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| Recovering a standard or admin account in Microsoft 365 |

# Recovering a standard or administrator account in Microsoft 365

Follow the instructions below to recover either a standard account or administrator account in Microsoft 365.

**NOTE:** These instructions need to be performed by an administrator.

## How to reset the password for a standard or administrator account

## Go to [entra.microsoft.com](https://entra.microsoft.com/) and login as an administrator.

## Expand the Users section on the left and select All Users.

## Click on the user or administrator you want to reset the password for.

## Select Reset password from the menu above.

## Click Reset password.

## Note down the temporary password provided and give this to the user or administrator.

## They will be required to change this password at next login.

## How to reset multi-factor authentication (MFA) on a standard or administrator account

## Go to [entra.microsoft.com](https://entra.microsoft.com/) and login as an administrator.

## Expand the Users section on the left and select All Users.

## Click on the user or administrator you want to reset MFA for.

## Select Authentication Methods on the left under Manage.

## Select Require re-register multi-factor authentication.

## Select OK to the confirmation message.

The user or administrator now has no registered MFA methods and will be asked to set these up the next time they sign in.

## What to do if you only have one administrator account and you lost access to this account

1. **Contact Microsoft Support:** Contact Microsoft Support and explain your situation. They will guide you through the account recovery process and may ask you to provide additional information to verify your identity and ownership of the account.

[Get support – Microsoft 365 admin | Microsoft Learn](https://learn.microsoft.com/en-us/microsoft-365/admin/get-help-support?view=o365-worldwide#phone-support)

[Global Customer Service phone numbers – Microsoft Support](https://support.microsoft.com/en-us/topic/global-customer-service-phone-numbers-c0389ade-5640-e588-8b0e-28de8afeb3f2)

[Help with the Microsoft account recovery form – Microsoft Support](https://support.microsoft.com/en-us/account-billing/help-with-the-microsoft-account-recovery-form-b19c02d1-a782-dee6-93c3-dc8113b20c42)

1. **Provide proof of ownership:** You will likely need to provide proof that you are the legitimate owner of the M365 account. This may include the original purchase or subscription details, billing information, or any other relevant documentation that can establish your ownership.
2. **Multi-factor authentication (MFA) recovery:** If you have enabled MFA for your account, there may be additional steps to recover access. Microsoft may ask you to provide MFA recovery codes, backup verification methods, or other means of confirming your identity.
3. **Authorised partner assistance:** If you purchased your M365 subscription through a Microsoft partner or reseller, you may need to involve them in the recovery process. They may be able to help with verifying your account ownership and facilitating the recovery with Microsoft.
4. **Emergency Admin Access:** In some cases, Microsoft may grant you Emergency Admin Access (EAA) as a temporary solution. This allows you to regain access to your account and perform critical administrative tasks, such as resetting passwords or managing user accounts.

To avoid such situations in the future, follow best practices for account security, such as:

* **enabling multi-factor authentication (MFA)** for all admin accounts
* maintaining **up-to-date backup** **verification methods** (phone numbers, email addresses, etc)
* keeping a record of important **Microsoft account details** and purchase information
* designating **multiple administrator** **accounts**
* creating an **emergency access account**: consider creating an emergency access account (sometimes called a “break glass” account) in Azure AD.