



ONTARIO
INSTITUTE of
HEALTH and
INNOVATION



Office 365 + Canvas Password Reset

STEP-BY-STEP GUIDE

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HOW TO RESET YOUR OFFICE 365 PASSWORD: A GUIDE

Purpose

This guide will help you reset the password used for your Office365 account. Please note that this feature can only be used if you have a secondary email and phone number setup for your account.

Instructions

Step 1 - Open a browser and in a new tab, type in office.com in the URL bar and click on “Sign in”.

Welcome to Office

Your place to create, communicate, collaborate, and get great work done.

Sign in

Get Office

Sign up for the free version of Office >

Step 2 - Enter in your Office 365 email address and click on “Next”



Sign in

to continue to Outlook

Email, phone, or Skype

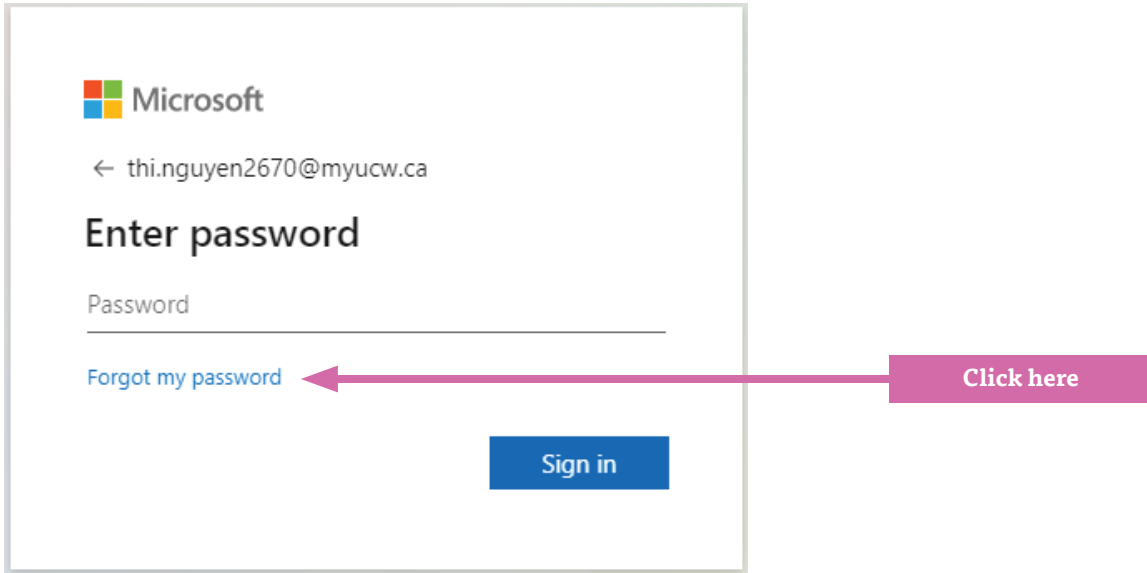
No account? [Create one!](#)

[Can't access your account?](#)

Next

Click here

Step 3 - Click on “Forgot my password”



The screenshot shows the Microsoft password reset interface. At the top left is the Microsoft logo. Below it is the email address 'thi.nguyen2670@myucw.ca' with a back arrow. The main heading is 'Enter password'. There is a password input field with the placeholder text 'Password'. Below the input field is a blue link that says 'Forgot my password'. At the bottom center is a blue button labeled 'Sign in'. A pink arrow points from a pink box labeled 'Click here' to the 'Forgot my password' link.

Step 4 - Enter in the characters in the pictures or the words from the verification audio into the required box, then click on “Next”

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Enter the characters in the pictures

Step 5 - A new page will appear that will take you through the two-step verification process. Click on “Email” so that the system will send a verification code to your alternate email.

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

You will receive an email containing a verification code at your alternate email address (uy*****@gmail.com).

[Email](#)

[Click here](#)

[Cancel](#)

Step 6 - Enter the code you received in your alternate email account into the required box, then click on “Next”

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

We've sent an email message containing a verification code to your inbox.

[Next](#) [Are you having a problem?](#)

[Put the code here](#)

Step 7 - After your account is verified by email, the system will proceed to the second step and ask to verify your phone number. You have the option to receive the verification code as a text or phone call, chosen from the column in the left. Enter your phone number in the required box, then click on “Text” or “Call”.

Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second 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 (*****11) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Put the phone number here

Step 8 - After receiving the code, enter it into the required box, then click on “Next”

Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

Text my mobile phone

Call my mobile phone

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

Enter your verification code

Next

Put the code here

Step 9 - The two-step verification process is complete. You will be taken to a page where you can enter in a new password in order to re-gain access. You can refer to the appendix to learn more about the password restrictions. After entering your new password, click on “Finish”.

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel

Your new password here

Step 10 - A message pops up indicating that your new password has been reset successfully. Select “Click here” to log in your Office365 account with the new password.

Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

Click here

Appendix

Office 365 password restriction

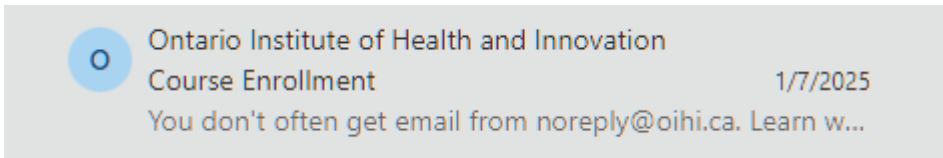
1. A minimum of 10 characters and a maximum of 256 characters.
2. Requires three out of four of the following:
 - Lowercase characters.
 - Uppercase characters.
 - Numbers (0-9).
 - Symbols (# \$ % ^ & * - _ ! + = [] { } | \ : ' , . ? / ` ~ " () ;)

Notice:

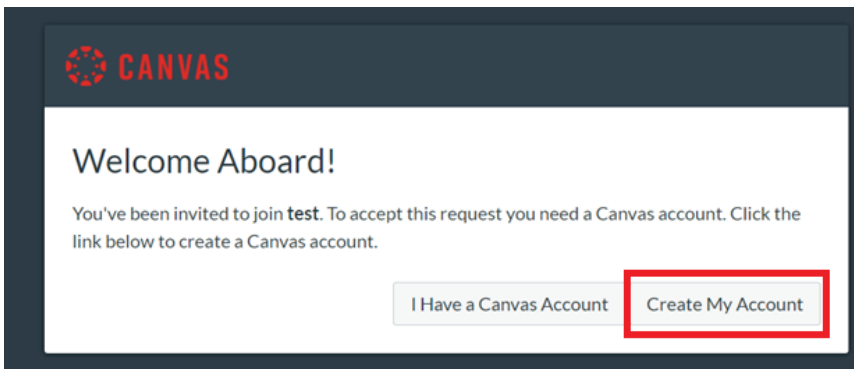
- Do not pick a password with commonly used words.
- Your password should not be related to and/or similar to your personal information (your name, date of birth...)

CANVAS – SETTING UP YOUR ACCOUNT STEP BY STEP

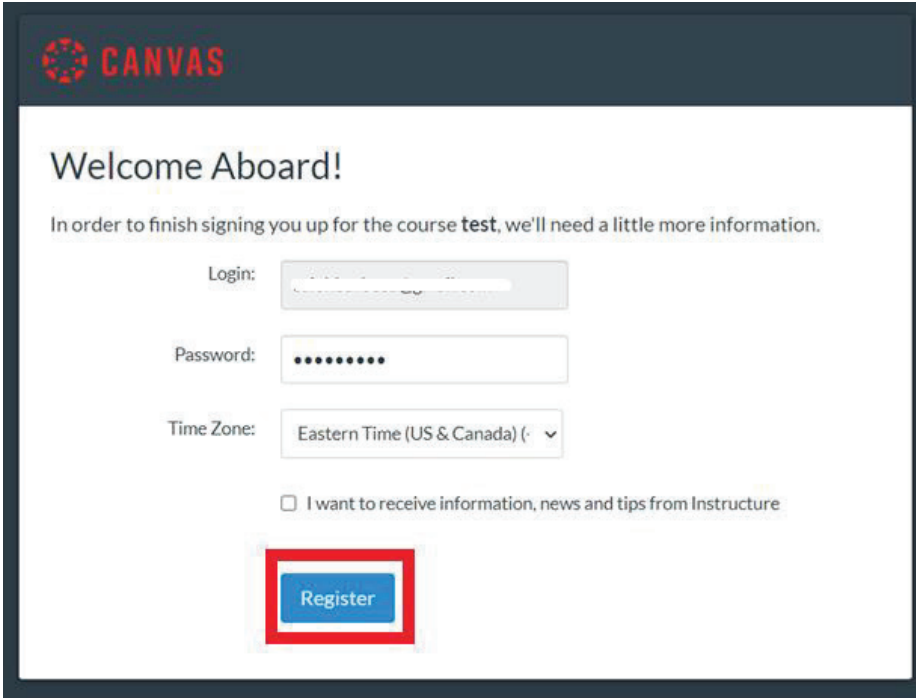
Step 1 - Once enrolled, you will receive the following message from OIHI LMS. You will need to register on Canvas to access your courses.



