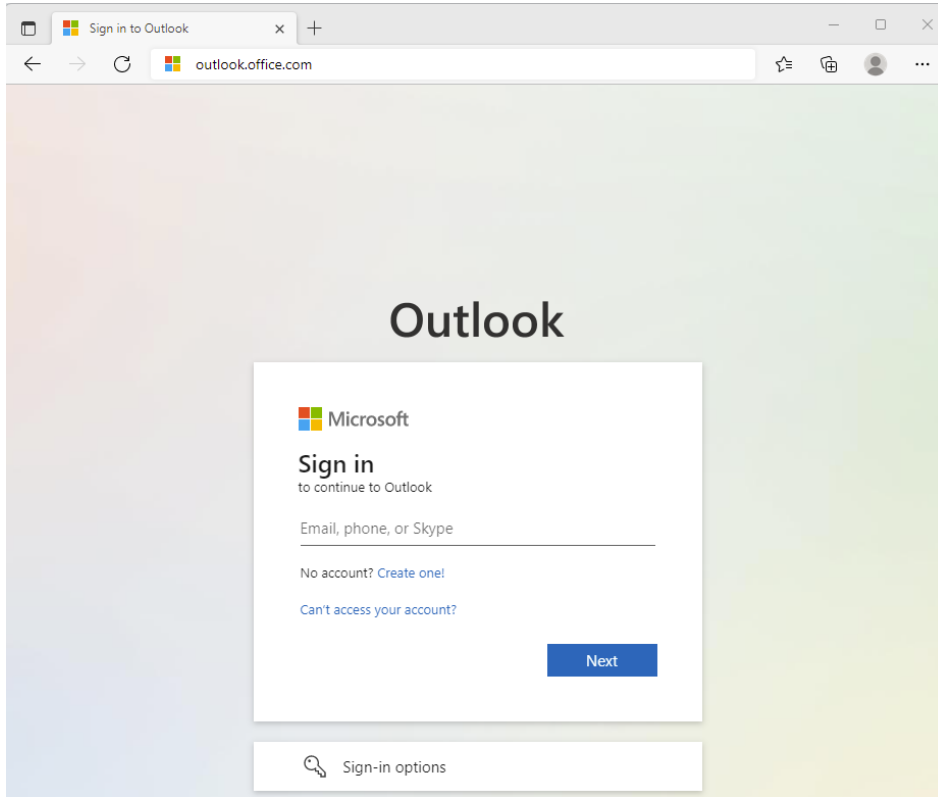
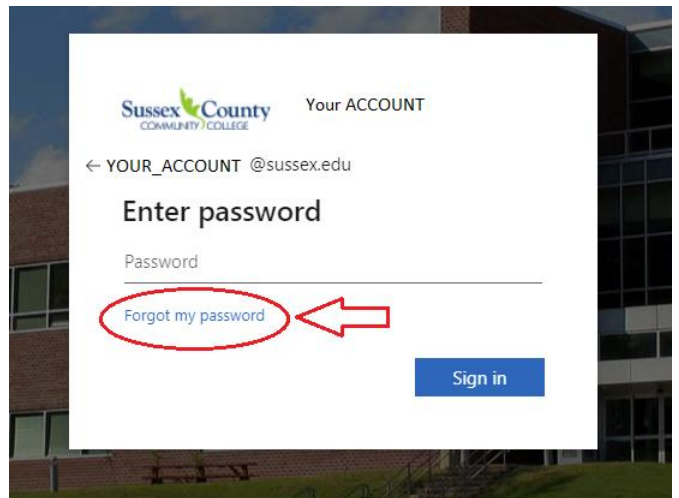
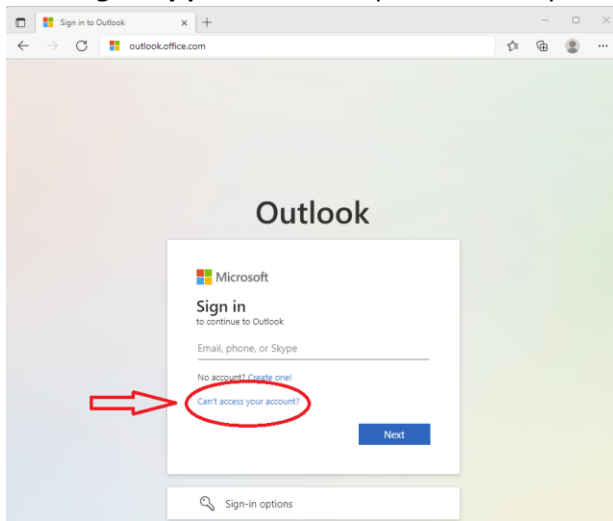


