

Email & online accounts | Medium | 2 min read

Microsoft 365 sign-in problems

Trouble signing in to Microsoft 365 is common and usually fixable. It might be a typed password, an old saved sign-in, or a security prompt. Please be careful to use only official Microsoft sign-in pages.

Check the basics

1. Look at the address bar. Sign-in pages should be on a Microsoft address such as microsoft.com or office.com. If you arrived by a link in an email, do not enter your password. Type the address yourself.
2. Check your email address. Work or school accounts and personal Microsoft accounts are different, and the same email can sometimes be used for both.
3. Turn off Caps Lock and type your password carefully.
4. Check the date and time on your device.

Forgotten password

Choose **Forgot password** on the sign-in page and follow Microsoft's steps. If it is a work account, your organisation's administrator may need to reset it for you. Do not use websites that offer to recover passwords for a fee.

Stuck on an old account

If Office keeps signing in with the wrong account, try a private or incognito window to test. In Office apps, look under **File** then **Account** to see which account is signed in and whether you can switch.

Security prompts

If you are asked to approve a sign-in on your phone and you did not try to sign in, say no. Change your password straight away.

Browser trouble

- Try another browser.
- Clear cache and cookies (see our guide).
- Turn off any extensions that might block sign-in, one at a time.

Locked out

Microsoft may lock an account after suspicious activity. Follow the official recovery steps on the sign-in page. Never give your codes to someone who calls or messages you.

When to get more help

Contact us if you cannot get past two-step verification, if you lost the phone you use for codes, if your work account has been disabled, or if you think someone else has signed in as you.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.