**How to** **change your Outlook NHS Mail password:**

Log into your account first then click your initials on the top right hand corner, ‘View Account’ and click Password on left hand side of screen. Enter your temporary password, then choose a new password which is more than 14 characters long, has upper and lower case letters and a number, and doesn’t include part of your name or a previous password. Current cybersecurity recommendation is to put three words together e.g. BlueSubmarineCloud. You can then add a number or special character to the end of this phrase in order to help comply with Microsoft’s password requirements (see below for full details).

**Password criteria:**

* Must be min 14 characters in length
* Password complexity requirements – must meet the following:
  + Not contain the user’s account name or part of the user’s full name that exceed two consecutive characters
  + The password contains characters from at least three of the following four categories:
    - English uppercase characters (A – Z)
    - English lowercase characters (a – z)
    - Base 10 digits (0 – 9)
    - Non-alphanumeric (For example: $, #, or %) – **DO NOT** use the £ or Euro sign – these will be rejected
* Password history = 24. This means that the user cannot use any of the last 24 passwords.
* Maximum password age = 60 days. This means that after 60 days users must change their password.
* Minimum password age = 1 day. This sets the minimum number of days that the password must be used for before it can be changed. This means that a password cannot be changed twice in one day.
* Current cybersecurity recommendation is to put three words together e.g. BlueSubmarineCloud. You can then add a number or special character to the end of this phrase in order to help comply with Microsoft’s password requirements.

If you have been successfully accessing your Outlook account within the last month but then you forget your NHS Mail password, you should be able reset your password via this link (you must have MFA successfully set up for this to work):

<https://passwordreset.microsoftonline.com/passwordreset>