To reset your domain account/O365 password please follow the steps below:

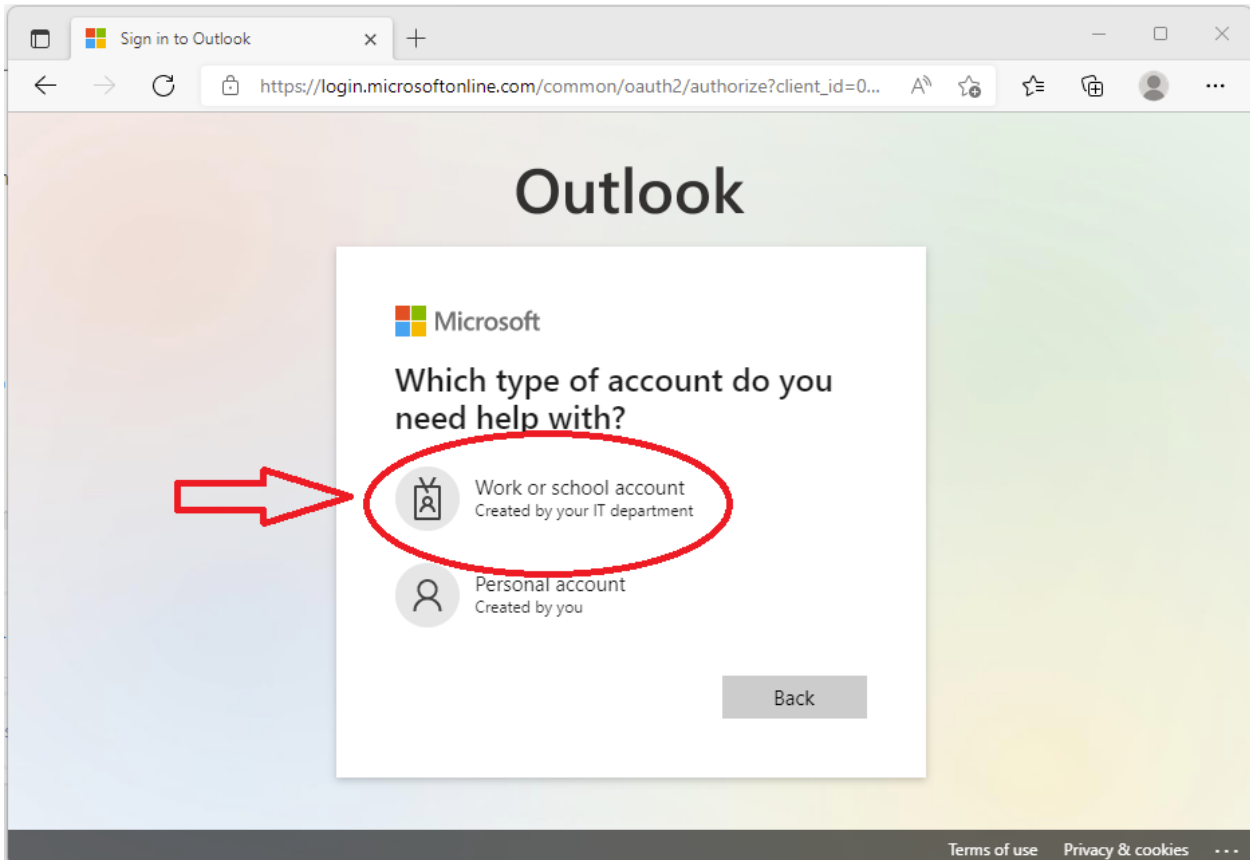
1. Open a browser and type the following URL: **outlook.office.com**



