

Password Reset

- 1) Visit <https://passwordreset.microsoftonline.com/> * Follow the instructions as listed below
- 2) Enter your email address and displayed captcha code

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:

jyoung@monroeccc.edu

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



V6Q3QPHY

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

Next Cancel

- 3) Your account should already be setup with an alternative email and phone number. Please choose the method you would like to use to reset your password.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

You will receive an email containing a verification code at your alternate email address (nu*****@gmail.com).

Text my mobile phone

Call my mobile phone

Email

Cancel

- 4) You will receive a message on whatever medium you chose in the last step. Enter the verification code in the displayed box.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

We've sent an email message containing a verification code to your inbox.

Text my mobile phone

Call my mobile phone

Enter your verification code

Next

Are you having a problem?

Cancel

- 5) Enter your new password

Microsoft

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish

Cancel

- 6) Your password has successfully been reset.

Microsoft

Get back into your account

✔ Your password has been reset