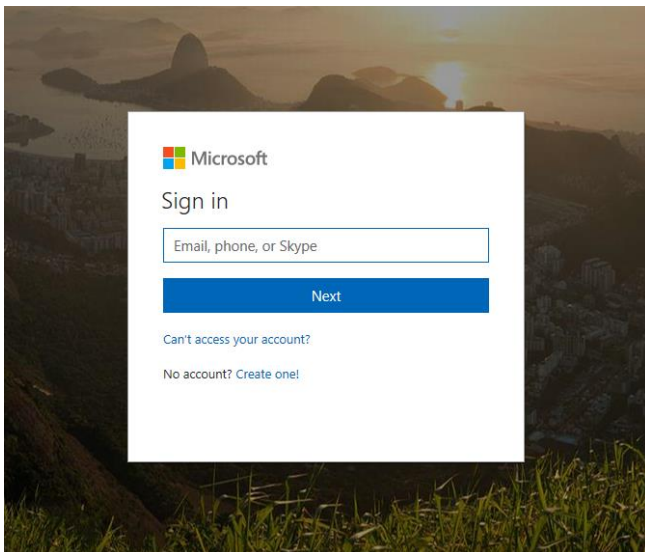
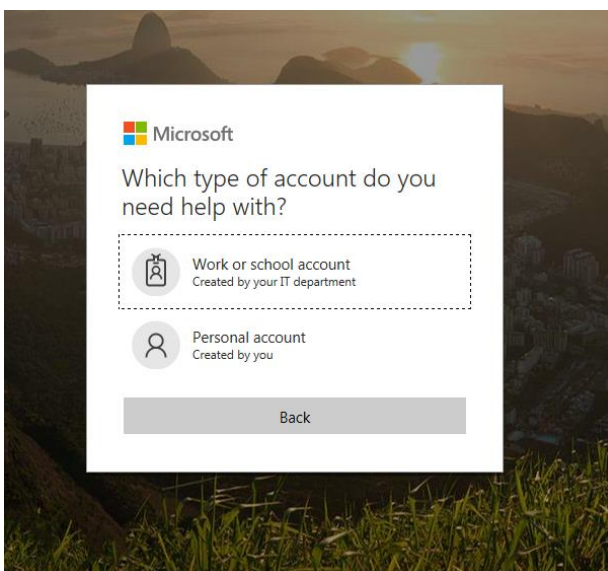

RESET FORGOTTEN PASSWORD

1. Go to <https://login.microsoftonline.com>
2. Click the link “Can’t access your account?”



3. Select Work or School account



4. Enter in your User ID with the @uamont.edu at the end and then enter the characters as seen in the picture. You can click the refresh button for a different set of letters.

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:

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



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

Next

Cancel

5. You will have 3 options to verify your account and reset your password. This information was set up when you registered with self-service password reset. If you have not registered, please go to <https://aka.ms/ssprsetup> and enter in your information. A step by step guide on how to do this can be found [here](#).
 - a. Text your mobile phone
 - b. Call your mobile phone
 - c. Answer Security Questions
 6. Choose one option and enter the information requested
-

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Text my mobile phone	In order to protect your account, we need you to enter your complete mobile phone number (*****41) below. You will then receive a text message with a verification code which can be used to reset your password.
<input type="radio"/> Call my mobile phone	<input type="text"/>
<input type="radio"/> Answer my security questions	<input type="button" value="Text"/>

[Cancel](#)

7. Click Text for text my mobile phone, Call for call my mobile phone, or click Next when you've answered all security questions.
 - a. If you have selected Text my mobile phone you will be required to enter in a verification code and click Next

- b. If you have select Call my mobile phone you will receive a call and will need to enter # to verify.
8. Enter in your new password and click Finish
- a. Note: If you receive the message, “Unfortunately, your password contains a word, phrase, or pattern that makes it easily guessable. Please try again with a different password.” Please try to create a password that does not use any dictionary words.
 - b. Passwords must meet 3 of the 4 following requirements
 - i. Contain Upper case letters
 - ii. Contain Lower case letters
 - iii. Contain Numbers
 - iv. Contain Special Characters (!@#%)
 - c. Passwords must be at least 8 characters long
 - d. Passwords cannot be the same as the last 5 passwords set on your account
-

Microsoft

Get back into your account

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

* Enter new password:

* Confirm new password:


Finish

Cancel

9. Once you receive the following message, your password has been reset

Microsoft

Get back into your account

 Your password has been reset

To sign in with your new password, [click here](#).