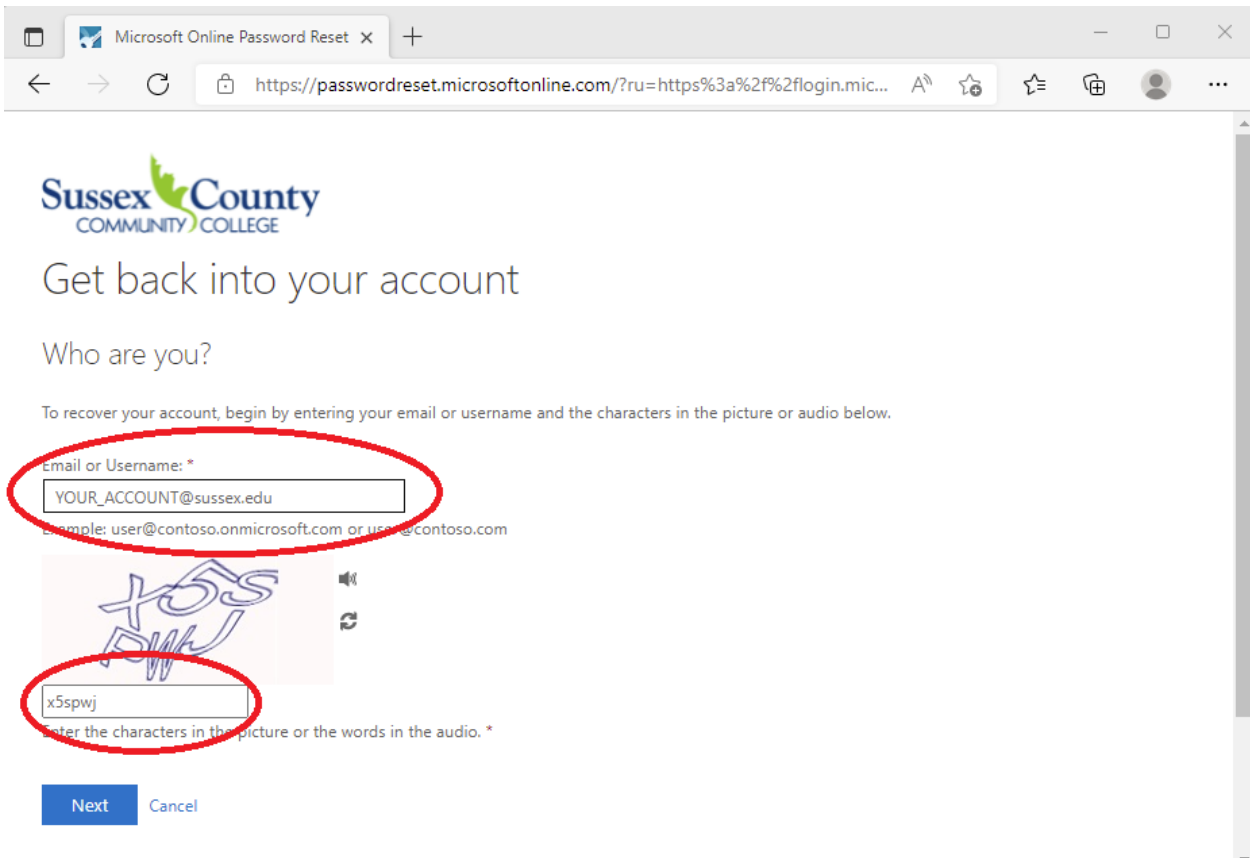
2. Select **“Can’t access your account?”** option then follow step 3. Alternatively, enter your email address and click on **“Forgot my password”** and proceed to step 4.



