



Office 365 Admin

Step by Step Guide Series

Step by step guides

- Reset password
- Block sign in

Reset password

- ✓ You may need to Reset a password because:
 1. A User has forgotten it
 2. You suspect a data breach or hack
 3. Someone is leaving your organisation and you need to revoke access to their Office 365 account
- ✓ If for reasons 2 & 3, you will also need to Block sign-in to the account. We recommend you first reset the password of the account as this takes immediate effect and so will stop any access whilst the Block sign-in takes effect (could be up to 60 mins to sign out and block access to all Office 365 services)
- ✓ If you have implemented Multi Factor Authentication, you can set up Self-Service Password Reset for your users.

Reset password

- ✓ Go to Users and Active users and search or scroll to find the account
- ✓ Click on the Display name to open the edit window

Home > Active users Dark mode

Active users

[Add a user](#) [User templates](#) [Add multiple users](#) ... [Filter](#) lifelong learner 02

<input type="checkbox"/>	Display name ↑	Username	Licenses
<input type="checkbox"/>	Lifelong Learner 01	ll1@communityconnected.org.uk	Office 365 E2, Enterprise Mobility + Security
<input type="checkbox"/>	Lifelong Learner 02	ll2@communityconnected.org.uk	Office 365 E2, Microsoft Power Automate Fr
<input type="checkbox"/>	Lifelong Learner 03	ll3@communityconnected.org.uk	Power BI (free), Office 365 E2, Microsoft Po
<input type="checkbox"/>	Lifelong Learner 04	ll4@communityconnected.org.uk	Power BI (free), Office 365 E2, Microsoft Po

✓ Click on Reset password at the top of the right hand pane

The screenshot shows the Microsoft 365 Admin Center interface. On the left is a navigation pane with options like Home, Users, Active users, Contacts, Guest users, Deleted users, Devices, Teams & groups, Billing, and Setup. The main area is titled 'Active users' and contains a list of users. The user 'Lifelong Learner 01' is selected. On the right, the user's profile is displayed, including their name, email address, and various management options. The 'Reset password' button is highlighted with a red box.

✓ If you want to set the password for the user – uncheck the Automatically create a password option and a box will appear for you to type in a new password

The screenshot shows the 'Reset password' dialog box in the Microsoft 365 Admin Center. The user 'Lifelong Learner 01' is selected. The dialog box has a title 'Reset password' and the user's email address. There are three checkboxes: 'Automatically create a password' (unchecked), 'Require this user to change their password when they first sign in' (unchecked), and 'Email the sign-in info to me' (unchecked). A password input field is visible, and the 'Reset password' button is highlighted with a red box.

- ✓ Choose a robust password – the National Cyber Security Centre recommend 3 random words and then include a symbol & a number
- ✓ Then click on Reset password

The image shows two side-by-side screenshots of a 'Reset password' form. Both screenshots are for the user 'lll1@communityconnected.org.uk'.

Left Screenshot:

- Form title: **Reset password**
- User: lll1@communityconnected.org.uk
- Option: Automatically create a password
- Field: Password * (containing '.....') with a strength indicator 'Weak' and an eye icon.
- Text: A strong password is required. Strong passwords are 8 to 256 characters and must combine at least three of the following: uppercase letters, lowercase letters, numbers and symbols.
- Option: Require this user to change their password when they first sign in
- Option: Email the sign-in info to me
- Button: **Reset password** (highlighted with a pink box)

Right Screenshot:

- Form title: **Reset password**
- User: lll1@communityconnected.org.uk
- Option: Automatically create a password
- Field: Password * (containing '.....') with a strength indicator 'Strong' and an eye icon.
- Option: Require this user to change their password when they first sign in
- Option: Email the sign-in info to me
- Button: **Reset password** (highlighted with a pink box)

- ✓ If you want instead to create a temporary password for the user to change when next logging in – click the options below
- ✓ Copy the temporary password to share with the user in an encrypted email or over the phone and Close. The password will expire after 90 days

The image shows two side-by-side screenshots of a 'Reset password' form. Both screenshots are for the user 'lll2@communityconnected.org.uk'.

Left Screenshot:

- Form title: **Reset password**
- User: lll2@communityconnected.org.uk
- Option: Automatically create a password
- Option: Require this user to change their password when they first sign in
- Option: Email the sign-in info to me
- Button: **Reset password**

Right Screenshot:

- Form title: **Password has been reset** (with a green checkmark icon)
- Message: You've successfully reset the password for this user.
- Table:

User	Password
lll2@communityconnected.org.uk	Puf17462

- Button: **Close** (highlighted with a pink box)

Block sign in

- ✓ If you suspect a hack or data breach, or someone is leaving your organisation and should no longer have access to organisational data, you can Block sign in to the account.
- ✓ This can take a little while to come into affect, so we'd always recommend you first Reset their password and also Sign them out of all Office 365 sessions to revoke immediate access.

