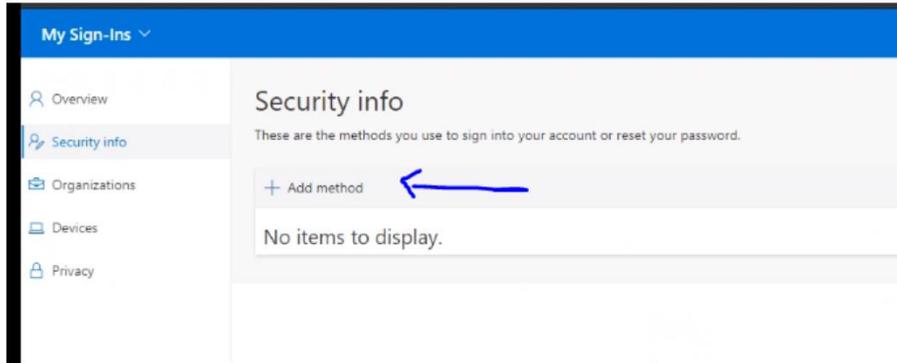


## New Microsoft Self Service Password Reset Registration and Rest

### **Update your contact information First:**

1. Go to <https://mysignins.microsoft.com/>
2. Click on **Security Info**
  - a. Click **Add Method**



3. The easiest and most recommended way to add a Security Info method is by adding the Microsoft Authenticator app on your smart phone (IOS or Android)

### Add a method

Which method would you like to add?

Cancel

Add

### Download and install the Microsoft Authenticational App on your device

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

Cancel

Next

After launching the app, allow for Notifications, then add account as "Work or School"

## Microsoft Authenticator



Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

Back

Next

The app will want to access your device camera, then scan the QR code on your computer screen

## Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".



Can't scan image?

Back

Next

4. The next recommended option is to add your mobile phone number

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1)

Text me a code

Call me

Message and data rates may apply.

Cancel Next

After you've entered your mobile number, click **Next**, you will be asked to enter a code to verify the mobile number

Phone

We just sent a 6 digit code to +1 [REDACTED]. Enter the code below.

[Resend code](#)

Back Next

Once any or both of the methods are how shown in your Security Info, then updating your information is now **COMPLETE!!**

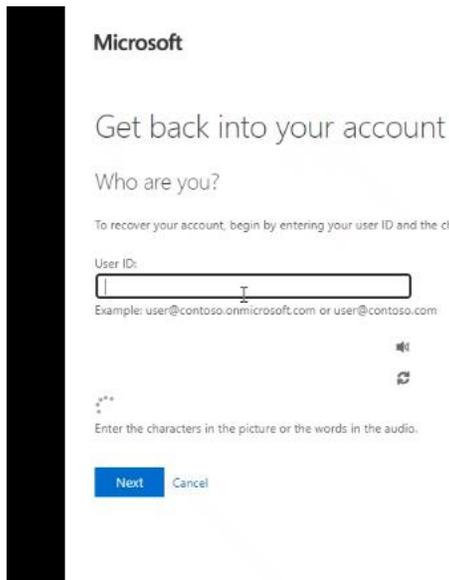
**Password Reset:**

5. In order to use the Microsoft Password Reset Self Service website, go to the below site:

<https://passwordreset.microsoftonline.com>

**UserID** is your company **Email** address

Enter the security characters shown on the screen, and click **Next**



Microsoft

Get back into your account

Who are you?

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

User ID:

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

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

Next Cancel

You will be asked to pick one of two options, Forgot Password, or just Unlock your current password

Microsoft

## Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

Next

Cancel

Choose the option based on your needs and click **Next**

You will need to verify your mobile number and/or another method such as the Authenticator app

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:

Text my mobile phone

Call my mobile phone

Call my office 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 (\*\*\*\*\*59) 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

Once you've logged in using your preferred method, it will prompt you to reset your password.

Microsoft

## Get back into your account

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

---

\* Enter new password:

\* Confirm new password:

**Finish** Cancel

Once your password change is complete, you are now ready to log back into your account.

Note: If you're not physically in the office, your computer may still not know your new password, you can attempt to login to your computer with your old password, sign into VPN with your new password, lock your computer and unlock it with your new password in order for your computer to recognize and store your new password.

Microsoft

## Get back into your account



Your password has been reset