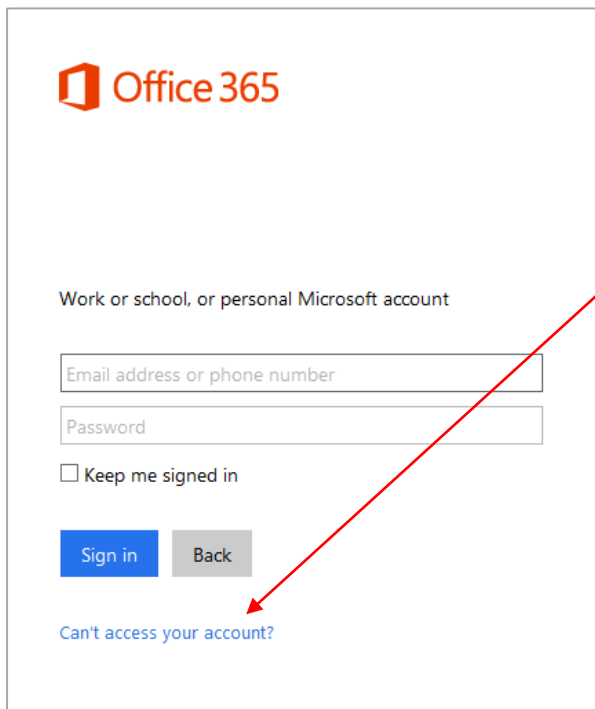


## Resetting your password



Office 365

Work or school, or personal Microsoft account

Email address or phone number

Password

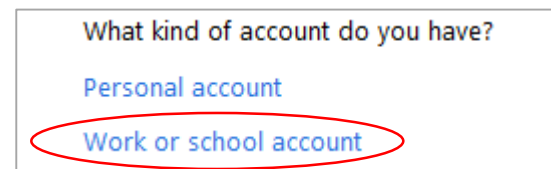
Keep me signed in

Sign in Back

Can't access your account?

On the CHIRP/Office 365 page, click or tap on the [Can't access your account?](#) link

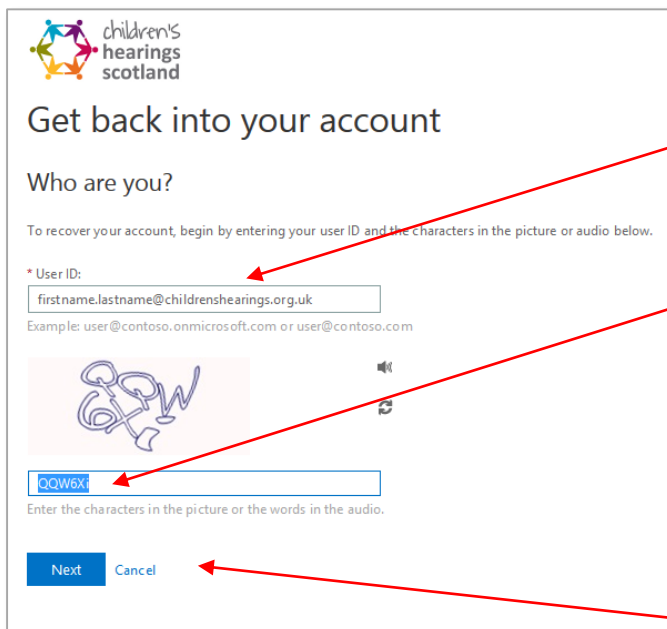
If you are asked what kind of account you have, choose [Work or school account](#).



What kind of account do you have?

Personal account

**Work or school account**




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### 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:  
firstname.lastname@childrenshearings.org.uk  
Example: user@contoso.onmicrosoft.com or user@contoso.com



QQW6X

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

Next Cancel

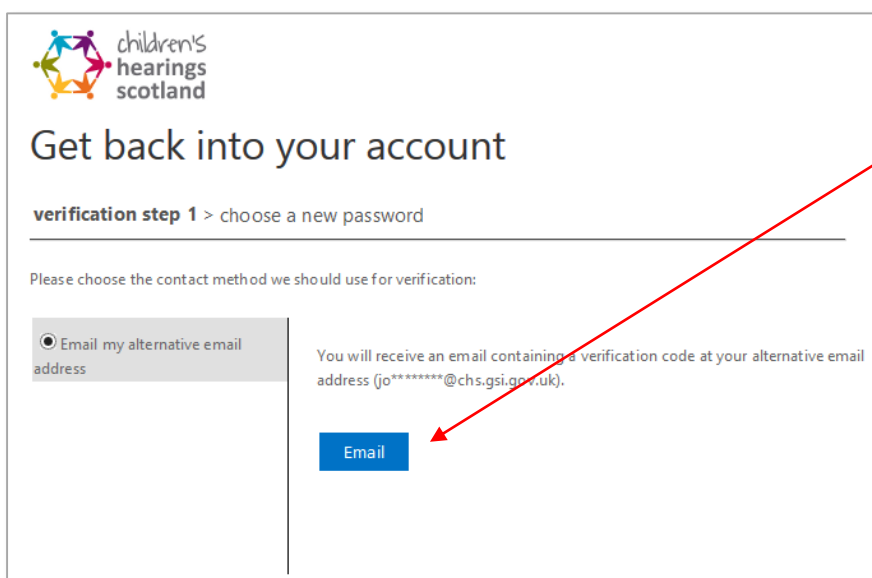
Enter your CHIRP email address into the *User ID:* field (it may already be there).

Enter the security picture characters displayed.

If you receive the message below, re-enter the new displayed characters.

The characters or words you have entered do not match those in the picture or audio. Please try again.

Click or tap the *Next* button to proceed.



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### Get back into your account

verification step 1 > choose a new password


Please choose the contact method we should use for verification:

Email my alternative email address

You will receive an email containing a verification code at your alternative email address (jo\*\*\*\*\*@chs.gsi.gov.uk).

Email

Click or tap the *Email* button.



## Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternative email address

We've sent an email message containing a verification code to your inbox.


999999

**Next** Try again Contact your administrator

Keeping this page open, go to your personal email account, where you should find an email entitled *Children's Hearings Scotland account email verification code*. Return to this page and enter the verification code provided in the email.

**NOTE: Do not enter this code into the password field on the CHIRP/Office365 sign in page.**

Click or tap the Next button to proceed.



## Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

Password strength

\* Confirm new password:

A strong password is required. Strong passwords contain 8 to 16 characters and must combine uppercase and lowercase letters, numbers and symbols. They cannot contain your username.

**Finish** Cancel

Enter your new password.

Passwords require a minimum of 8 characters and must combine uppercase & lowercase letters, numbers and symbols

Click or tap the *Finish* button to complete your password reset.

## Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

Click or tap the [click here](#) link to return to the CHIRP/Office 365 sign in page, then enter your CHIRP email address and new password.