



Staff Password Reset Instructions

Overview

- Staff have the ability to perform a **combined password reset** which will affect all of the following accounts:
 - **Computer login**
 - **Email, Teams and OneDrive**
 - **Any other cloud services that require a Microsoft login (such as Unit4)**
 - **Any other application tied to their primary account (such as Blackboard)**

Notes

- **MFA must be active on your account** before this feature is available
- Secondary accounts with a unique password are **not affected by this reset**
- If you can access email but no other system, your password has expired. Resetting your password will fix this issue.
- **Log off of all systems that use your primary account before performing this reset**

Instructions

1. Navigate to the following reset link: [Microsoft Online Password Reset](#)
2. Enter your **full email address** in the “Email or Username” field
3. Enter the **captcha code** in the next field and select **Next**
 - **Note:** If you are having difficulty reading the captcha, you can **play the audio or refresh the code**
4. Proceed through **verification steps 1 and 2** using any two of the following methods:
 - **Email**
 - **Text/Call to Mobile Phone**
 - **MFA Approval**
5. Once verification is complete, you will be prompted to enter and confirm your new password
 - **Note:** Password changes can take between 0-15 minutes to synchronize to all systems
6. Test your computer and email logins to ensure the password change worked, if you have any issues please contact callcentre@mhc.ab.ca.