1. CLOSE OUTLOOK ON YOUR LAPTOP
2. Open a browser and go to: microsoftonline.com
3. Log on with the new temporary password provide to you by the tech dept
4. Follow the instructions and set it to what you want.
5. Once that is completed, log out of 365 and open OUTLOOK
6. It should pop up and ask you for the new password (the one you just created) enter it and CHECK THE BOX TO ‘REMEMBER CREDENTIALS’