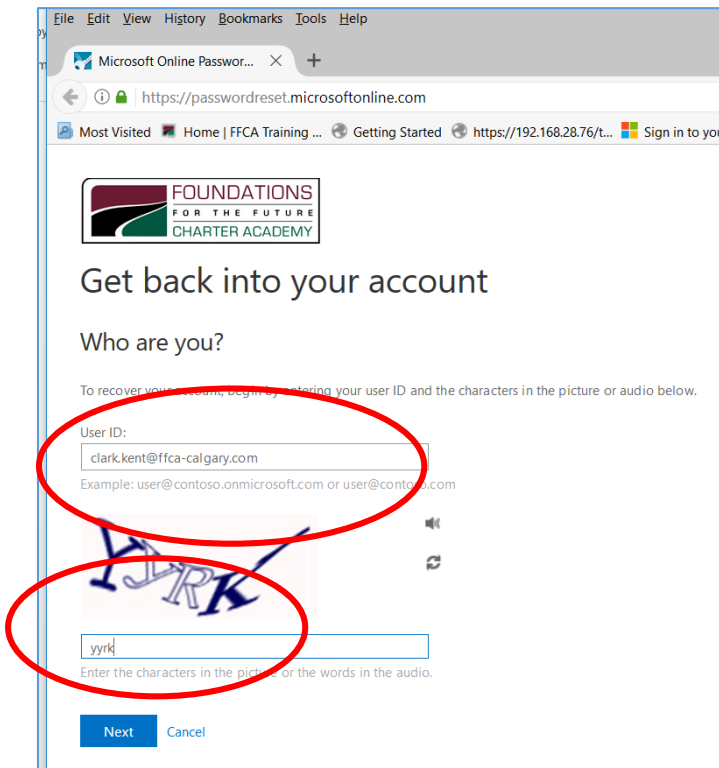# Technology Procedure

Resetting your password OR unlocking your account

Please note that accounts are locked out for 10 minutes after 5 incorrect attempts to log in. They are then automatically unlocked after 10 minutes, so another option is to just wait for an automatic unlock.
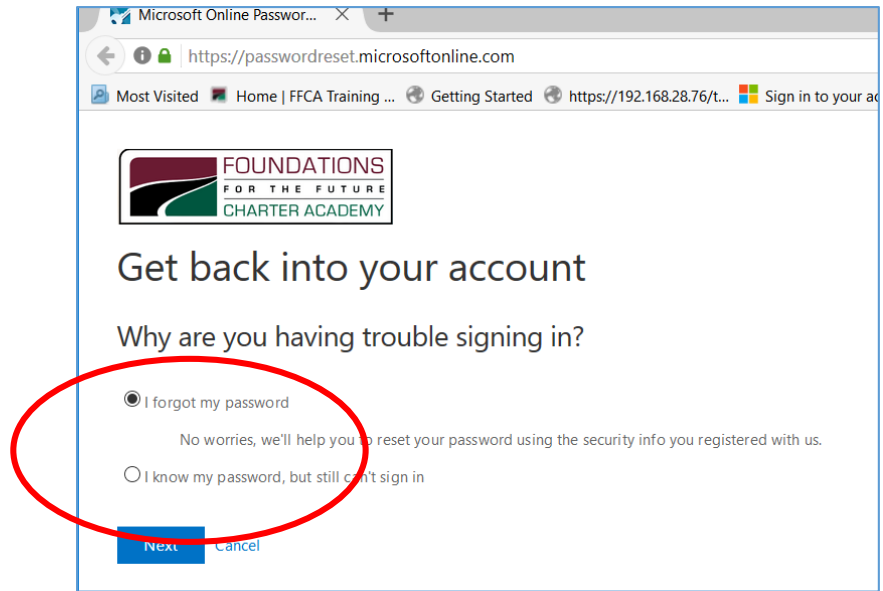
On a web browser on any device (laptop, mobile phone, tablet) open the following web page:
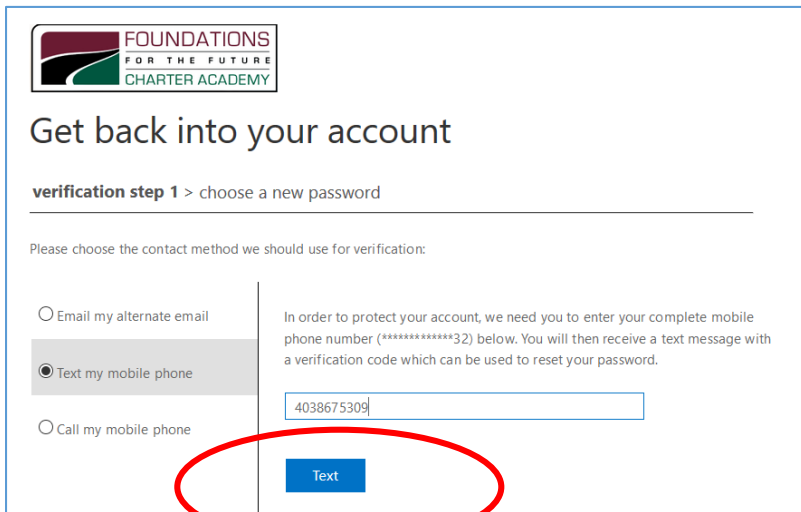
https://passwordreset.microsoftonline.com/

You will be prompted to enter in your FFCA email address and the displayed text.

