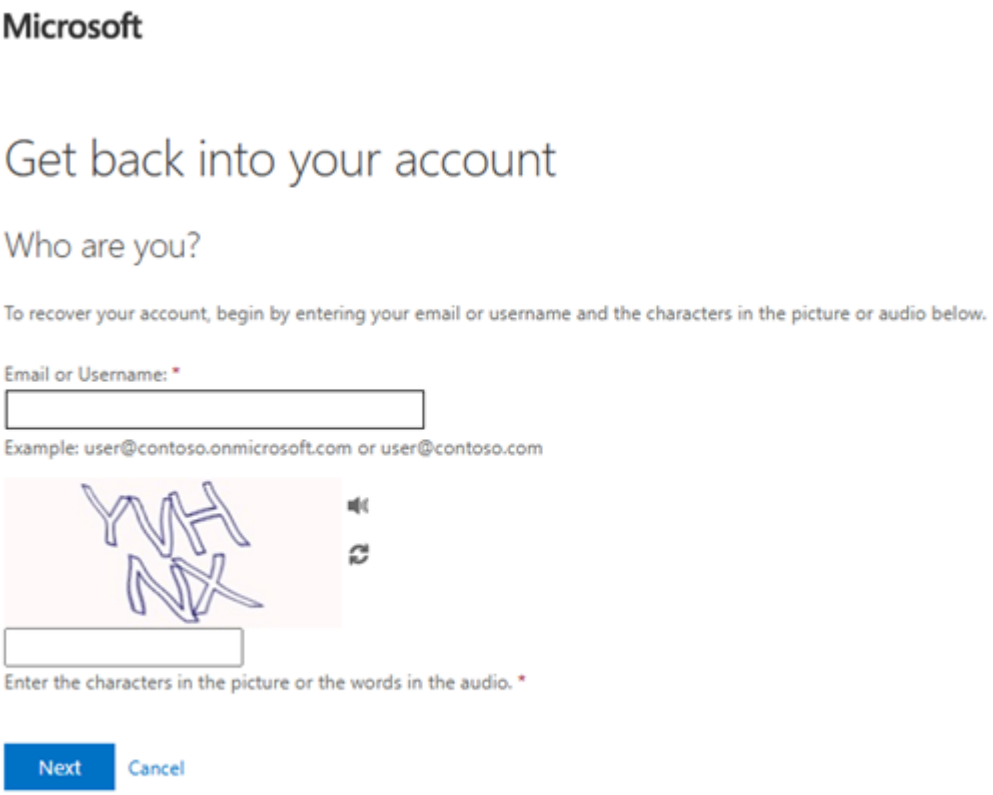
Self-Service Password Reset Guide

Step-by-Step: Reset Your Password

1. Go to the Password Reset Portal

https://passwordreset.microsoftonline.com



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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**

