

## Self-service password reset tool for Office 365 email

You have the option of resetting your email password\* yourself using the **Office 365 self-service password reset tool**. Once you've registered and created a profile, you can reset your email password right from your browser anytime – saving you a call to the Consolidated Service Desk. Reset your email password for any reason, including:

- Password is soon to expire (or already has).
- Forgot your password and need to create a new one.
- Locked out of Office 365 email due to incorrect password attempts.

\*This tool applies to your *email* password specifically, and not your workstation / network password.

### How to register

To use the self-service reset capability for your email password, you'll need to register for the tool. Here's how:

- Click on the registration link: <https://registermypassword.gets.ga.gov>.
- Enter a response for four user authentication challenge questions as instructed.
- Look for a message indicating you've successfully registered.

### How to use the self-service tool

- Once registered, go to <https://resetmypassword.gets.ga.gov>.
- Enter your Office 365 email login name (your primary email address – e.g., Joe.Smith@agency.ga.gov).
- When prompted, answer the user authentication challenge questions.
- Follow prompts to change your cloud email password.

Once you've successfully changed your password, you can use it immediately to log into Office 365 email.

### Managing your email profile

You can manage your email profile by clicking the link below (active beginning May 18<sup>th</sup>). You can also use this link to view your email distribution group memberships, request membership in email distribution groups and access the self-service password reset tool.

<https://idportal.gets.ga.gov/identitymanagement>

### Need help?

If you can't access the self-service password reset tool as described above; Email [DHS-O365@dhs.ga.gov](mailto:DHS-O365@dhs.ga.gov), or call the GETS Consolidated Service Desk at 877-GTA-3233 and select menu option 4 – Office 365 email.