

Self-Service Password Reset Guide

Step-by-Step: Reset Your Password

1. Go to the Password Reset Portal

<https://passwordreset.microsoftonline.com>

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. Enter Your Work Email

Type in your full Microsoft 365 email address, like:

jdoe@yourcompany.com

Enter the characters from the image (CAPTCHA), then click **Next**

3. Choose a Verification Method

You'll see the recovery options you set up earlier:

- Text message
- Phone call
- Authenticator app
- Alternate email

If you don't see any options, you haven't registered yet. Contact IT for help.

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:

☒ Email my alternate email

☐ Text my mobile phone

☐ Call my mobile phone

You will receive an email containing a verification code at your alternate email address (lu*****@barweb.com.au).

Email

[Cancel](#)

4. Enter the Verification Code

Microsoft will send you a code via the method you chose.

- Enter the 6-digit code

- Click **Next**

5. Create a New Password

You'll be asked to enter and confirm a **new password**.

Make sure your new password:

- Is at least 8 characters long
- Includes letters and numbers
- Is different from your old passwords

Get back into your account

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

* Enter new password:

* Confirm new password:

Finish

Cancel

6. You're Done!

You'll see a confirmation screen that says your password has been reset.

You can now log in at: <https://office.com>

or open Outlook, Teams, OneDrive, etc., with your new password.

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