- ✓ Click on the User's Display name to open the edit window and click Block sign-in

The screenshot shows the Microsoft 365 Admin Center interface. On the left is a navigation pane with options like Home, Users, Active users, Contacts, Guest users, Deleted users, Devices, Teams & groups, Billing, Setup, and Show all. The main area is titled 'Active users' and contains a list of users. The user 'Lifelong Learner 01' is selected, and a detailed view of this user is shown on the right. In the user's profile, the 'Block sign-in' button is highlighted with a red box. Below the user's profile, there are tabs for Account, Devices, Licenses and apps, Mail, and OneDrive. The 'Account' tab is active, showing the user's username and email (lll1@communityconnected.org.uk), aliases (training1@communityconnected.org.uk), and last sign-in information (No attempts in last 30 days). A 'Sign-out' button is also visible, with a tooltip that says 'Sign this user out of all Office 365'.

✓ Now Select the Block this user from signing in box and Save changes

← ×

Block sign-in

lll1@communityconnected.org.uk

Blocking someone prevents anyone from signing in as this user, and is a good idea when you think their password or username may have been compromised. When you block someone, it immediately stops any new sign-ins for that account, and if they're signed in, they'll be automatically signed out from all Microsoft services within 60 minutes.

This won't stop the account from receiving mail, and doesn't delete any data.

Block this user from signing in

Save changes Cancel

↻

✓ Now you should see confirmation that the User is now blocked from signing in.

← ×

Block sign-in

lll1@communityconnected.org.uk

✔ Lifelong Learner 01 is now blocked from signing in. They'll automatically be signed out of all Microsoft services within 60 minutes.

Blocking someone prevents anyone from signing in as this user, and is a good idea when you think their password or username may have been compromised. When you block someone, it immediately stops any new sign-ins for that account, and if they're signed in, they'll be automatically signed out from all Microsoft services within 60 minutes.

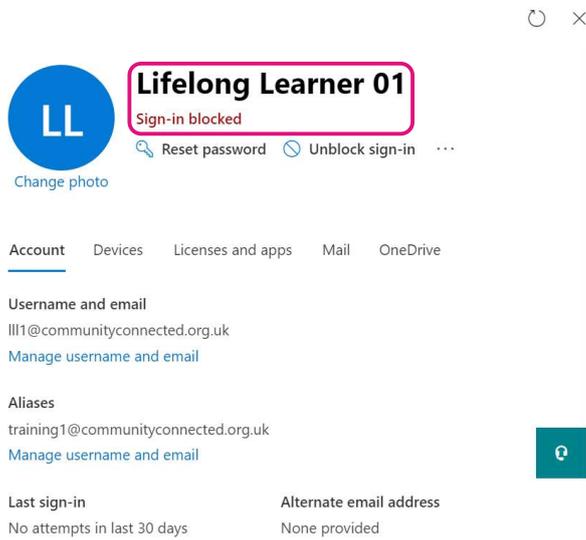
This won't stop the account from receiving mail, and doesn't delete any data.

Block this user from signing in

Save changes Cancel

↻

✓ And on closing the Block sign in window, you should see Sign-in blocked in red under the User account name at the top



The screenshot shows a user account profile for 'Lifelong Learner 01'. The profile picture is a blue circle with 'LL' in white. Below the picture is a 'Change photo' link. The account name 'Lifelong Learner 01' is displayed in a pink-bordered box, with 'Sign-in blocked' written in red text below it. To the right of the name are links for 'Reset password' and 'Unblock sign-in', followed by a three-dot menu. Below the profile information are navigation tabs for 'Account', 'Devices', 'Licenses and apps', 'Mail', and 'OneDrive'. The 'Account' tab is selected. Under 'Username and email', the email 'll11@communityconnected.org.uk' is listed with a 'Manage username and email' link. Under 'Aliases', the email 'training1@communityconnected.org.uk' is listed with a 'Manage username and email' link. At the bottom, there are two sections: 'Last sign-in' with the text 'No attempts in last 30 days' and 'Alternate email address' with the text 'None provided'. A teal square button with a white circular arrow icon is located on the right side of the page.