

Verifying & Resetting Balsz Accounts

Balsz School District, 2024

Balsz users can now reset their own passwords.

- If you haven't done so before, you first need to verify your account ([slides 2-7](#)).
- If you have already done that, and **you are locked out**, refer to [slides 8-10](#).
- If you have verified and you **want to reset your password** before it expires, refer to [slide 11](#).

You will need to reset your password if you have forgotten it or you cannot get into something (WebMail, StudentVue, VPN, etc).

Go to www.outlook.com
to log into Office365.

1

Microsoft

Outlook

Connect.
Organize.
Get things done.

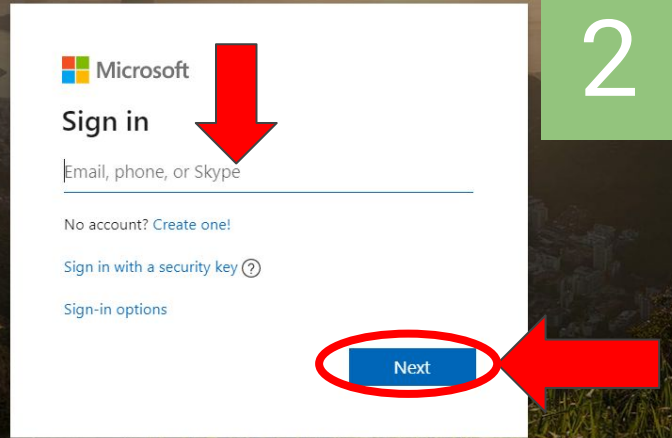
Free Outlook email and calendar

Everything you need to be your most productive and connected
self—at home, on the go, and everywhere in between.

Create free account

Type in your
school district
email address and
then press next.

2



Microsoft

Sign in

Email, phone, or Skype

No account? [Create one!](#)

[Sign in with a security key ?](#)

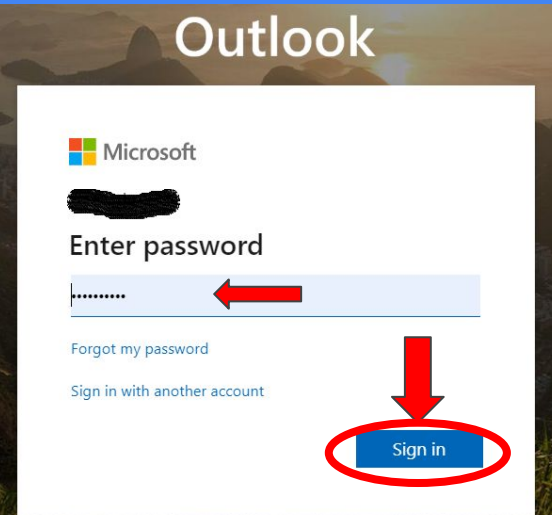
Sign-in options

Next

3

Type in your school
district password and
then click sign in.

Outlook



Microsoft

[Redacted email address]

Enter password

.....

[Forgot my password](#)

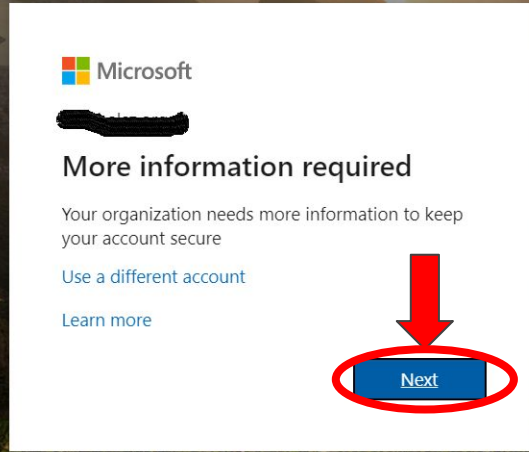
[Sign in with another account](#)

Sign in

Outlook

4

After typing in your credentials you will be asked to provide more information. This will allow you to recover your account if you forget your password. Click on the next button to proceed.



Microsoft

[Redacted Email Address]

More information required

Your organization needs more information to keep your account secure

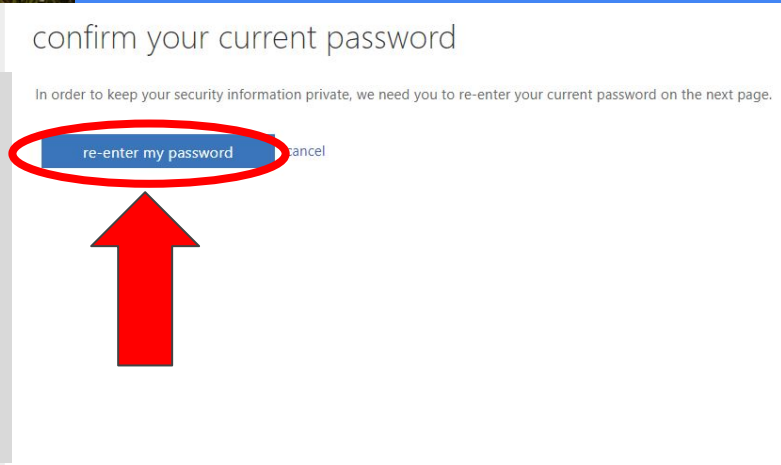
[Use a different account](#)