Specify why you are having trouble signing in. The second option is for if your account is locked out.

Microsoft Online Passwor... × +

https://passwordreset.microsoftonline.com

Most Visited ▪ Home | FFCA Training ... ◉ Getting Started ◐ https://192.168.28.76/t... ▪ Sign in to your ac

FOUNDATIONS
FOR THE FUTURE
CHARTER ACADEMY

Get back into your account

Why are you having trouble signing in?

◉ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

○ I know my password, but still can't sign in
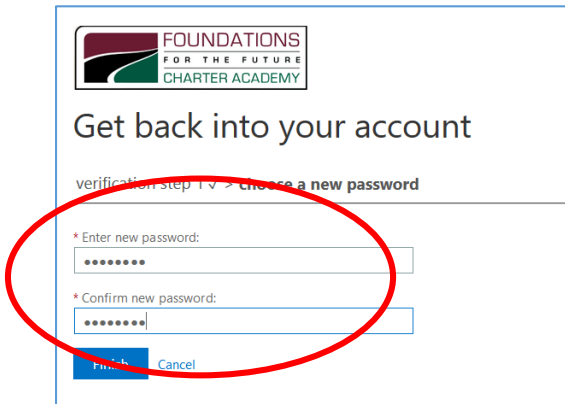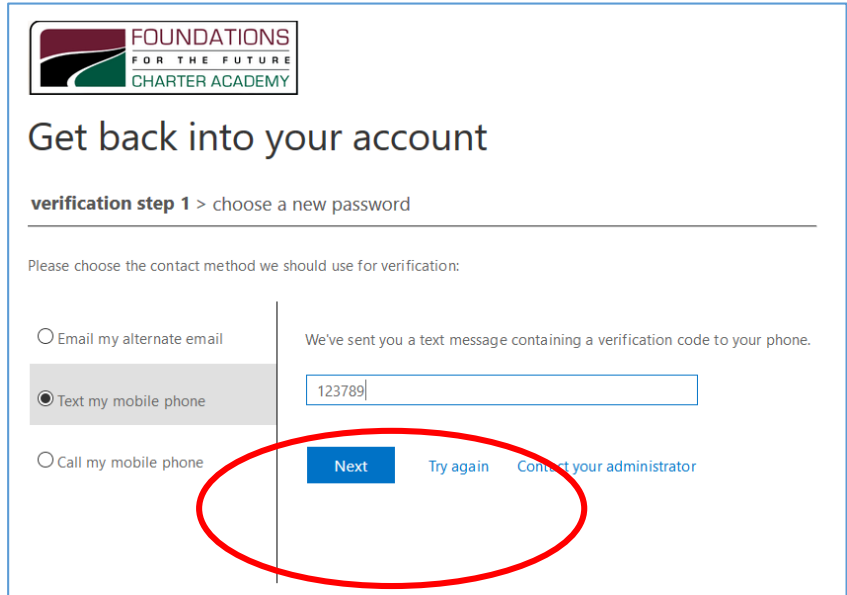
Next   Cancel

Next you are prompted to select a password reset method. You <u>only need to use one of the methods</u> you selected when <u>you registered</u> to reset your password.

Example: Using Mobile Phone option to reset your password or unlock your account.

FOUNDATIONS
FOR THE FUTURE
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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:

○ Email my alternate email

◉ Text my mobile phone

○ Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (***********32) below. You will then receive a text message with a verification code which can be used to reset your password.

4038675309

Text

Enter the mobile phone you used to register with and click "text"

You should receive a text verification code to your mobile phone. Enter that code and click "next".

FOUNDATIONS
FOR THE FUTURE
CHARTER ACADEMY

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

○ Email my alternate email

● Text my mobile phone

○ Call my mobile phone

We've sent you a text message containing a verification code to your phone.

123789

[Next] Try again Contact your administrator

FOUNDATIONS
FOR THE FUTURE
CHARTER ACADEMY

Get back into your account

verification step 1 √ > **choose a new password**

* Enter new password:

••••••••

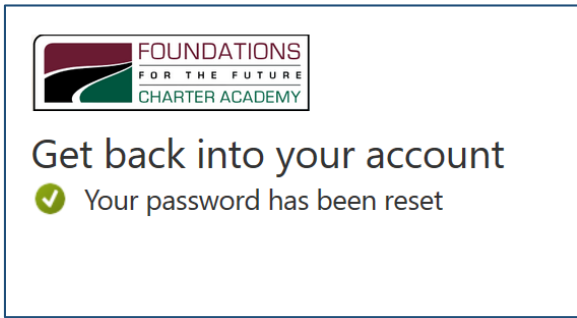* Confirm new password:

••••••••

[Finish] Cancel

Choose your new password and select "finish". Please note a password must meet following minimum criteria:

- A minimum of 8 characters
- Contain at least 3 of the following character types
1. Lower-case letter (a-z)
2. Upper-case letter (A-Z)
3. Number (0-9)
4. Special character (~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/)

Make a strong password by taking a typical word, substituting different characters and adding a special character. Then it becomes easier to remember!
Example – projector could become Proj3ctor. It meets all the criteria!*

Your password has been reset!

Once your password is reset, it is immediately changed for ALL devices and services that use your FFCA account to log in. FFCA desktops, laptops, Google G Suite, Office 365, Edsby and any other services using your FFCA credentials will now use this new password.

You should also receive an email informing you that your password was changed.

If you receive an email like this and you did NOT reset your password, let FFCA Technology Services know immediately.