

# Office 365 Account

## Reset your password

### Self serviced reset procedure

If you forget your password, there is simple way to reset it.

- go to the <https://login.microsoftonline.com> ,
- enter your username (in format name.surname@cerge-ei.cz ) and
- click 'Lost password' link.
- you will be redirected to <https://passwordreset.microsoftonline.com>
- enter your username (if not prefilled), enter captca,
- select either sending recovery information to your secondary email address or mobile phone.

If you do not have your secondary email and mobile phone set, please contact [helpdesk@cerge-ei.cz](mailto:helpdesk@cerge-ei.cz) - we will reset account settings so you will be able to process.

### Send request to Helpdesk

In case you cannot reset password please send your request to reset password to Helpdesk at [helpdesk@cerge-ei.cz](mailto:helpdesk@cerge-ei.cz)

From:  
<https://itinfo.cerge-ei.cz/> - **CERGE-EI Infrastructure Services**

Permanent link:  
<https://itinfo.cerge-ei.cz/doku.php?id=public:onedrive:account&rev=1584617370>

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