

# Reset Password Help Document

Please choose one of the scenarios:

[Scenario 1: I remember my password, but I need to reset it](#)

[Scenario 2: I have forgotten my password and I need to reset it](#)

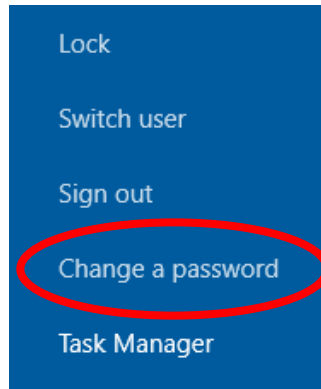
[Scenario 3: I have locked my Woodside account and I need to unlock it](#)

## Scenario 1: I remember my password, but I need to reset it

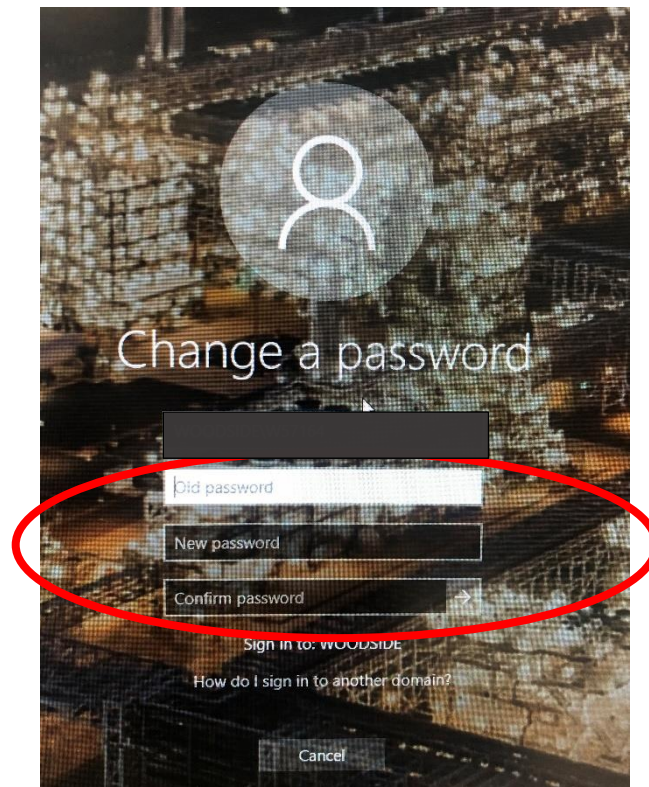
- This scenario requires your **laptop or a personal computer**

### **Reset password directly using your laptop**

1. Sign into your laptop with your credentials
2. Once logged in, hold **Ctrl + Alt + delete** at the same time
3. The following options will appear, choose **Change a password**



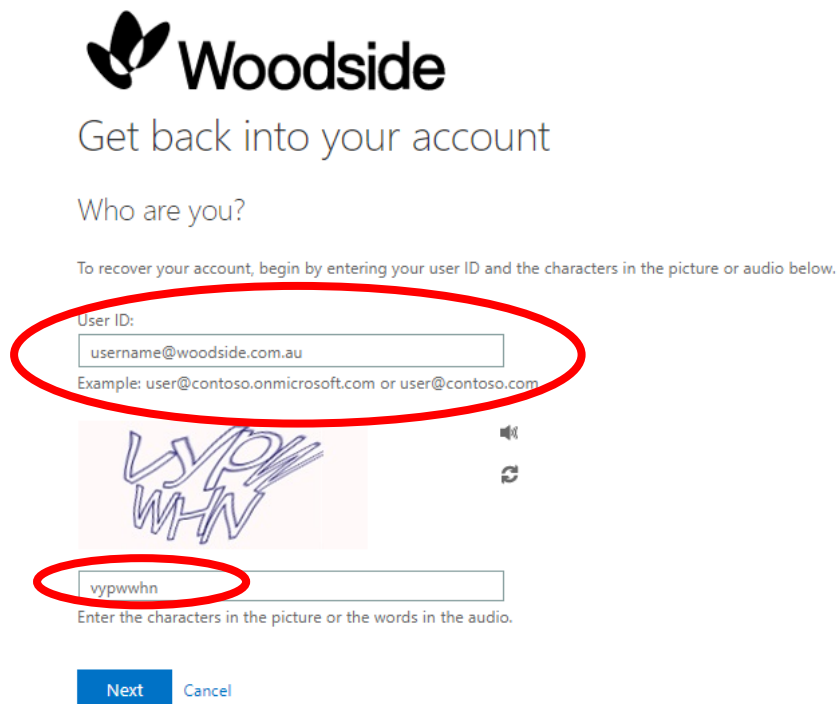
4. Firstly, enter your **Old password**, then enter and confirm your **new password**  
Please refer to Password Guidelines:  
<https://resetpassword.app.woodside/faqs/passwordguidelines.html>




