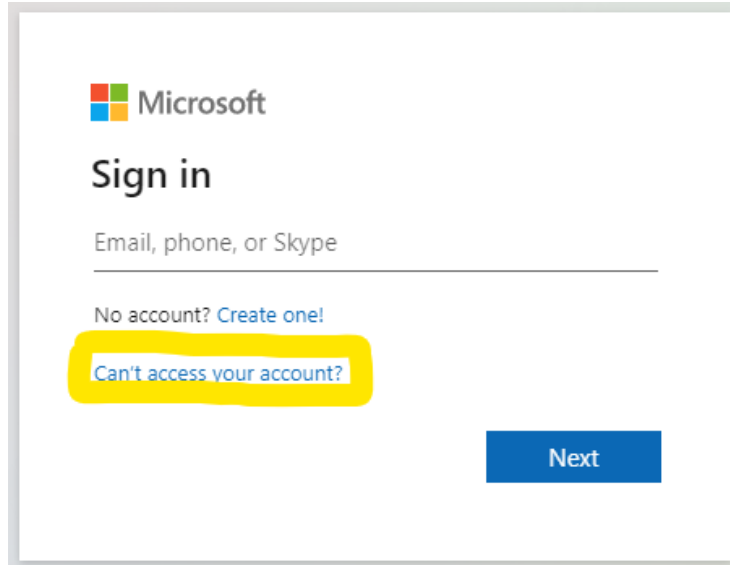


# How to Use the Self-Service Password Reset Portal

From any Office 365 Sign-In page, select the “Forgotten my password” or “Can’t access your account?” links, or go directly to the Self-Service Reset Portal using the following link:

<https://passwordreset.microsoftonline.com/>



Once you are on the reset portal, you will see a screen similar to the following:

**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. \*

Next

Cancel

Enter in your full email address and the Captcha letters, then select “Next.”

After entering the email address and Captcha code, you will be redirected to the following page. Select which option you wish to use to verify your identity; either enter the phone number attached to your account to receive a text message with a verification code OR use your Microsoft Authenticator App code. If using "Text my mobile phone," enter the verification code from the received text message when prompted.

## Get back into your account

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

---

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*39) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

[Cancel](#)

## Get back into your account

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

---

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

Enter your verification code

Next

[Cancel](#)

You will then be prompted to set a new password and confirm that password.

Your new password must meet the following criteria:

- Must be at least 12 characters long.
- Must contain characters from three of the following four categories:
  - English uppercase characters (A through Z)
  - English lowercase characters (a through z)
  - Base 10 digits (0 through 9)
  - Non-alphabetic characters (for example, !, \$, #, %)
- Cannot contain your username or part of your full name.
- Cannot be a password you previously used.

## Get back into your account

verification step 1 ✓ > **choose a new password**

---

\* Enter new password:

\* Confirm new password:

**Finish**

Cancel

Once your password has been successfully set, you will see the following prompt and can continue to log in using your new password.

## Get back into your account



Your password has been reset

To sign in with your new password, [click here](#).