[Learn more](#)

Next

5

Confirm your current password by clicking on re-enter my password



confirm your current password

In order to keep your security information private, we need you to re-enter your current password on the next page.

re-enter my password [cancel](#)

6

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. **You'll need to set up at least 1 of the options below.**

- ! Authentication Phone is not configured. Set it up now ←
- ! Authentication Email is not configured. Set it up now ←
- ! Security Questions are not configured. Set them up now ←

finish

cancel

Select at least one of the options to set up either a phone number, email address, or security question.

If you choose Email, you will need to provide a personal email address on the next screen and reply to a verification email. If you choose Security Questions, on the next screen you will choose questions from a drop-down and provide answers. Make sure they are questions/answers you will not forget.

If you choose Phone, you will need to provide your number and choose whether to get your verification code via text or call.

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

[Red arrow points to this field]

text me

call me

back

Provide your cell phone number and then select text or call for verification code to be sent.

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

[Red arrow points to this field]

text me

call me

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

[Red arrow points to this field]

verify

try again

back

Type in the verification code you received below and then click verify.

As long as you have at least one verification method (shown by green check), you can hit “Finish” and you will now be able to reset your own password at any time (see following slides for those steps).

7

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

- ✓ Authentication Phone is set to +1 [REDACTED] Change
- ! Authentication Email is not configured. Set it up now
- ! Security Questions are not configured. Set them up now

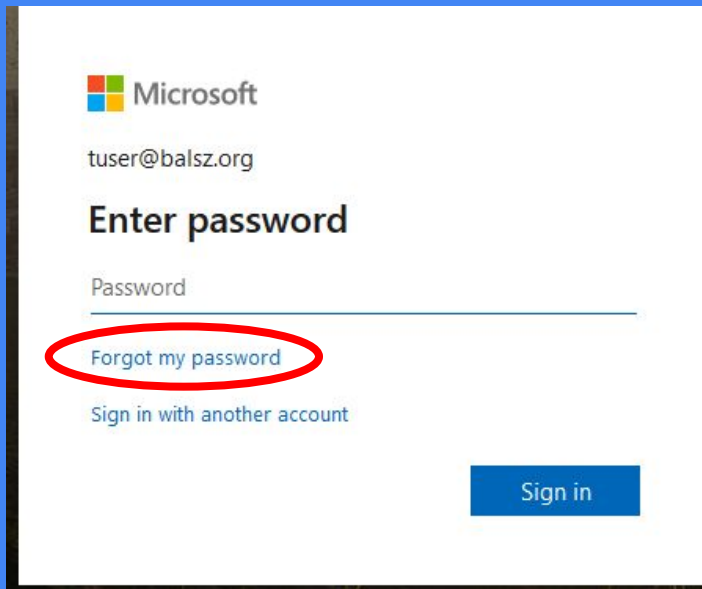
[finish](#) [cancel](#)

Click the finish icon to complete this process.

The green check mark indicates you have successfully authenticated your phone, email, or security question. You may choose more than one type of setup to recover your account if you forget your password.

Resetting Your Password

1



The image shows a Microsoft login interface. At the top left is the Microsoft logo. Below it, the email address 'tuser@balsz.org' is entered. The heading 'Enter password' is followed by a password input field. Below the password field, the link 'Forgot my password' is circled in red. At the bottom left, there is a link 'Sign in with another account'. At the bottom right, there is a blue 'Sign in' button.

If you are locked out of network resources (typically Synergy and VPN first) and you suspect your password has expired, you can go to office.com and choose the “Forgot my password” option.

2

You will need to enter
your full Balsz email
address as the User ID,
and follow the directions
below that.

Get back into your account

Who are you?

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

User ID:

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



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

Next

Cancel

Depending on which verification method(s) you chose when verifying, you will see one or more of the options on the left. Choose one and follow the directions, and you will then be able to set a new password.

3

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☐ Email my alternate email

☒ Text my mobile phone

☐ Call my mobile phone

☐ Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (*****80) 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

If you are in Outlook WebMail and you just wish to change your password for security reasons, or because you want to avoid waiting until it expires, you can log into office.com or outlook.com, and click your initials in the top right. Then choose “View Account,” “Password,” and then enter your old password and create a new password.

