

About this guide

This guide covers the steps to change your password, or reset your password if you have forgotten your password for the Enterprise Customer Portal

How to use this guide

The [next page](#) has a brief SUMMARY of the steps and then pages 3 to 5 are DETAILED INSTRUCTIONS with screenshots

Summary of the steps



Detailed instructions



How-to video

These instructions are also covered in a [how-to video](#) on our [Support Materials](#) page

SUMMARY OF STEPS

[Click here](#)  if you want to jump to the **detailed instructions** (with screenshots) for these steps to reset your password



DETAILED INSTRUCTIONS

To change your password, or reset your password if you have forgotten your password

1. Click **Forgot Password?**

2. Enter your registered **Email address**

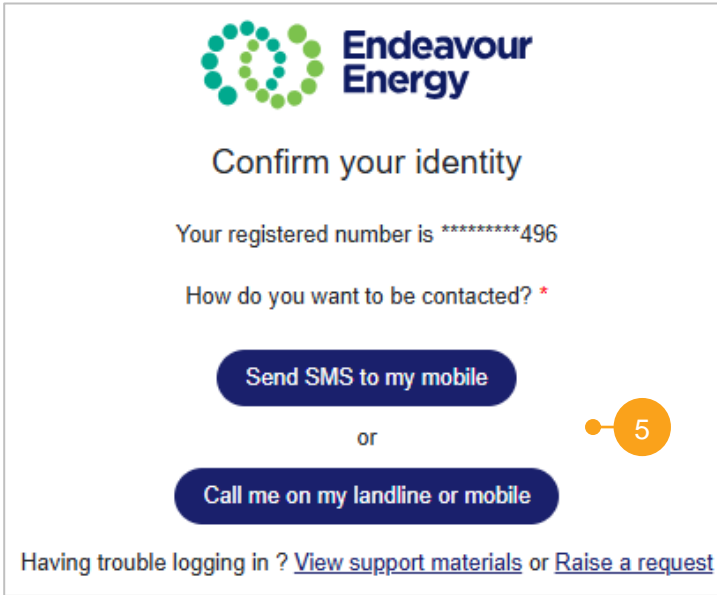
3. Click **Send verification code**

You will receive an email with the verification code

4. Enter the **6-digit code** provided in the email

Note: Click the **Re-send code** link if you have not received the email with the code or if the activity has timed out after 5 minutes.

(instructions are continued on the next page)



5. Select your preferred Multi-factor authentication method:

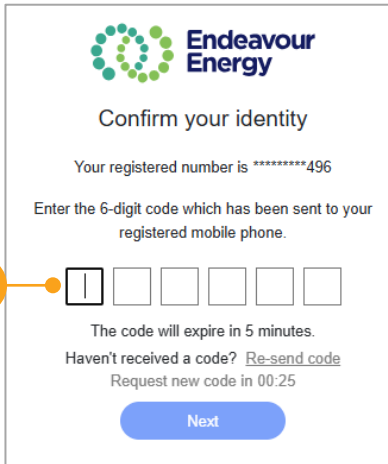
- **Send SMS to my mobile** - to receive the verification code via SMS (text message)

OR

- **Call me on my landline or mobile** - to complete authentication via a call

Send SMS to my mobile

If you selected **Send SMS to my mobile**, you will receive an SMS from **msverify**

