

# AIT Account Recovery Guide

## How to get into your Office 365 Account if you have forgotten your password (Account Recovery)

### What is Account Recovery?

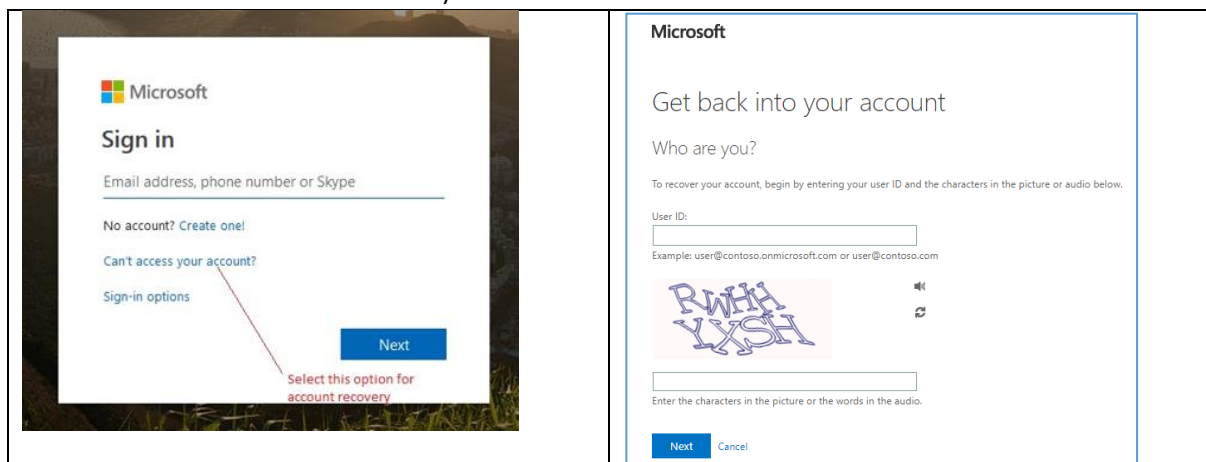
A facility to allow staff and students to change their AIT computer password from any Internet connection, even if they have forgotten it.

### How does it verify who I am?

It uses the mobile phone number you provided when you registered for multi-factor authentication (MFA).

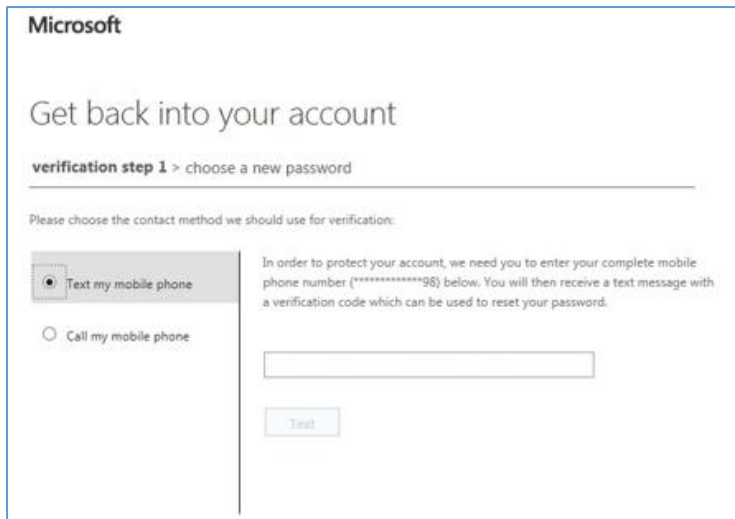
### How to use Account Recovery:

1. Go to [www.ait.ie](http://www.ait.ie).
2. Click Quicklinks.
3. Click Office 365 Portal.
4. Click the “ Can’t access your account?” link on the standard Microsoft login page (select School or work account next)



5. Enter your account name (same as your full AIT email address) and the CAPTCHA characters.
6. Select “Text my Mobile Phone” from the next screen for verification step 1. (do not choose Call my Office Phone)
7. Complete the mobile number (this has been already registered as your number for Office 365 MFA) Click Next, and wait for the PIN text.

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### 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

Call my mobile phone

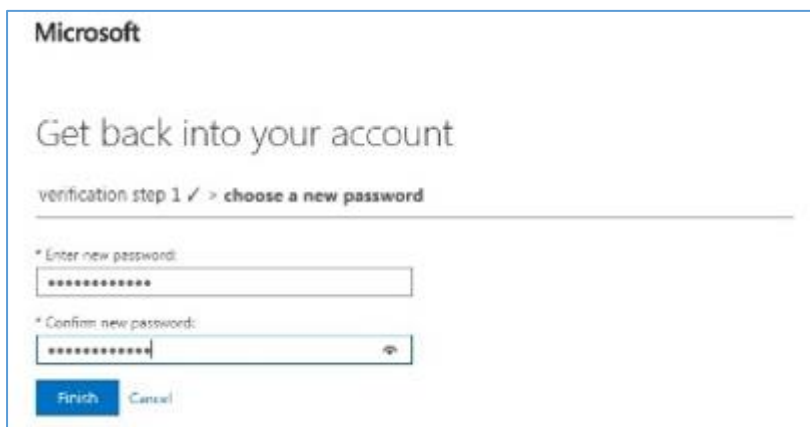
In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*96) below. You will then receive a text message with a verification code which can be used to reset your password.

Text

8. Enter the received PIN and click next
9. At this stage, you may now proceed to enter and confirm your new password:

Passwords will have to conform to these complexity requirements:

1. At least 8 characters long
2. The password must include at least one character from 3 of these 4 character sets:
  - digits (i.e. 1 2 3 4 ...)
  - Upper case letters (i.e. a capital letter e.g. B)
  - Lower case letters (e.g. b)
  - Special characters (e.g. ! " £ \$ % ^ & \*)



Microsoft

### Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

\* Confirm new password:

Finish Cancel

10. Click finish, and you have now successfully regained your account access.
11. Note that by changing your password in Office 365, you must now use this same new password when accessing:
  - a. A computer in AIT
  - b. Wi-Fi in AIT
  - c. Moodle
  - d. The Library applications