## Scenario 2: I have forgotten my password and I need to reset it

### Reset password in Microsoft Self Service Password Reset Page

- The requirements for this scenario are your **Mobile Phone and the Microsoft Authenticator App**, your Authenticator App needs to be accessed within the **past 90 days**
1. Go to <https://passwordreset.microsoftonline.com/> (from your mobile phone or laptop)
  2. Enter your **Woodside Email** address and characters shown in the picture, then click on **Next**




 **Woodside**

Get back into your account

Who are you?

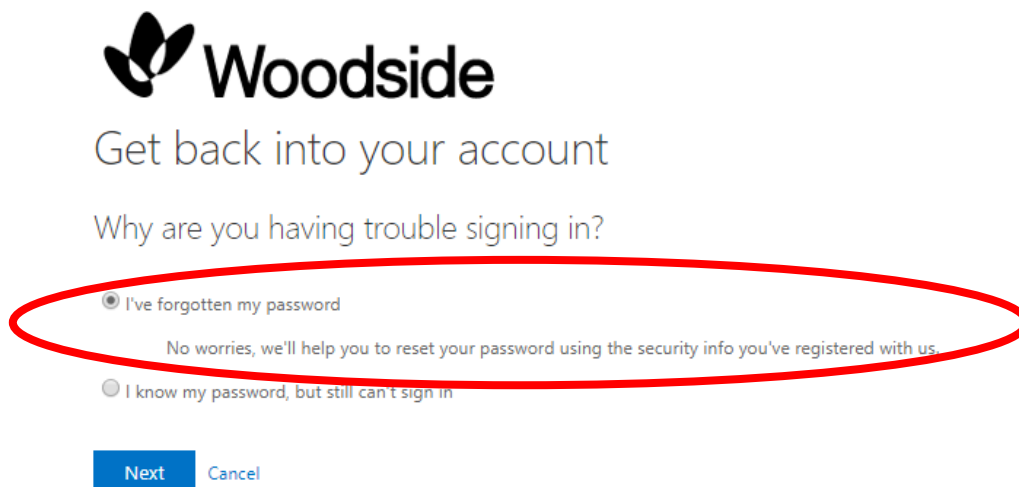
To recover your account, begin by entering your user ID and the characters in the picture or audio below.


User ID:  
  
Example: user@contoso.onmicrosoft.com or user@contoso.com



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

3. Click on **I've forgotten my password** and **Next**



 **Woodside**

Get back into your account

Why are you having trouble signing in?

I've forgotten my password  
No worries, we'll help you to reset your password using the security info you've registered with us.

I know my password, but still can't sign in

4. To get back into your account, you need to follow the **2-step verification process**.
  - a. For the first step select one of the given options.
 

The options available are:

    - **Email my alternative email address** (Your personal email address)
    - **Send a text to my mobile phone number** (Your mobile number)
    - **Approve a notification on my authenticator app** (your Authenticator App needs to be accessed within the past 90 days)



## Woodside

### Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Email my alternative email address
- Send a text to my mobile phone number
- Call my mobile phone number
- Approve a notification on my authenticator app

You will receive an email containing a verification code at your alternative email address (zh\*\*\*\*\*@gmail.com).

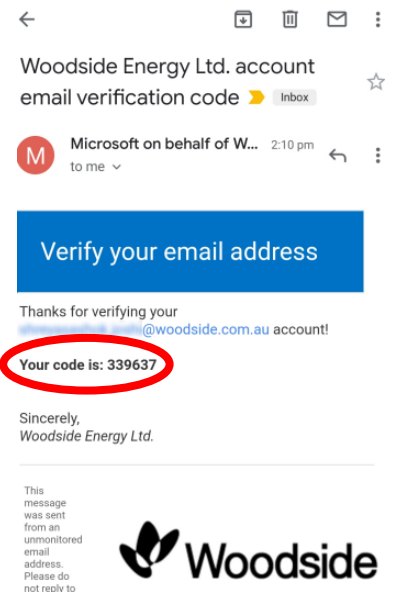
[Email](#)

- We have demonstrated three methods as shown below.
- 1) **Email my alternative email address:** Click on **Email**, Enter the **verification code** from your alternative email address and then click on **Next**

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

[Next](#) Are you having any issues?