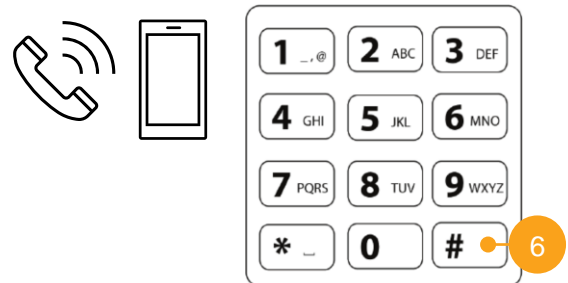


6. Enter the **6-digit verification code** you received via SMS

OR

Call me on my landline or mobile

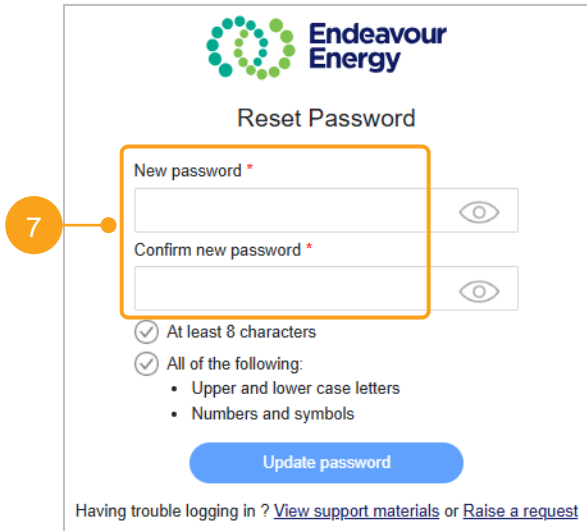
If you selected **Call me on my landline or mobile**, you will receive a call from Microsoft



6. When you hear the prompt to hit the pound key - **press #**

You will hear a prompt that your sign in has been successful, and the call will end

(instructions are continued on the [next page](#))

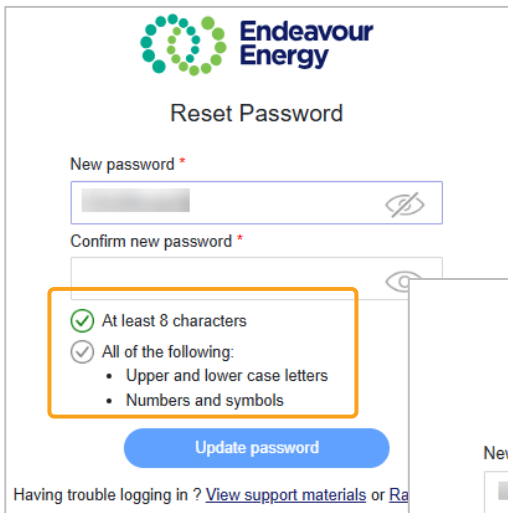


The **Reset Password** page displays

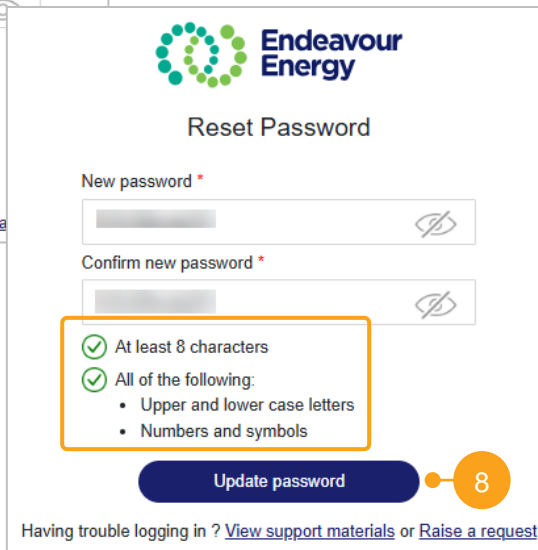
7. Enter the **New password** you want to set and repeat this in **Confirm new password**

Click  if you want to view the value you entered

Both grey ticks turn **green** when you have met the password requirements successfully. The **Update Password** button is also then coloured navy



8. **Click** 



Your password is reset, and you are logged in to the **Enterprise Customer Portal**.

9. Select the tile to access the relevant portal. For example:

- click the **Manage a Network Application** tile to access the **Connections Portal** or
- click the **Engagement of Contracted Services and Equipment** tile to access the **Contractor Booking System** (tile not shown in example screenshot)

