Reset a User's Password for Office 365

Once a user's password is set, it is not possible to go back in to view this password within Office 365. If the user has forgotten it, you will need to issue a new password instead.

Reset a Single User's Password

You can reset a password for a single user through the Microsoft 365 Admin Center.

1. Log into the Microsoft 365 Admin Center using global admin credentials for the tenant: https://admin.microsoft.com

2. Go to **'Users > Active Users'** on the left-hand menu
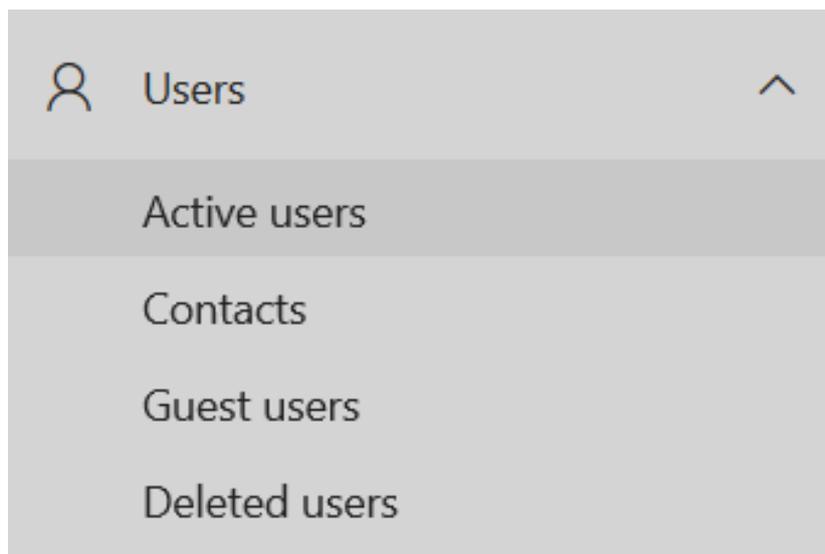
3. Click onto the User you want to reset the password for

4. Select the **Key** icon under the User's name

User 3

U3

🔑 🚫 🗑

Sign in allowed

5. If you want to specify a specific password for the user, select **Let me create the password**

6. If specifying a specific password, enter the required password

 Note: The password strength must show as Strong to be accepted

7. If you want the user to change the password when they next login, select **Require this user to change their password when they first sign in**

8. Press **Reset**

Reset password

user3@mo365testing2018.onmicrosoft.com

Password settings

◯ Auto-generate password

◉ Let me create the password

Password *

| •••••••••••••••• | Strong ◉ |

☑ Require this user to change their password when they first sign in

Reset   Cancel

If you chose a randomly generated password, you can view it on the final screen. You can also choose to have a copy of the password emailed to an email address. If you do not record the randomly generated password on this screen and don't have it emailed to you, you will need to reset the password again.

Reset Multiple User Passwords

If you need to reset passwords for more than one user at once, you can reset them in bulk in the Microsoft 365 Admin Center.

1. Log into the Microsoft 365 Admin Center using global admin credentials for the tenant: https://admin.microsoft.com
2. Go to **'Users > Active Users'** on the left-hand menu
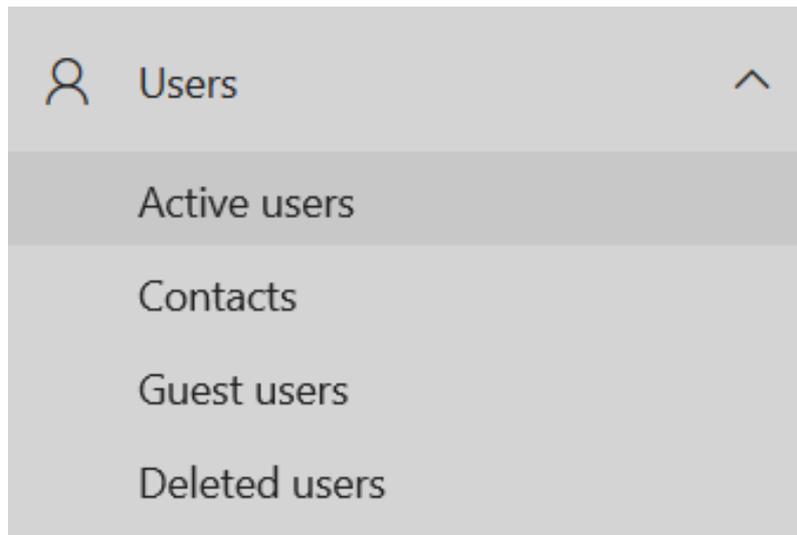
3. Tick the checkbox next to each user you want to reset the password for

4. Select the Reset Password option at the top of the list

5. If you want to specify a specific password for the users, select **Let me create the password**

6. If specifying a specific password, enter the required password

Note: The same password will be issued for all selected users

Note: The password strength must show as Strong to be accepted

7. If you want the users to change the password when they next login, select

   Require this user to change their password when they first sign in

8. Press **Reset**

Reset password

2 users selected ⓘ

Password settings

◯ Auto-generate password

◉ Let me create the password

> ⓘ This will apply the same password for all the selected users. For security, we suggest requiring these users to change their password when they first sign in.

Password *

| •••••••••••• | Strong 👁 |

☑ Require this user to change their password when they first sign in

| **Reset** | Cancel |

If you chose a randomly generated password for each user, you can view it on the final screen. You can also choose to have a copy of the passwords emailed to an email address. If you do not record the randomly generated passwords on this screen and don't have it emailed to you, you will need to reset the passwords again.