Step 2 - Create your account by following the instructions prompted on your screen

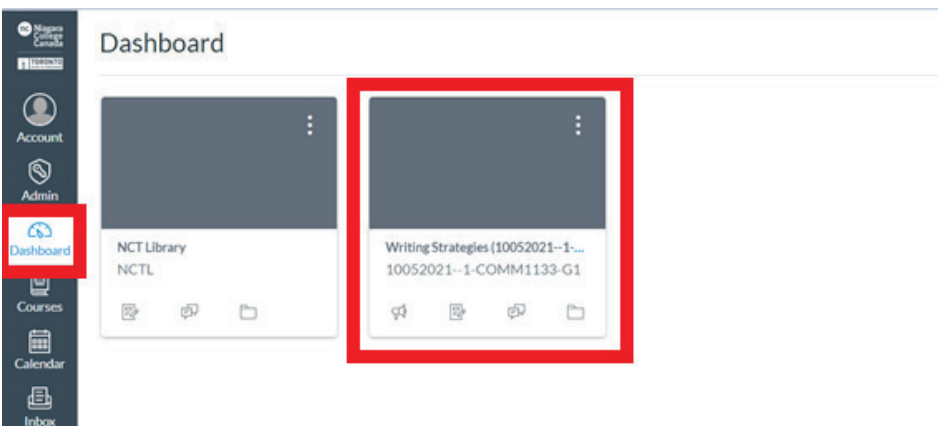


Step 3 - Enter an email and choose a password – once complete, click “Register”.



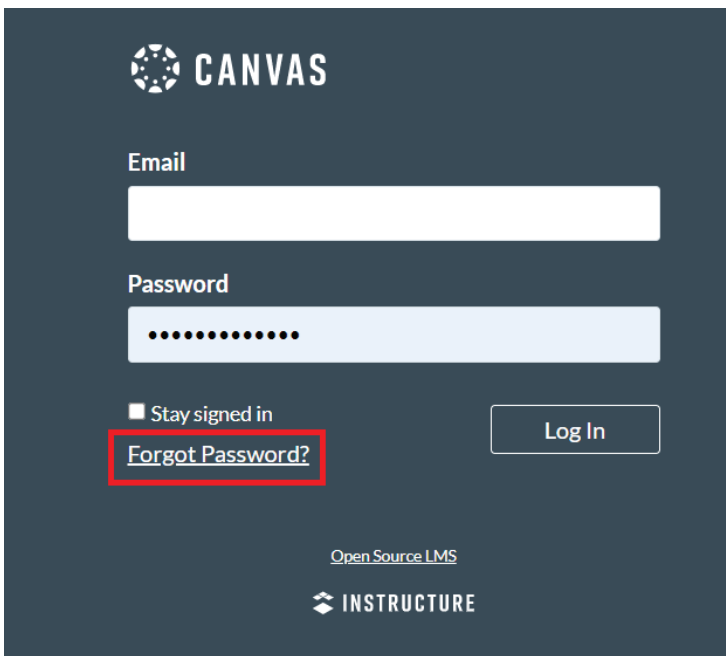
The image shows the Canvas registration page. At the top left is the Canvas logo. Below it, the text reads "Welcome Aboard!". Underneath, a message states: "In order to finish signing you up for the course test, we'll need a little more information." The form contains the following fields: "Login:" with a text input field; "Password:" with a password input field showing eight dots; "Time Zone:" with a dropdown menu currently set to "Eastern Time (US & Canada) (-)"; and a checkbox labeled "I want to receive information, news and tips from Instructure". At the bottom of the form is a blue "Register" button, which is highlighted with a red rectangular border.

Step 4 - - Once registered, you can access courses in the “Dashboard” section”.