- laptop



- 2) **Send a text:** Enter your **mobile phone number** and click on **Text** to send the verification code to your mobile phone, then Enter the **verification code** and then click on **Next**

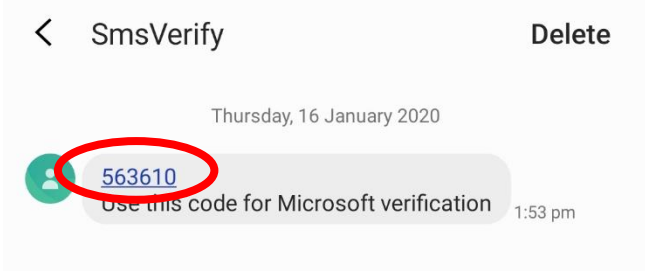
Email my alternative email address  
 Send a text to my mobile phone number  
 Call my mobile phone number  
 Approve a notification on my authenticator app  
 Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*12) below. You will then receive a text message with a verification code which can be used to reset your password.

xxxxxxxx

Text

- laptop



- phone

Send a text to my mobile phone number  
 Call my mobile phone number  
 Approve a notification on my authenticator app

We've sent a text message to your phone number containing a verification code.

XXXXXX

Next Try again Contact your administrator

- laptop

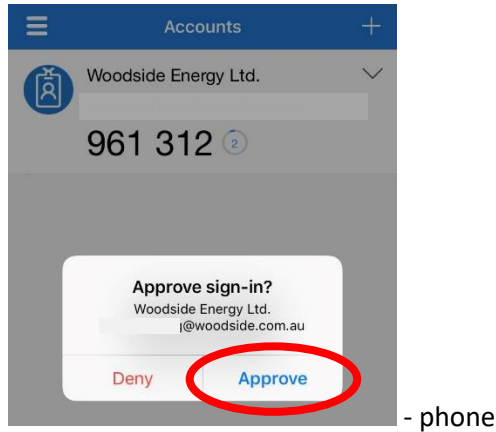
3) **Approve a notification** on my authenticator app: Click on **Send Notification** on the web page and click on **Approve** in your Authenticator App in your mobile phone

Email my alternative email address  
 Send a text to my mobile phone number  
 Call my mobile phone number  
 Approve a notification on my authenticator app

Send a notification to your authenticator app on your mobile device.

Send Notification

- laptop



- phone

- b. Change your password.

Please refer to Password Guidelines:

<https://resetpassword.app.woodside/faqs/passwordguidelines.html>

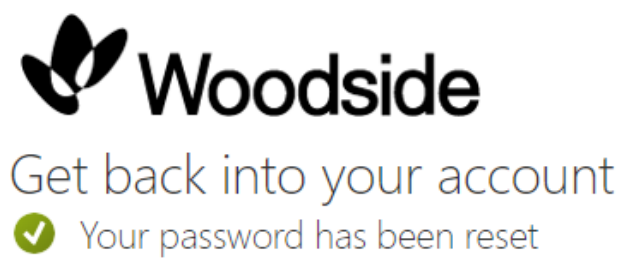
verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

\* Enter new password:

\* Confirm new password:

**Finish** Cancel

5. Your password has been reset



## Scenario 3: I have locked my Woodside account and I need to unlock it

**If your Woodside account or Woodside laptop has been locked, this could be due to multiple failed attempts at Login.**

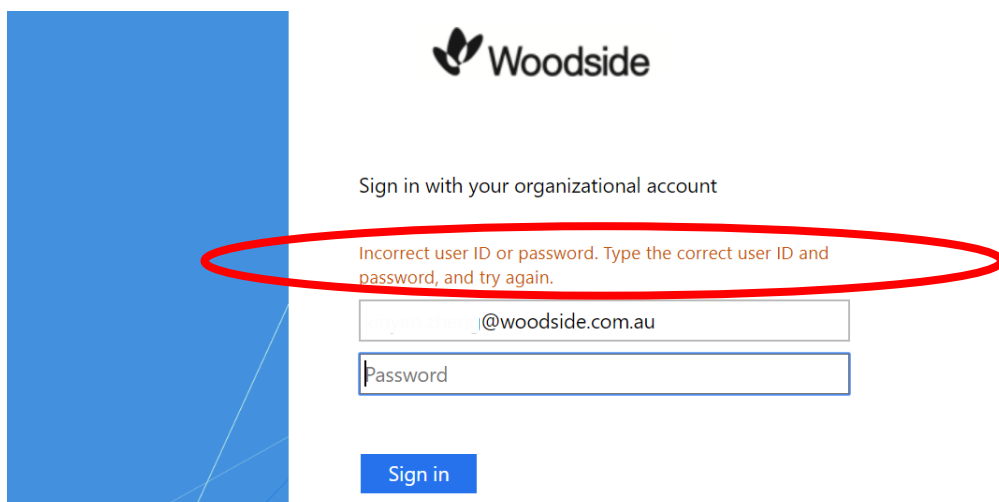
1. You will see the following screen if your Woodside account is locked  
The following message will appear on your login screen **'The referenced account is currently locked out and may not be logged on to.'**

