Check or change MFA settings (if they're already set up with MFA) at the link below

https://mysignins.microsoft.com/security-info

If they have a new phone, new phone number, or deleted the authenticator app from their phone, the United IT Security team is the only group that can clear that setting for them (if they have never logged in and set up their Multi-Factor Authentication

To change your Azure AD password (only for those who have their MFA set up)

https://myaccount.microsoft.com