

How to Reset Your Microsoft Password



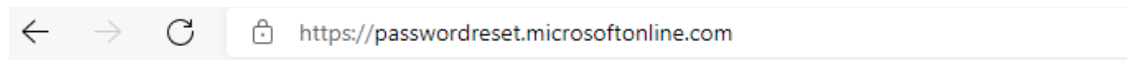
Securely Wired to the Cloud

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1. Go to www.passwordreset.microsoftonline.com
 - i. Enter your Email or Username
 - ii. Enter the characters in the picture or the words in the audio



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

2. Select a contact method to provide verification.

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 checked="" type="radio"/> Text my mobile phone	In order to protect your account, we need you to enter your complete mobile phone number (*****99) below. You will then receive a text message with a verification code which can be used to reset your password.
<input type="radio"/> Call my mobile phone	
<input type="radio"/> Approve a notification on my authenticator app	
<input type="radio"/> Enter a code from my authenticator app	

Enter your phone number

Text

[Cancel](#)

3. Select a second option for account verification
4. Choose a new password

Microsoft

Get back into your account

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

* Enter new password:

Enter your password

Password strength

* Confirm new password:

Enter your password

Finish Cancel

A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username.

Need help? Please give us a call at the office 419-678-4600.