

Microsoft 365

Forget Password Guide

1. Go to

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

2. Enter your School E-mail/Username

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. *

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:

- Text my mobile phone
- Call my mobile phone
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****09) 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

3. Enter the mobile number you set-up in office365

Cancel

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:

- Text my mobile phone
- Call my mobile phone
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

We've sent you a text message containing a verification code to your phone.

Enter your verification code



Next

4. Enter verification code from your SMS

Cancel

Microsoft

Get back into your account

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

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

Approve a notification on my authenticator app

Enter a code from my authenticator app

Cancel

Send a notification to your authenticator app on your mobile device.

Send Notification



6. Check your authenticator App and enter the code display

Microsoft

Get back into your account

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

* Enter new password:

.....

strong

* Confirm new password:

.....

Finish

Cancel

5. Enter the password you want to set-up and click finish