Setting Up Your Account Recovery Information

As part of our commitment to “one username and one password” to access all online environments, we are changing our authentication process to use Microsoft Azure AD Premium. To allow you to easily reset your password anywhere, anytime, we need you to first setup your account recovery information. To do this, you will need a mobile phone and a personal email account.

This process is the same for students, staff and parents. For Junior School students, we recommend doing this with parent contact details.

To configure your account recovery information, follow these steps:

1. Go to the Somerset College website (www.somerset.qld.edu.au) and click on the ‘PORTALS’ drop-down menu and select ‘Office 365 Access’
2. When prompted, log in to Office 365 with your five digit community ID and the password that has been emailed to you.

3. You will be prompted to set up your password recovery information, which you will need to use if you forget your password. Click ‘set it up now’ to add your recovery details. If, for some reason you don't get asked to set up your password recovery information, please go to http://aka.ms/ssprsetup and you will be asked to set this up.
4. Click on ‘set it up now’ to configure your mobile phone number.

5. Select your region code and enter your mobile phone number. Select your preferred method of receiving your verification code, and make sure you have your phone nearby to receive the code. When you receive the verification code, enter it into the field provided on the next page.
6. After you have successfully configured your mobile phone, you will need to configure your email address. Click on ‘set it up now’ to configure your email address.

7. Enter your personal email address into the field provided, and click ‘email me’. If you enter a work email address, you will be prompted for a personal email by Microsoft.
8. Check the inbox of the email account you specified in the last step. You should receive an email from the Microsoft Online Services Team, containing a verification code. Enter the verification code in the field provided and click 'verify'.

If you did not receive the email containing the verification code, click ‘try again’.

9. If you see two green ticks, you have completed adding your account recovery information. Click on finish to be redirected to the Office 365 portal, where you can reset your password.
Changing your password

Now that you have configured your account recovery information, it is highly recommended that you change your account password from the generic password that was distributed to you via email.

To reset your password, follow these steps:

1. In the Office 365 portal, click on the settings tab and select ‘change your password’

2. Enter your old password in the first space provided. This is the password you will have entered to get into the Office 365 portal. In the bottom two fields, enter your new password twice. Please ensure you use a strong password with a mixture of upper and lower case letters and at least one number or symbol.

Click submit to save your new password.