

## Introduction

These instructions are designed to step you through the process of setting up your CIT Microsoft 365 account.

### 1. Receive Email

Once you have enrolled in a subject at CIT you will receive an email to the email account you entered into Self-Service (Banner). The email will ask you to set a new password.

### 2. Click on Link

Click on the 'go to' link, you will be directed to a Microsoft 'get back into your account' page.


Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email address 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.

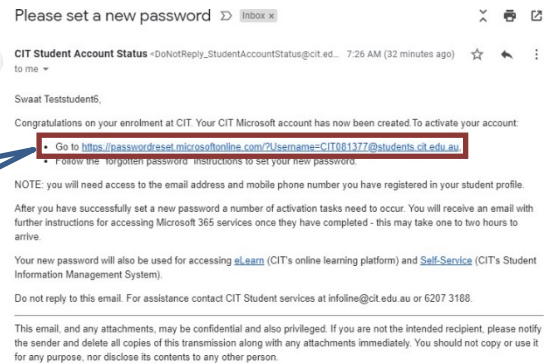
Enter the code in the  
box below

Your email is pre-populated, don't change this. Enter the code and click next.

### 3. I've forgotten my password page

This is the first time you have used the account; we know you haven't forgotten your password. This is the Microsoft process to get you to set your password securely.

Click Next.



Click on this  
link

Microsoft

Get back into your account

Why are you having trouble signing in?

I've forgotten my password

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

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

This might happen because you've tried to sign in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

#### 4. Verification Step 1

This is part of a two-step verification process to ensure that your account is secure. Start with the email address process.

Check the email is correct and click on Email.

#### 5. Verify your email address

Check your email for an email from 'Microsoft on behalf of Canberra Institute of Technology with a verification code.

Copy, write or remember the code and enter it into the webpage.

#### 6. Verify your mobile phone number

This is the second verification step in setting up your Microsoft 365 account. Check the last two digits of the phone number and then enter your phone number into the box, the Text box will then be available, click Text.

Microsoft

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:

Send a text to my mobile phone number  
 Call my mobile phone number

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*0) 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

Enter your phone number here

Cancel

#### 7. Receive a Text Message

Microsoft

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:

Send a text to my mobile phone number  
 Call my mobile phone number

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

123456

Next Try again Contact your administrator

Enter the code you received in your text here

Cancel

Microsoft

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 alternative email address  
 Send a text to my mobile phone number  
 Call my mobile phone number

You will receive an email containing a verification code at your alternative email address (ne\*\*\*\*\*@gmail.com).

Email

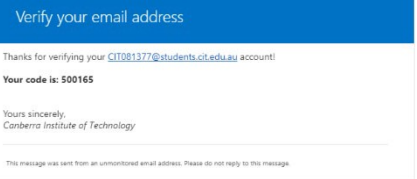
Cancel

Canberra Institute of Technology account email verification

inbox x

Microsoft on behalf of Canberra Institute of Technology -msonline... 8:05 AM (0 minutes ago)

to me

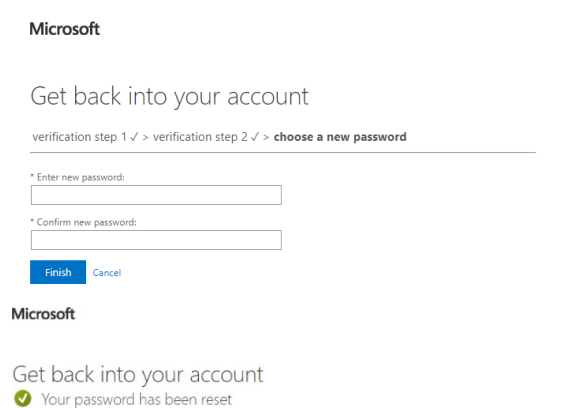


You will receive a text message from Microsoft, remember the the box on the webpage.

## 8. Set Password

Your password will need to comply with the following rules:

- Minimum of 10 characters
- Must contain a capital letter
- Must contain a number or a symbol
- Common phrases will not be accepted e.g. Canberra2021

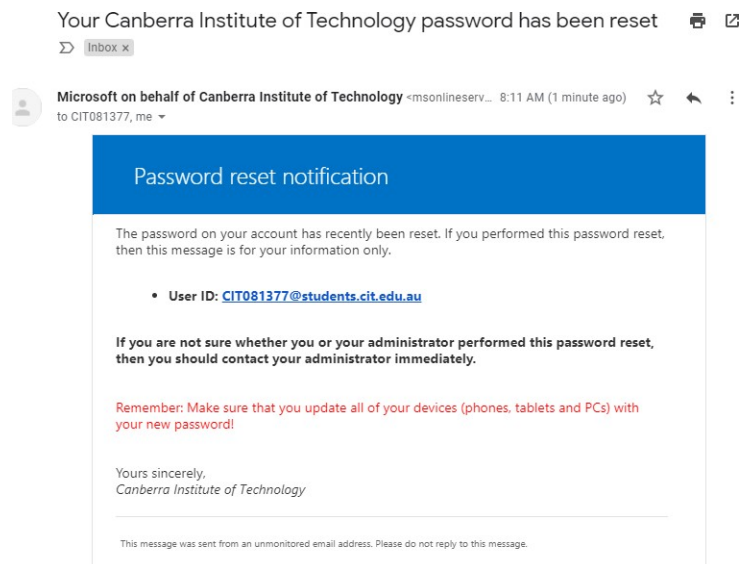


The screenshot shows two stages of the Microsoft account password reset process. The top stage is the 'Get back into your account' screen, where the user is at 'verification step 2' and is prompted to 'choose a new password'. It features two input fields: '\* Enter new password:' and '\* Confirm new password:', followed by 'Finish' and 'Cancel' buttons. The bottom stage shows the same screen with a green checkmark and the message 'Your password has been reset'.

Enter your password twice. Once you click Finish you will be taken to a new screen confirming that your password has been reset.

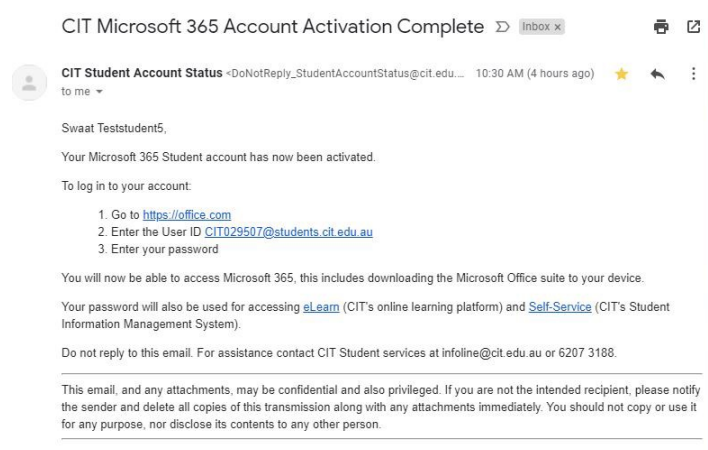
## 9. Confirmation email

You will receive an email from Microsoft on behalf of Canberra Institute of Technology, notifying you that your password has been reset.



## 10. Activation Complete

You will receive an email from CIT Student Account Status, telling you that your account has been activated, this can take up to **TWO** hours.



You will now be able to go to Office.Com and use the Microsoft Office products, sign into eLearn and use Self-Service.

## HELP

If you need help, contact CIT Student services on (02) 6207 3188 or [infoline@cit.edu.au](mailto:infoline@cit.edu.au)