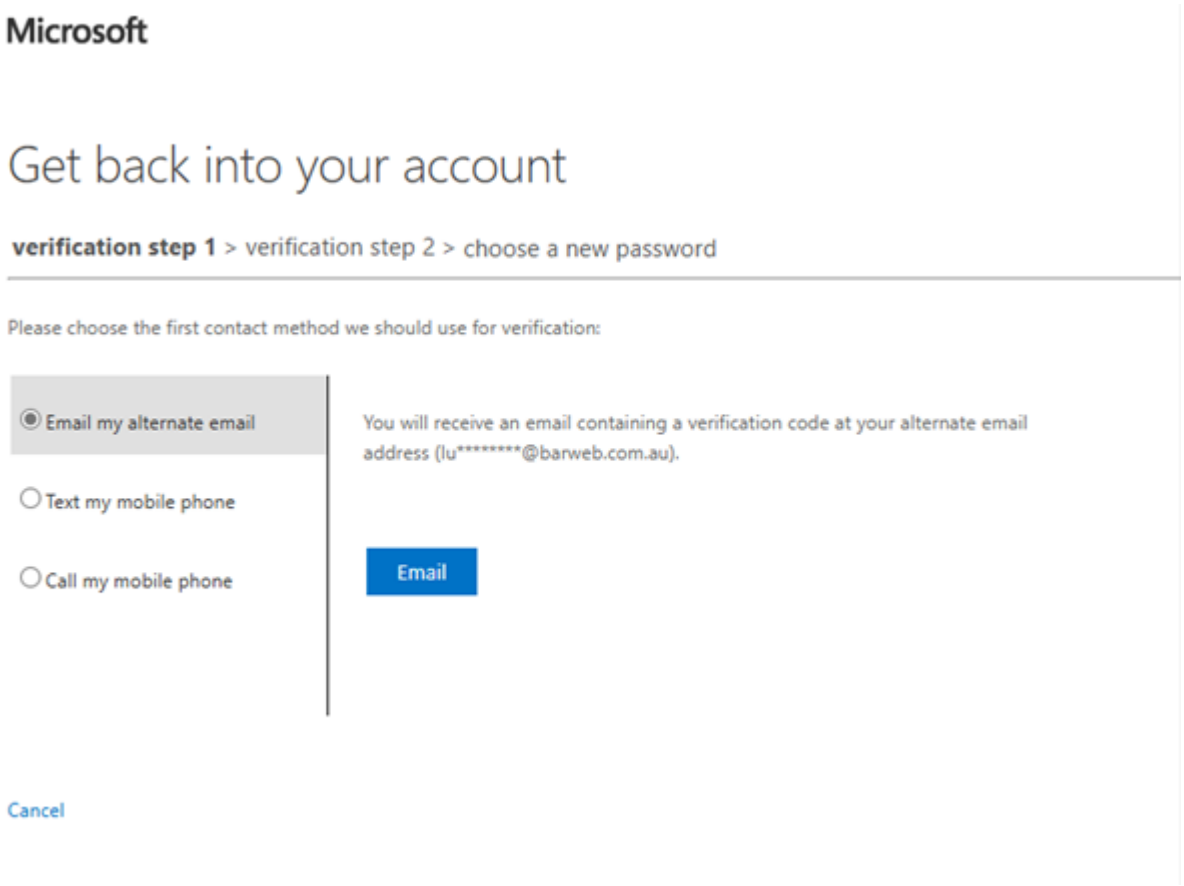
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3. Choose a Verification Method

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.



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4. Enter the Verification Code

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

- Enter the 6-digit code

- Click **Next**

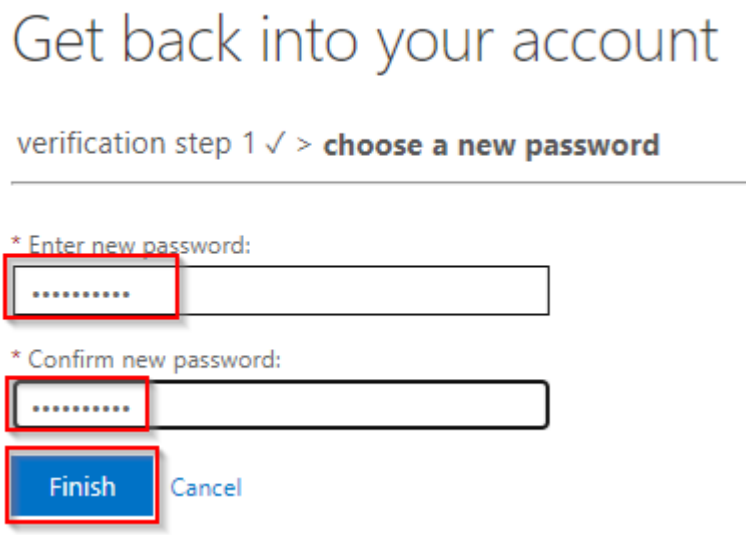
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5. Create a New Password

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



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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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