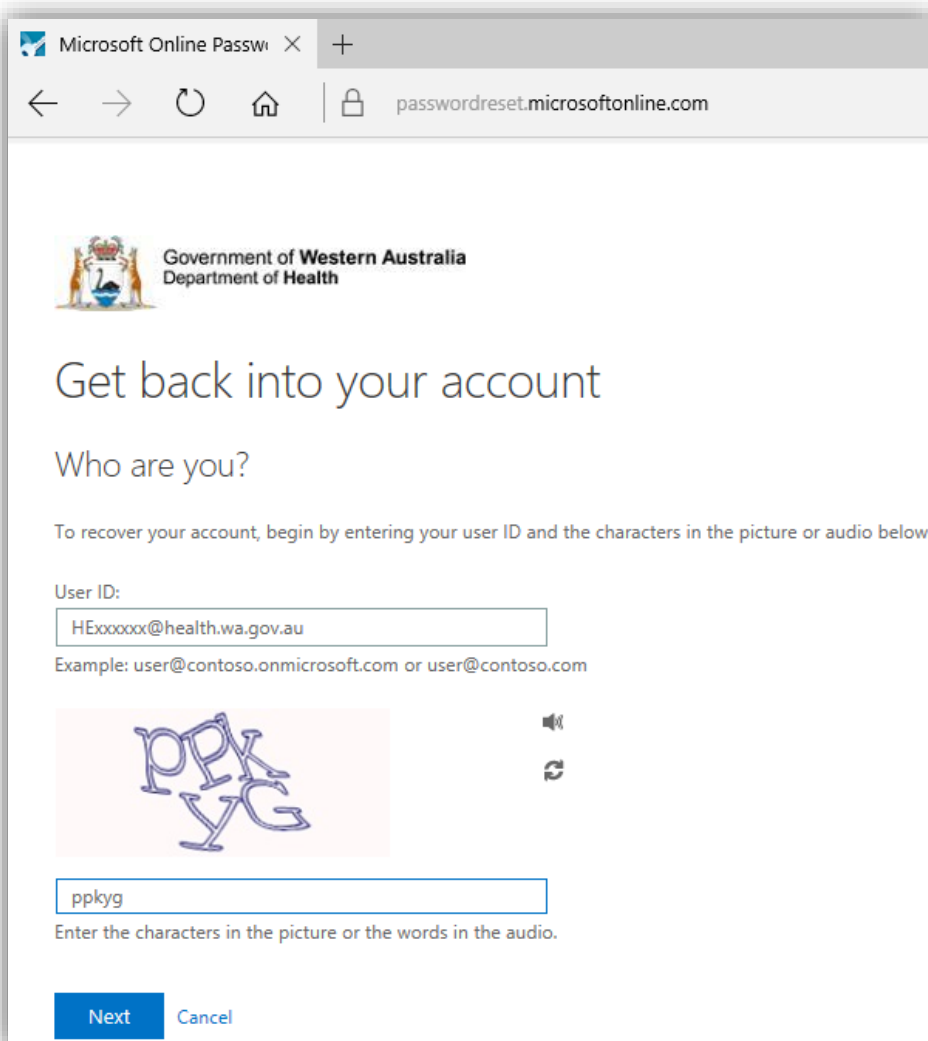
If you forget your password, please visit the following address:

<https://passwordreset.microsoftonline.com/>

Who are you?

You will be prompted to enter your 'User ID' and to verify the characters displaying on the page.