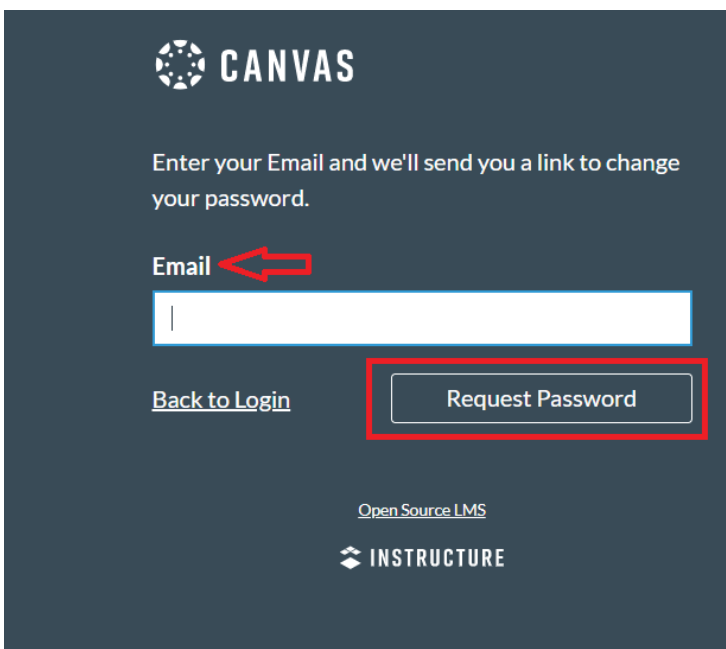
CANVAS – PASSWORD RESET

Step 1 - In the main login page, select 'Forgot Password' and follow the instructions.



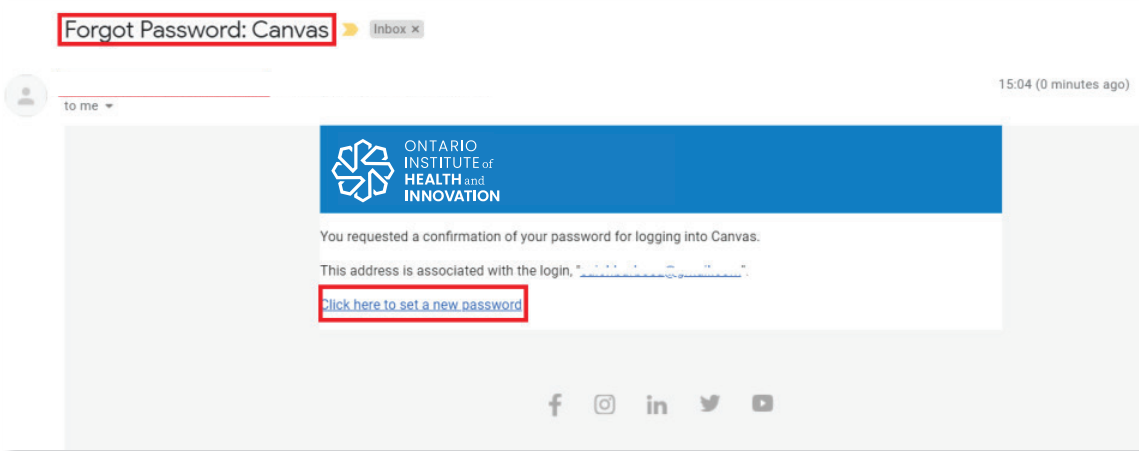
The screenshot shows the Canvas login interface. At the top left is the Canvas logo. Below it are two input fields: 'Email' and 'Password'. The 'Forgot Password?' link is highlighted with a red box. To the right of the input fields is a 'Log In' button. At the bottom, there is a link for 'Open Source LMS' and the 'INSTRUCTURE' logo.

Step 2 - Enter your email address and select "Request Password".



The screenshot shows the Canvas 'Forgot Password' page. At the top left is the Canvas logo. Below it is the text: 'Enter your Email and we'll send you a link to change your password.' There is an 'Email' label with a red arrow pointing to the input field. Below the input field are two buttons: 'Back to Login' and 'Request Password', with the latter highlighted by a red box. At the bottom, there is a link for 'Open Source LMS' and the 'INSTRUCTURE' logo.

Step 3 - You will receive an email with the subject line 'Forgot Password: Canvas from Ontario Institute of Health and Innovation LMS'. Select "Click here to set a new password".



Step 4 - Select your desired password then confirm your new password. You will then receive a confirmation:

Change login password for

New Password:

Confirm New Password: