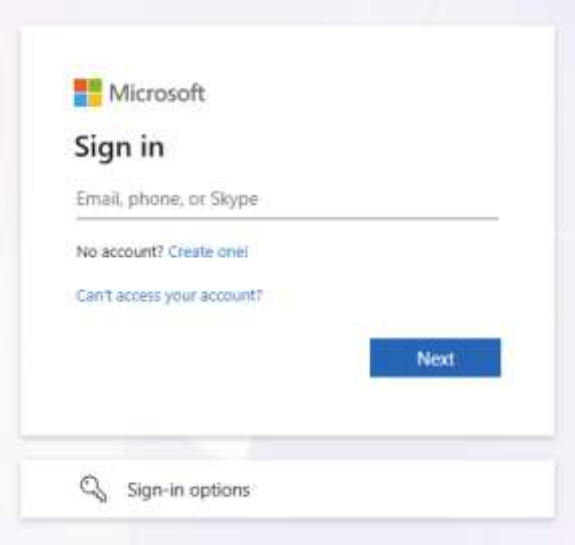
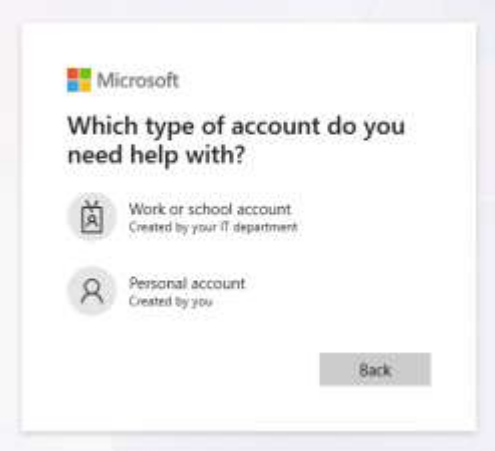
Resetting your Microsoft Outlook password

- Preface: Logging into your Outlook account **requires** the use of the @student.sussex.edu part of your email address (your full email address).
    - However, logging into PCs on campus (for example, in a computer lab) **only then would you omit** the @student.sussex.edu part of your email address (example: **jsmith1** instead of jsmith1@student.sussex.edu)

1. In your web browser, go to https://outlook.office.com
    a. You will be brought to a Microsoft sign in page.
        i. Click “Can’t access your account?”



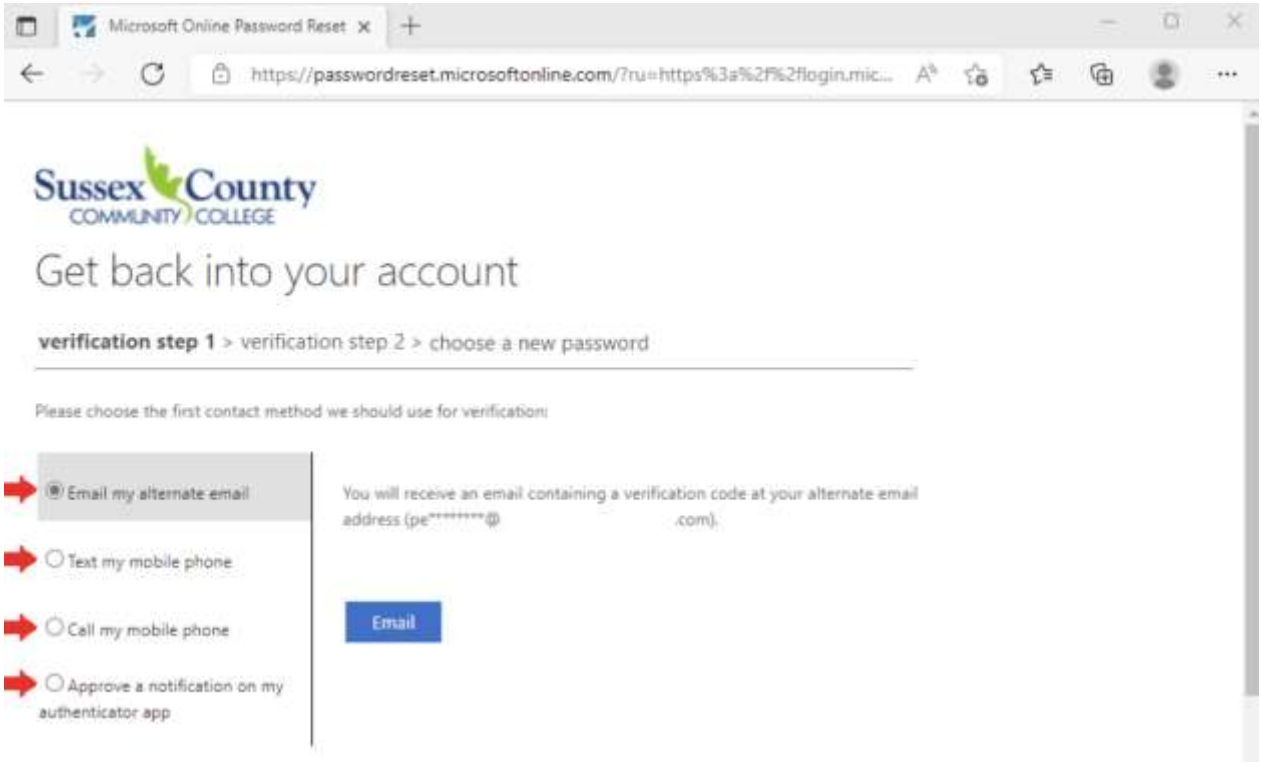
    b. If prompted, select “Work or school account”

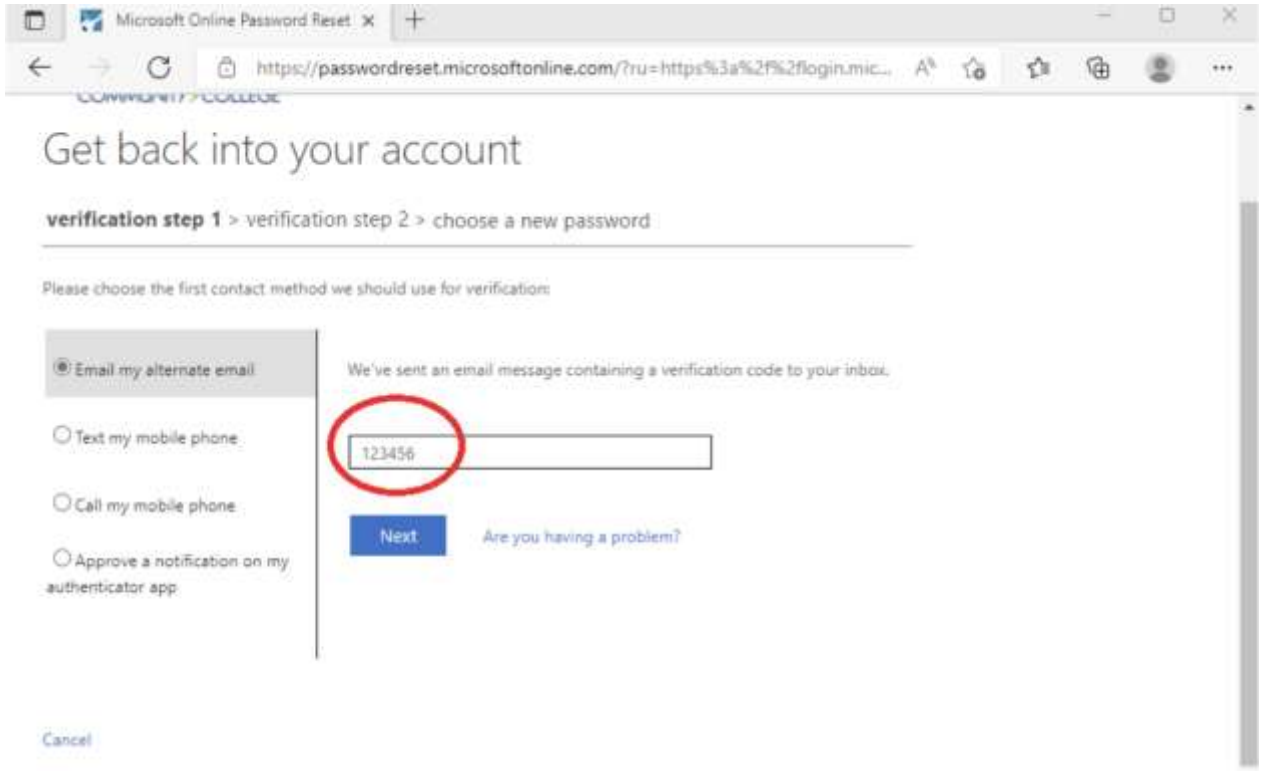


2. You will be brought to the “Get back into your account” prompt
    a. In the “Email or username” field, type your student email address
    b. Enter the security code in the field below

3. You will be asked which way you would like to reset your password
    a. It gives you **four** options (see next pages images for examples for each method)
        i. Through an alternate email (if set up)
        ii. Text message to your cell phone
        iii. Phone call
        iv. Approving a request from the Microsoft Authenticator app

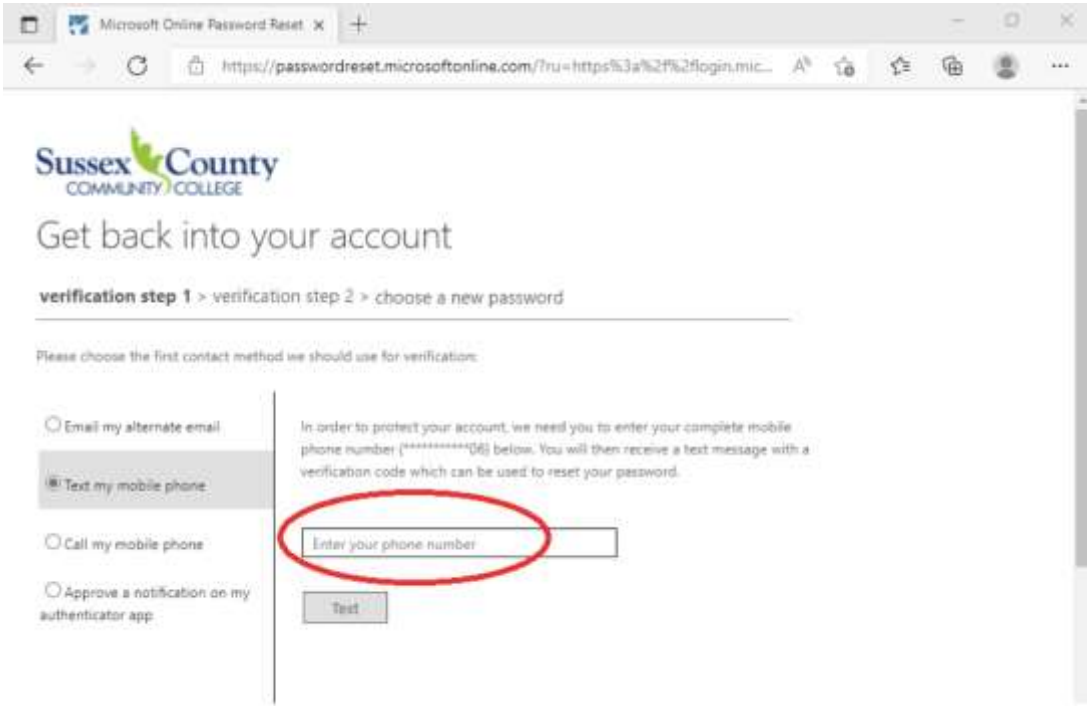
Email: If you have an alternate email set up with your account, you can select “Email” on this screen, and you will receive a code to that alternate email address

