**Request for an O365   
Multi Factor Authentication (MFA) reset**

This form is to be completed **only** by the **Headteacher** or the **Business Manager/Bursar and must be sent from a named mailbox**. Requests sent from a generic mailbox will not be processed.

Once complete please email the form to: [ITServicedesk@suffolk.gov.uk](mailto:ITServicedesk@suffolk.gov.uk)

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| --- | --- |
| Name of school / academy | Full school name |
| 3-digit code for your school / academy | 3-digit code allocated to your school / academy |
| Name of requester | Primary contact for this request |
| Job role of the requester | Headteacher/Business Manager/Bursar |
| Contact phone number | Primary contacts phone number |
| O365 mailbox address which requires reset | Full email address of account |
| Payroll no./Employee id no:. | Users payroll/employee number |
| Contact Number for the user | Users contact phone number |
| What MFA method needs to be reset? | Choose an item. |

Please make sure you have answered all the questions on the form before submitting it.

After submitting a form, you will receive an email notification confirming the service request number assigned to the request.

If we require any additional details, we will then contact you on the details you have provided.