

Self-Service Password Reset Lock Out Instructions

Forgot your password or you are locked out? This is only available if you have followed the previous steps to verify your identity.

1. Visit <https://passwordreset.microsoftonline.com/> to reset your password or unlock your account using one of the methods that was previously setup.

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

This might happen because you tried signing 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

2. Choose the preferred method for verifications.

Microsoft

Get back into your account

verification step 1 > verification step 2 > unlock your account

Please choose the first contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

Call my office phone

In order to protect your account, we need you to enter your complete mobile phone number (*****31) 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

3. After 2 forms of verification, your account will be unlocked or you will be allowed to reset your password

Microsoft

Get back into your account

 Your account has been unlocked