3. Select **“Work or school account”**



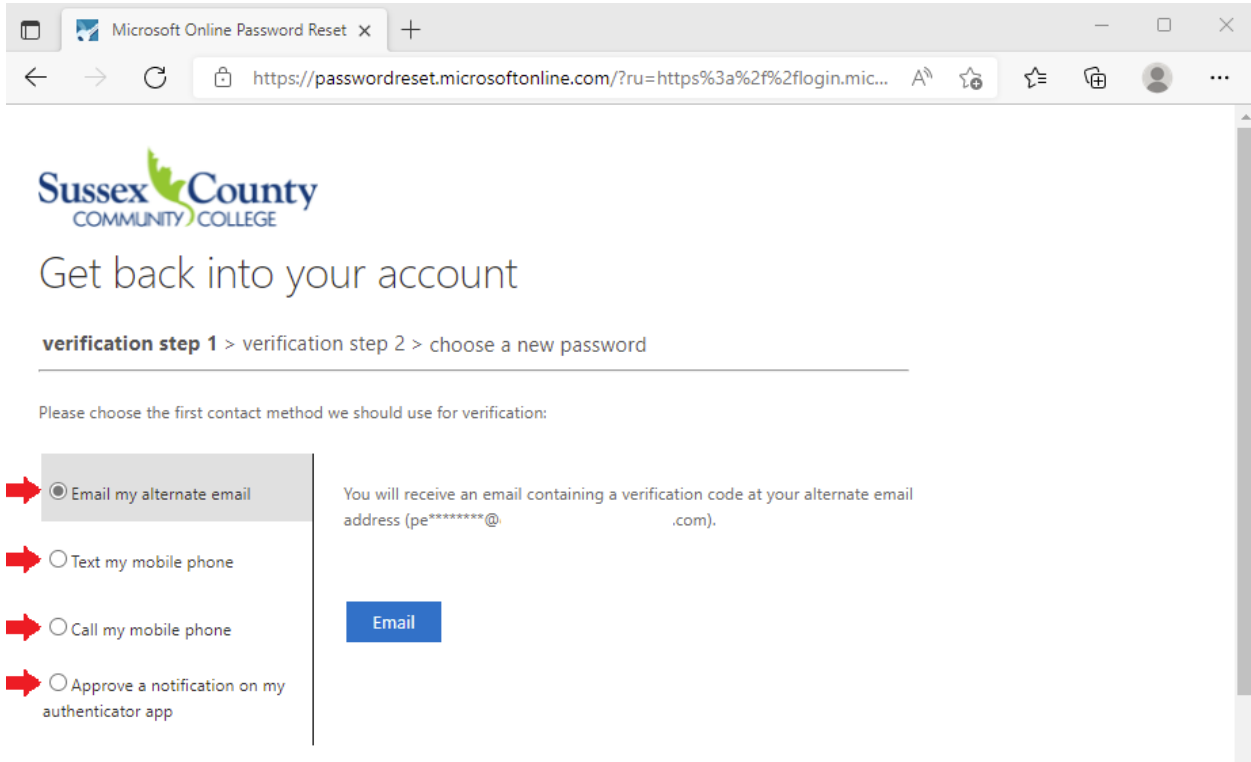
4. Enter your **email address** and **CAPTCHA**