**In this case, you will need to follow the instructions below on page 3 to unlock your account.**



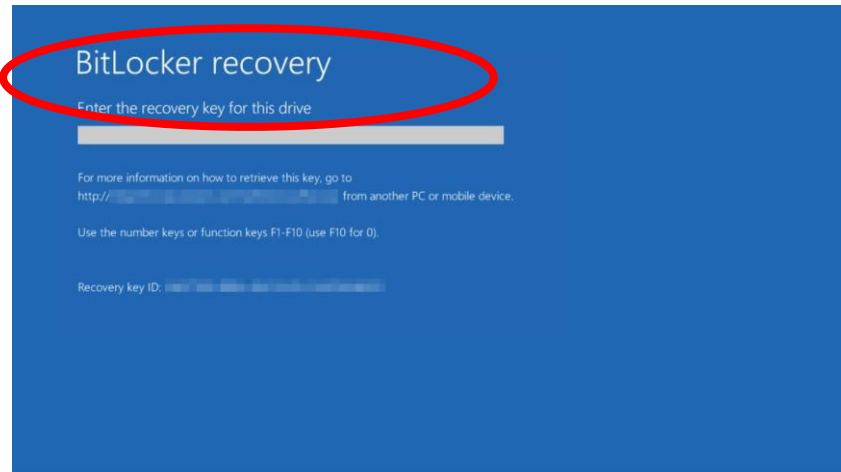
2. If you are not using a Woodside device and you are accessing Office 365 (*whether it is Outlook/SharePoint or any other Office applications*) and you have failed to enter the correct password **more than 5 times**; then your account will become **locked**. You will see the screen as shown below:

**In this case, you will need to follow the instructions below on page 3 to unlock your account.**



3. If your Woodside laptop shows the following **blue** screen, then your **Laptop has been locked (Bit locked)**. This means you have been locked out of your laptop, there is no sign-in screen available and you will be prompted to Enter a recovery key.

**In this case, you will need to go to TechZone or call the IT Helpdesk to get the BitLocker Recovery Key which will unlock your laptop.**



## Unlock your account in Microsoft Self Service Password Reset page

- The requirements for this scenario are your **Mobile Phone and the Microsoft Authenticator App**, your Authenticator App needs to be accessed within the past 90 days
1. Go to <https://passwordreset.microsoftonline.com/> (from your mobile phone or laptop)
  2. Enter your **Woodside Email** address and characters shown in the picture, then click on **Next**

Woodside  
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:  
username@woodside.com.au  
Example: user@contoso.onmicrosoft.com or user@contoso.com

vypw  
whn

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

Next Cancel

3. Click on **I know my password, but still can't sign in** and **Next**

Woodside  
Get back into your account

Why are you having trouble signing in?

I've forgotten my password

I know my password, but still can't sign in  
This might happen because you've tried to sign in with an incorrect password too many times.  
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

4. To get back into your account, you need to follow the **2-step verification process**.
  - For the first step select one of the given options.  
*The options available are:*
    - **Email my alternative email address** (Your personal email address)
    - **Send a text to my mobile phone number** (Your mobile number)
    - **Approve a notification on my authenticator app** (your Authenticator App needs to be accessed within the past 90 days)



## Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first 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 (zh\*\*\*\*\*@gmail.com).

Send a text to my mobile phone number

Call my mobile phone number

Approve a notification on my authenticator app

**Email**

- We have demonstrated three methods as shown below.
- 4) **Email my alternative email address:** Click on **Email**, Enter the **verification code** from your alternative email address and then click on **Next**

Email my alternative email address  
We've sent an email message containing a verification code to your inbox.