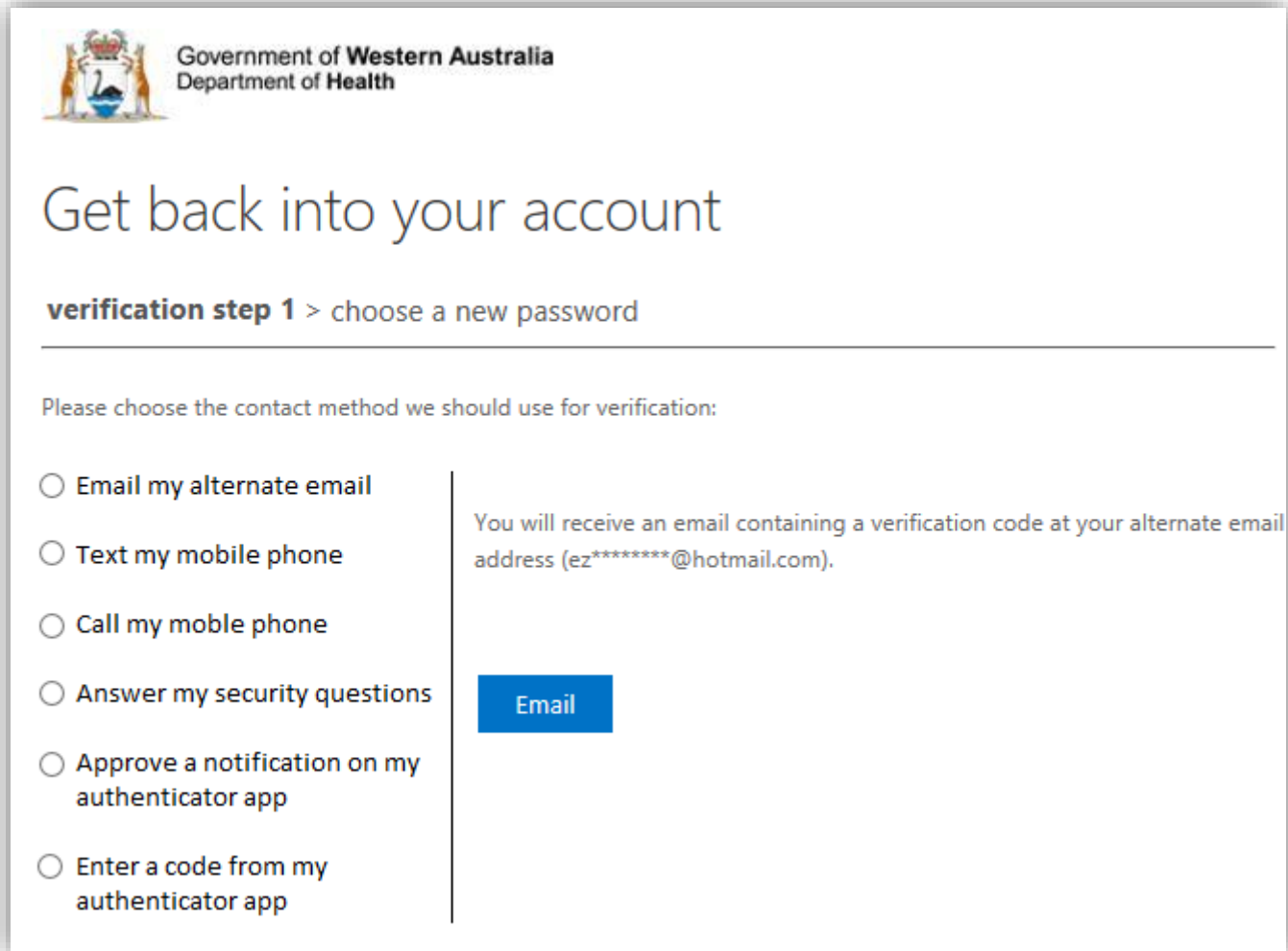
Ensure your UserID is in the format [HExxxxx@health.wa.gov.au](#).



The screenshot shows a web browser window with the address bar displaying "passwordreset.microsoftonline.com". The page content includes the Government of Western Australia Department of Health logo and the heading "Get back into your account". Below this, the text "Who are you?" is followed by instructions: "To recover your account, begin by entering your user ID and the characters in the picture or audio below." There is a text input field for "User ID" containing "HExxxxx@health.wa.gov.au" and an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". Below the input field is a CAPTCHA image showing the characters "ppkyg" and a speaker icon for audio playback. A text input field below the CAPTCHA contains "ppkyg". At the bottom, there are "Next" and "Cancel" buttons.

Verifying Account Information

Select a method to verify your identity. This will be the information you set when you registered for self-service password reset.



The screenshot shows a web interface for account verification. At the top left is the Government of Western Australia Department of Health logo. The main heading is 'Get back into your account' followed by 'verification step 1 > choose a new password'. Below this is a prompt: 'Please choose the contact method we should use for verification:'. There are six radio button options: 'Email my alternate email', 'Text my mobile phone', 'Call my mobile phone', 'Answer my security questions', 'Approve a notification on my authenticator app', and 'Enter a code from my authenticator app'. To the right of these options, a text box explains: 'You will receive an email containing a verification code at your alternate email address (ez*****@hotmail.com)'. Below this text is a blue button labeled 'Email'.

Follow the prompts and once verified you'll be prompted to enter a new password.

Stuck? For further help and information, please contact your ICT Service Desk.