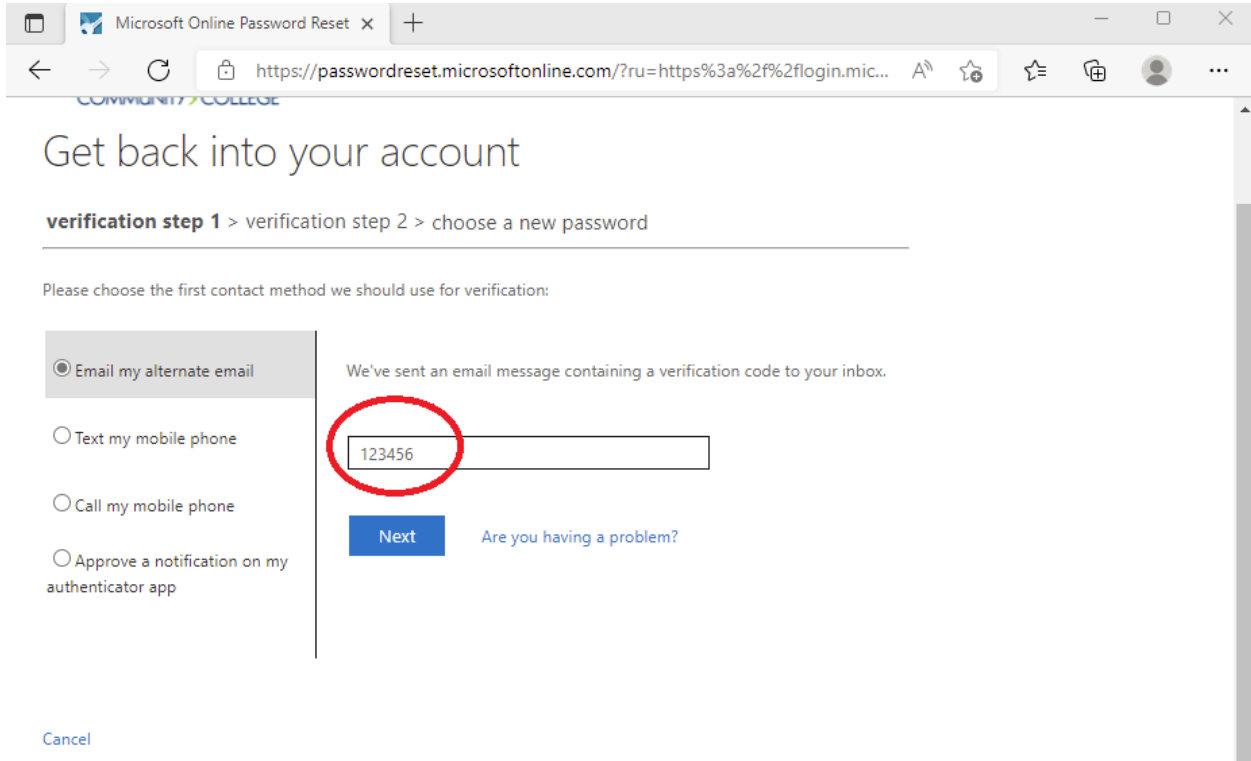
5. Pick one of the “**verification step 1**” available options. Please note that available options may differ, depending on recovery methods set up in the account.

6. Verification option examples:

A. An email



You will receive an email with a verification code. Enter it and click “**Next**”



B. A text option, enter the phone number on the account, for example 9731234506.

Microsoft Online Password Reset

https://passwordreset.microsoftonline.com/?ru=https%3a%2f%2flogin.mic...

Sussex County
COMMUNITY COLLEGE

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
- Approve a notification on my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****06) 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

You will receive a text message with a code, enter the code as shown below

Microsoft Online Password Reset

https://passwordreset.microsoftonline.com/?ru=https%3a%2f%2flogin.mic...

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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
- Approve a notification on my authenticator app

We've sent you a text message containing a verification code to your phone.

123456

Next Try again Contact your administrator

C. A **call option**, enter a phone number associated with the account, for example 9731234506

Microsoft Online Password Reset

https://passwordreset.microsoftonline.com/?ru=https%3a%2f%2flogin.mic...

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COMMUNITY COLLEGE

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
- Approve a notification on my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****06) below. You will then receive a call. Please answer it to continue.

