**Request for an O365 password reset**

To request an O365 password reset please complete all section of this form. Request a password reset if:

* you're locked out of your account
* your password has expired

Before you start please note:

* This form is to be completed only by the Headteacher or the Business Manager/Bursar.

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

|  |  |
| --- | --- |
| 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 |
| Payroll number of requester | Primary contact’s payroll number – so we can validate against our records |
| D.O.B. of requester | Primary contact’s d.o.b – so we can validate against our records |
| Contact phone number | Primary contacts phone number |
| O365 mailbox address which requires reset | Full email address of account |
| Payroll Number | Payroll number of person requiring the reset |
| D.o.B | d.o.b of person requiring the reset |

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.