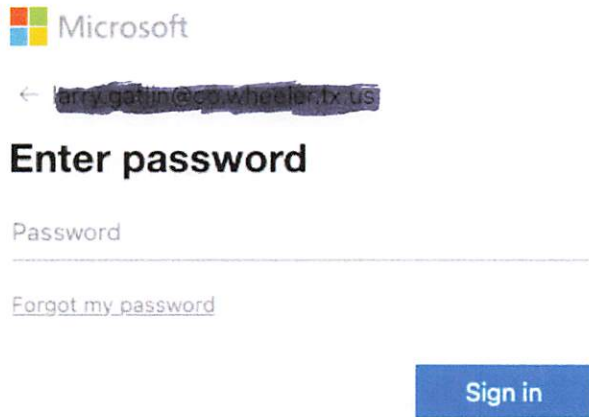


Reset your O365 account password

1. Open a web browser and go to <https://portal.office365.com>
Your username will always be your work email. If presented a choice, choose 'Work or School' account.



2. Click on "Forgot my password" which takes you to a screen "Get back into your account."

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

Complete the Captcha and click next.

SECRET

CONFIDENTIAL

[REDACTED]

CONFIDENTIAL

SECRET

CONFIDENTIAL

CONFIDENTIAL

[REDACTED]

SECRET

CONFIDENTIAL

You will now see page “Verification Step 1”

Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

<input type="radio"/> Email my alternate email	In order to protect your account, we need you to enter your complete mobile phone number (*****71) below. You will then receive a text message with a verification code which can be used to reset your password.
<input checked="" type="radio"/> Text my mobile phone	
<input type="radio"/> Call my mobile phone	
<input type="radio"/> Enter a code from my authenticator app	

On the left, select your verification method (options depend on what you set up when confirming MFA). In this case, we will select “Text my mobile phone”, enter your cell phone number you added to your account, and then click on “Text”, which takes you to the next screen.

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

<input type="radio"/> Email my alternate email	We've sent you a text message containing a verification code to your phone.
<input checked="" type="radio"/> Text my mobile phone	
<input type="radio"/> Call my mobile phone	
<input type="radio"/> Enter a code from my authenticator app	

The rest is self-explanatory! Choose a new password, enter it again to verify, the follow the on-screen instructions. After completing, you will need to enter the new password you just created on mobile devices, desktop apps, etc. That's it!