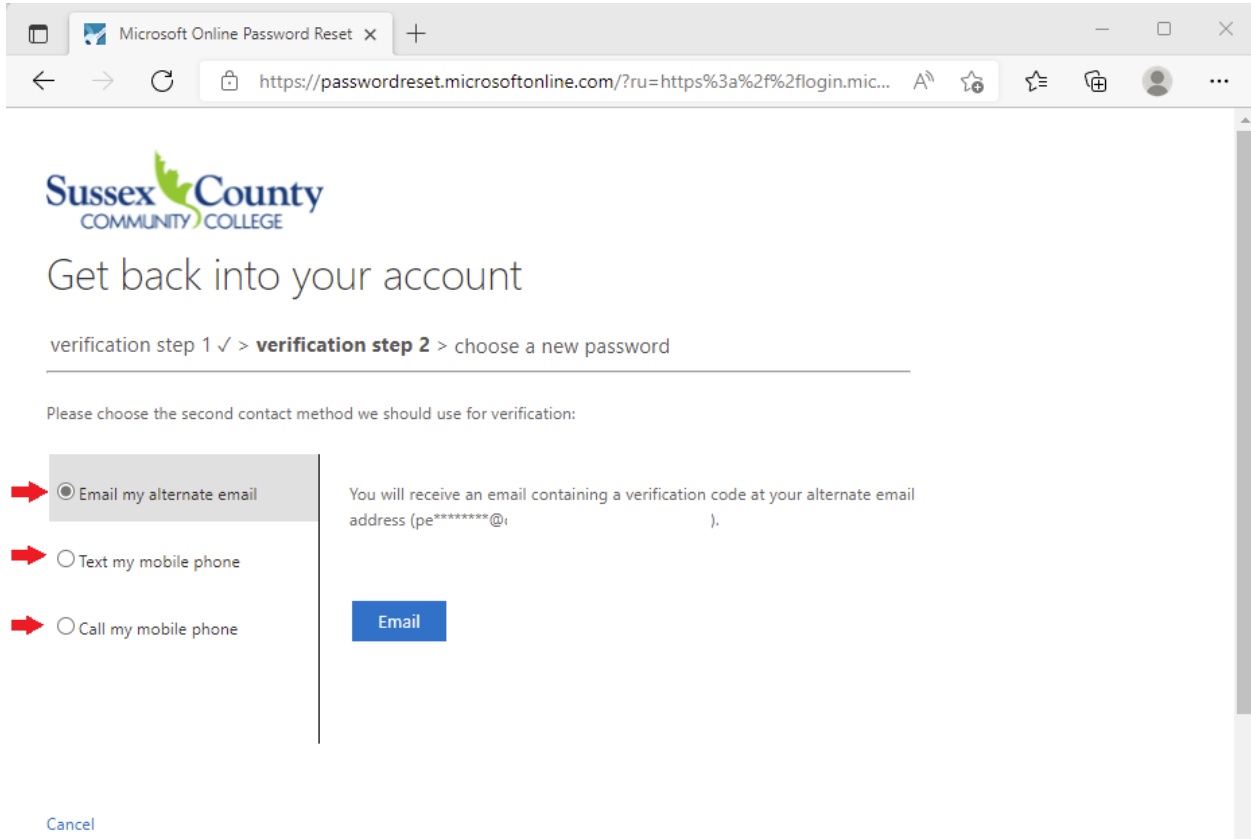
Enter your phone number

Call

You will receive an automated call from Microsoft requesting you to press a # key to confirm reset verification.

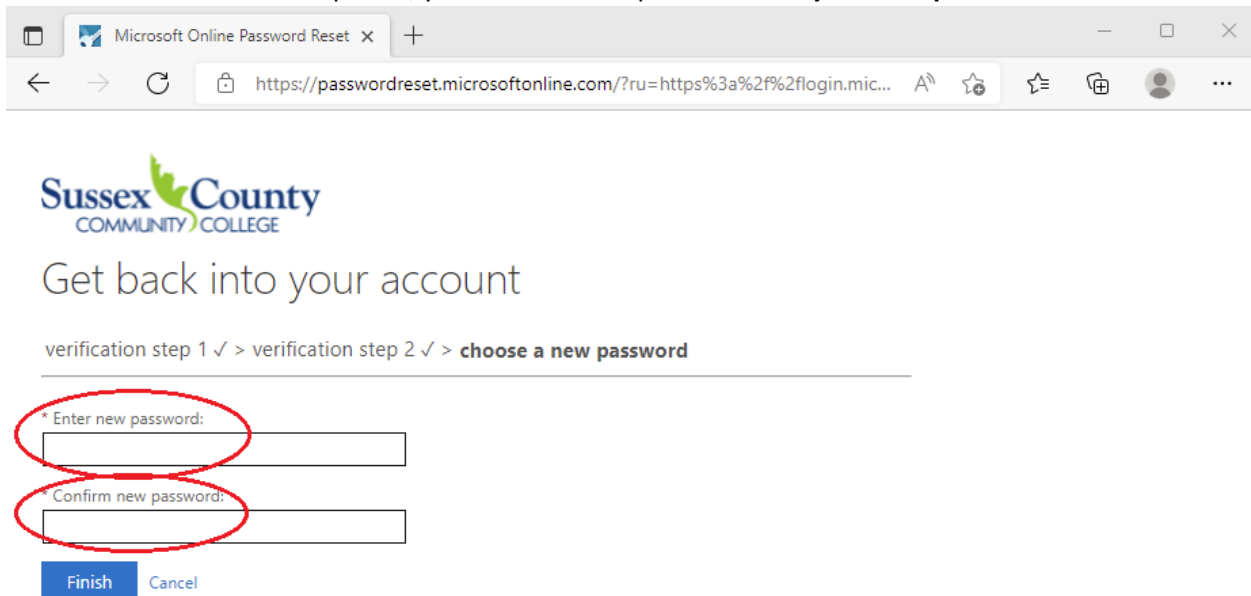
D. A **Microsoft Authenticator** option, this option will trigger a notification to your mobile device similar the login approval request.

