

# Resetting Your Work Password



Endeavour Foundation wrote this EasyRead.

When you see the word **we** or **us** it means Endeavour Foundation

**Bold**  
Not bold

We have put hard words in **bold**

This means the letters are thicker and darker,

We explain what these words mean



This EasyRead is about how you can reset your own work password if you get locked out of your work account.



A **password** is a secret word or phrase you use to log into your account.



It keeps your information safe and private.



You use a password to get into your work account every day.



If you forget your password, or you get locked out of your account, you can unlock it yourself.



You do not need to wait for the IT Service Desk to help you.

This means you can get back to work faster.

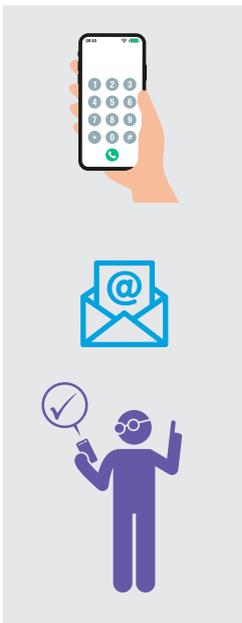


## What do I need to do?

To be able to reset your own password, you need to add two **authentication methods** to your work account.



**Authentication methods** are ways to prove it's really you when you log in to your account.



**Authentication methods** can be things like:

- Your personal phone number
- Your personal email address
- A special app on your phone



This keeps your information safe and makes sure you can still get in if one way does not work.



## Adding Authentication Methods

Make sure you download the **Microsoft Authenticator App** onto your phone.



This is a special app that helps you prove who you are.



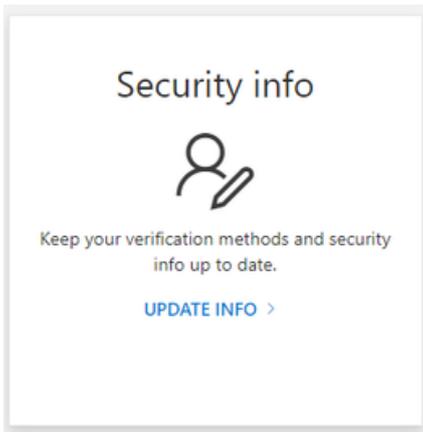
Ask your Employment Coach or Manager to help you set up the Microsoft Authenticator App.



Once you have set up your Microsoft Authenticator app, you can add a second **authentication method**.



To add a second authentication method, type **myaccount.microsoft.com** into your internet browser on your phone, tablet or computer.



Click **Security Info**



Click **Add sign-in method** to add your second **authentication method**, like your mobile phone number, or a personal email address.



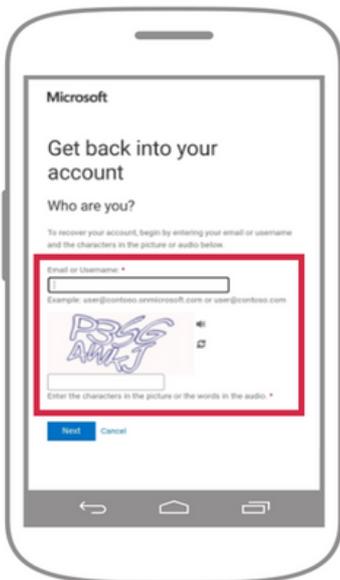
This information will make sure only you can get into your account.



## Resetting Your Password

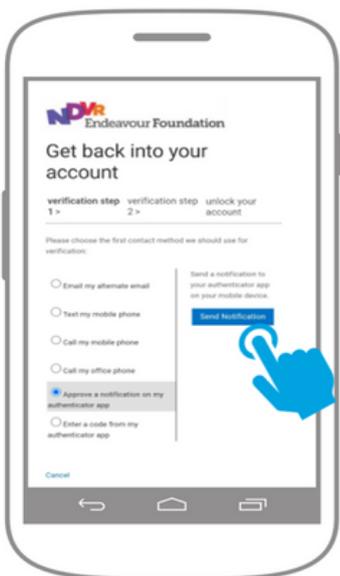
If you get locked out of your account and need to reset your password, you can now reset it yourself.

Type [aka.ms/sspr](https://aka.ms/sspr) into your mobile phone, tablet or a computer browser.

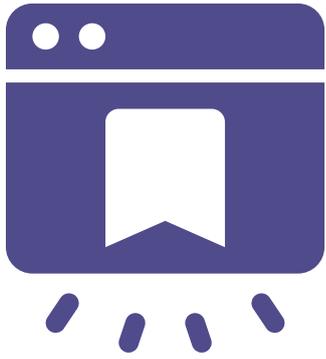


Type in your work email address.

Then type in the security letters and numbers



A message will then be sent to your email, mobile phone, or Microsoft Authenticator app to unlock your account



Make sure you save this link if you ever need to reset your password!

**[aka.ms/sspr](https://aka.ms/sspr)**



If you have trouble resetting your password, ask your Employment Coach or Manager for help.



You can also call the IT Service Desk on 1300 742 212.



We are here to help.