

# How to reset your password

1. Go to <https://passwordreset.microsoftonline.com>
2. Enter your email address and the captcha code:

**Microsoft**

## Get back into your account

Who are you?

To recover your account, begin by entering your email address 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

3. To reset your password, choose the first option “I’ve forgotten my password”, if you think you have locked it out choose the second option:



## Get back into your account

Why are you having trouble signing in?

I've forgotten my password

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

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

This might happen because you've tried to sign in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel

4. Enter the code from your Microsoft Authenticator App and click next:



## Get back into your account

verification step 1 > choose a new password

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Please choose the contact method we should use for verification:

Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

Enter your verification code

Next

[Cancel](#)

5. Choose a new password, this must meet the CYC password policy criteria:



## Get back into your account

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

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\* Enter new password:

\* Confirm new password:

Finish

[Cancel](#)

6. If you choose a password that does not meet the CYC password policy you will receive the following:



Get back into your account

Create a new password

\* Enter new password:

\* Confirm new password:

This password does not meet the length, complexity, age or history requirements of your corporate password policy.

Next

Cancel

7. If it is successful, you'll see the following and will also receive an email confirming the password reset:



Get back into your account



Your password has been reset