Send a text to my mobile phone number

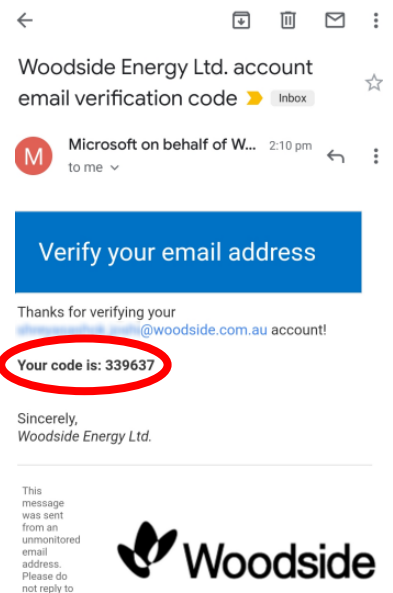
Call my mobile phone number

Approve a notification on my authenticator app

188893

**Next** Are you having any issues?

- laptop



- 5) **Send a text:** Enter your **mobile phone number** and click on **Text** to send the verification code to your mobile phone, then Enter the **verification code** and then click on **Next**

Email my alternative email address

Send a text to my mobile phone number

Call my mobile phone number

Approve a notification on my authenticator app

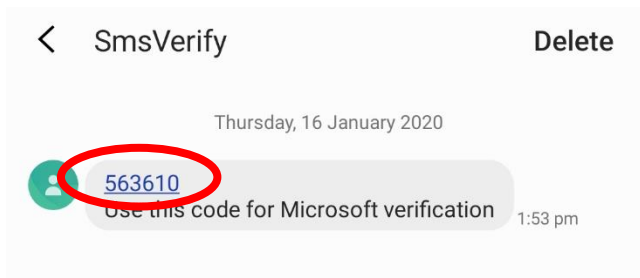
Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*12) below. You will then receive a text message with a verification code which can be used to reset your password.

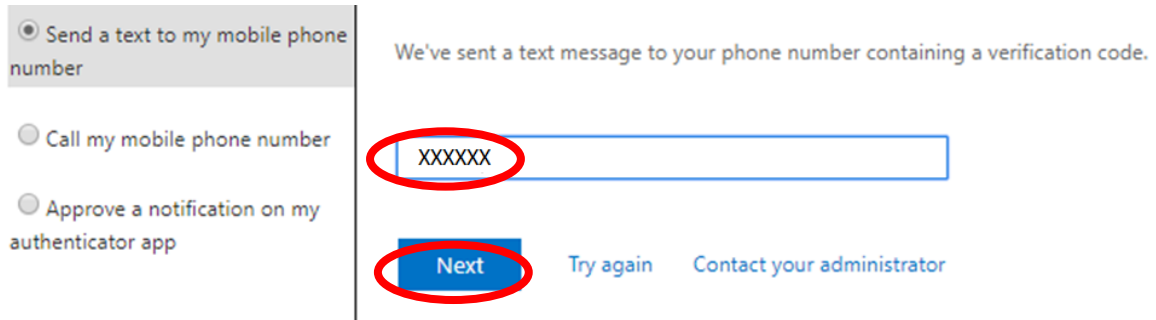
xxxxxxxx

**Text**

- laptop

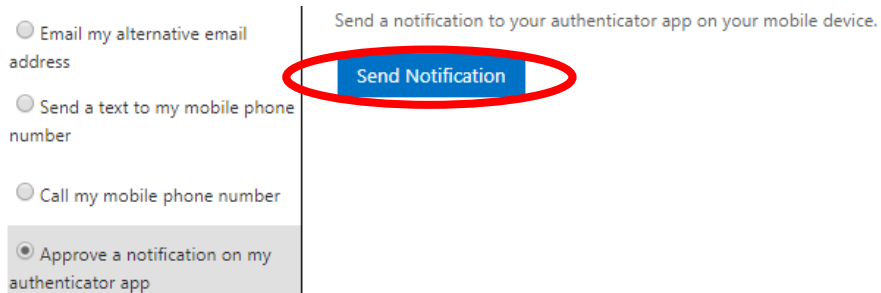


- phone

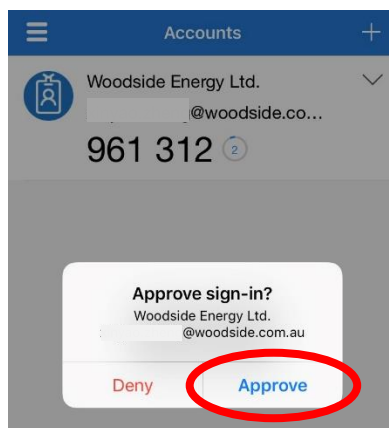


- laptop

6) **Approve a notification** on Authenticator app: Click on **Send Notification** on the web page and click on **Approve** in your Authenticator App in your mobile phone



- laptop



- phone

5. Your account has been unlocked



Get back into your account

✔ Your account has been unlocked

6. **If you have forgotten your password**

Please refer to [Scenario 2: I have forgotten my password and I need to reset it](#) and go to <https://passwordreset.microsoftonline.com/> again (from your mobile phone or laptop) to change your password.