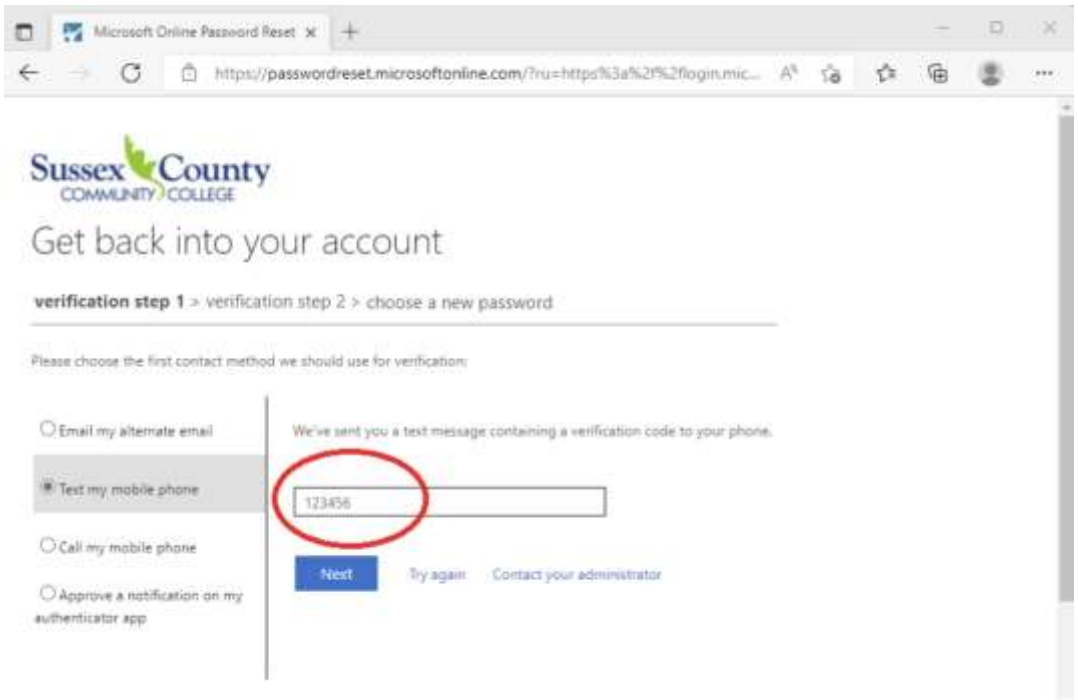




Text:

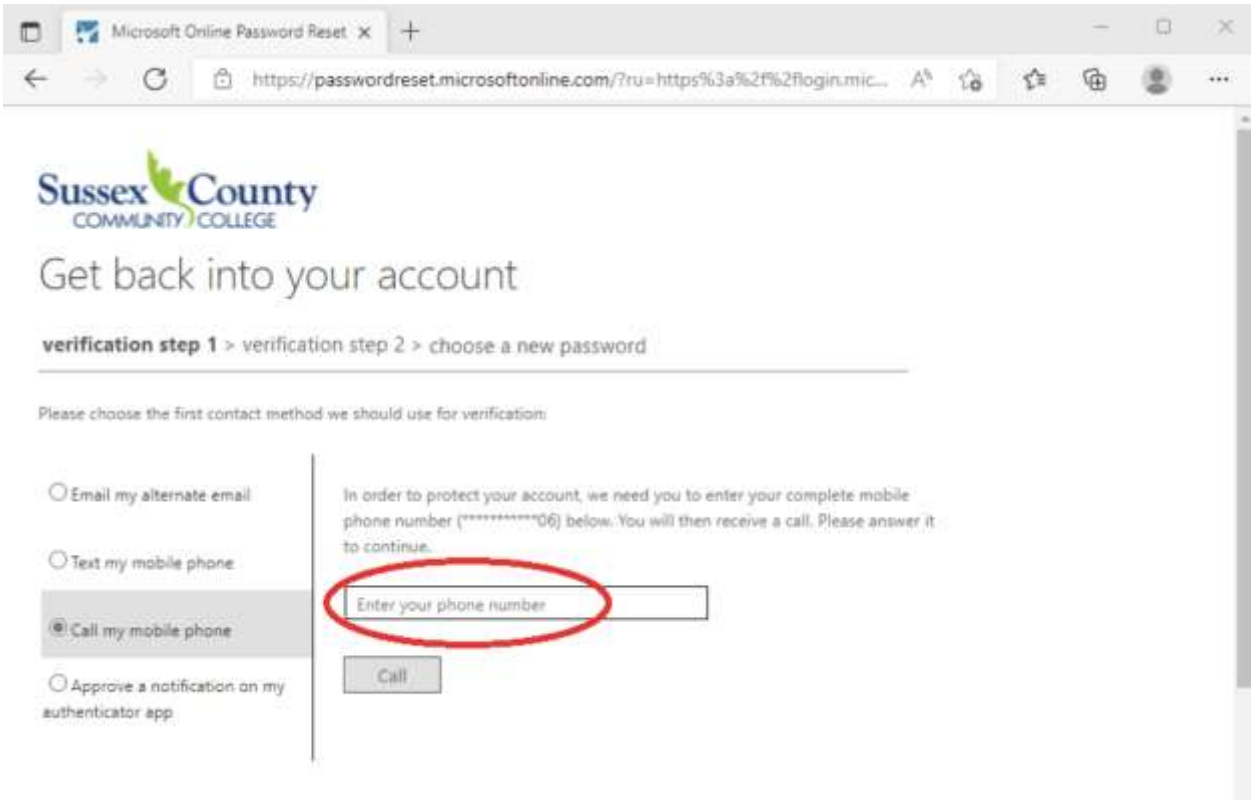
- Enter the phone number associated with your Outlook account. When you receive the text message with the code, enter it in the field





Call:

- Enter the phone number associated with your account. When you click “Call”, you will receive an automated phone call from Microsoft. Follow the prompts on the phone call to continue resetting your password.



Microsoft Authenticator:

- You will receive a notification on your phone, similar to the notification you receive when you attempt to log in from a new device. Follow the prompts on screen.