Accessing your Office 365 Account

Below you will find the instructions to successfully log into your new Office 365 Account for the first time. As part of your initial sign-in, you’ll be asked to setup security questions/authentication that will be utilized if you ever forget your password or need to change it. If any questions or issues arise during your initial setup or anytime in the future, please contact the Helpdesk (helpdesk@gentex.com or http://helpdesk).

1) In any web browser, go to http://portal.office.com and enter your new Gentex email address and password that were provided in the email you received. Then click Sign in.

2) When prompted, enter the password provided in the email you received and then enter in a new password which will be used to access your account in the future and then re-enter it. This password must be at least 8 characters long and must include one uppercase character, one lowercase character and either a number or special character (!@#$%^&*).
3) Once your new password is accepted, you should see the screen below. After a short time, log in again with your new password if necessary. Otherwise, proceed to step 4.

You're all set—we just need a moment

Your password was successfully updated, but our servers take a little time to catch up. Please try signing in again in a few minutes.

4) When prompted to set up your password recovery information, click the Set it up now button.

Office 365

Don’t lose access to your account

Add information to your account so you don’t lose access if you ever forget your password.

Set it up now

Sign out and sign in with a different account
More information

5) Select at least one of the three methods of verification to be used if you forget your password. You can either have a text message sent to your phone, an authentication email sent to your personal email account or answer three security questions.
6) If you choose to receive a text or phone call to your mobile device, enter your country and phone number and then select either text me or call me. If you choose text, then enter the verification code on the screen that follows and then click Verify.

7) If you choose to have your verification code emailed to your personal email address, you will need to enter in that email address and then click email me.
8) The third option you have is to answer questions in order to verify your account. You’ll have the opportunity to select from 9 pre-canned questions. You must fill out at least 5 questions, but only three will be required when you need to reset your password. Once you’ve entered the answers, select save answers.

9) Once you’ve set up at least one form of verification, you can click finish and proceed to your Office 365 account.

10) You can now access your email by going to https://webmail.gentex.com and entering in the email address along with the new password that was just created.