7. Once the 1st verification step is confirmed, you will be required to go through the **2nd verification step** using one of the alternate methods. A sample options are shown below.

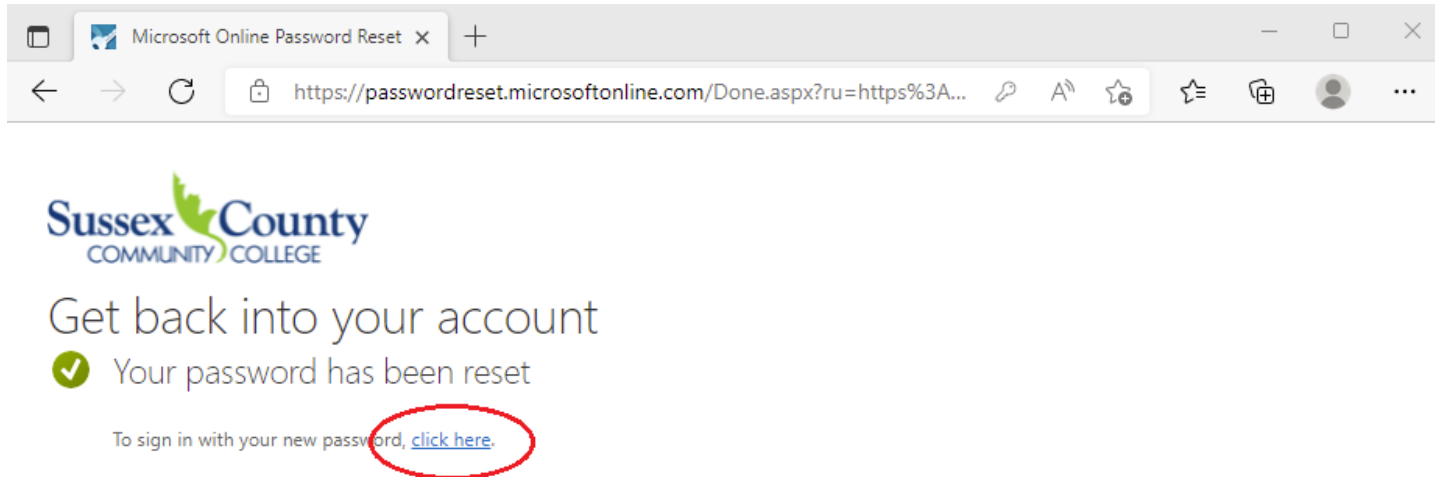


8. Process for the second verification is the same of the 1st one. You will be required to one of the following: a verification code from email or text, answer a call and confirm with a # key, or approve notification in the Microsoft Authenticator app.

9. Once 2nd verification is completed, you will have an option to **enter your new password**



10. Once password is successfully reset, you will receive a confirmation and an option to “**click here**” to sign in using your new password.



11. Congratulations! You successfully reset your password.