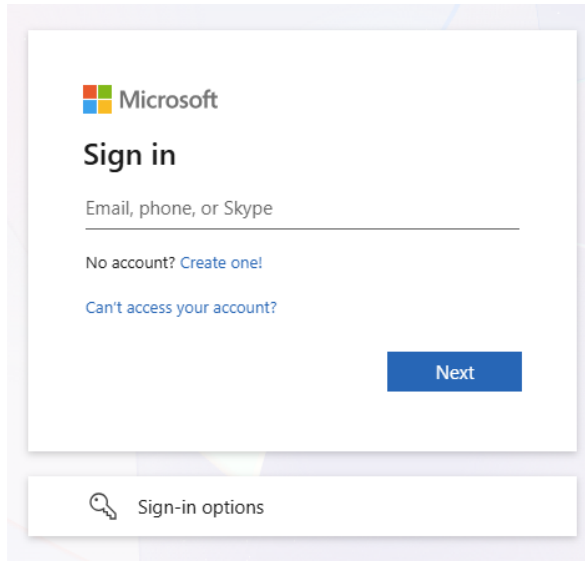
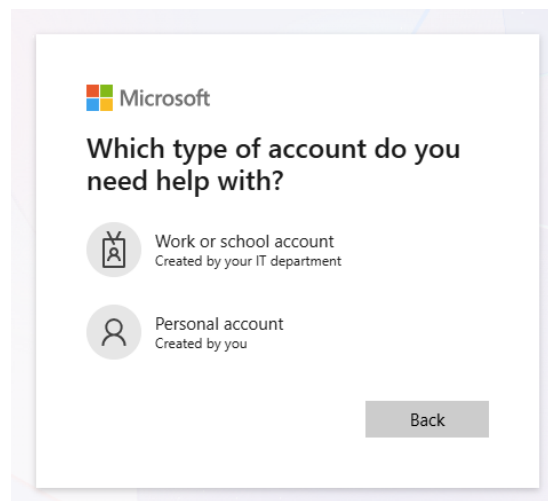


Resetting your Microsoft Outlook password

- Logging into your Outlook account **requires** the use of the @student.sussex.edu part of your 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. **You will no longer log in as “student” using the “stu95” password.**
- 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

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

You will receive an email containing a verification code at your alternate email address (pe*****@*****.com).

Email

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

We've sent an email message containing a verification code to your inbox.

123456

Next Are you having a problem?

Cancel

Text:

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

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

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

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

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.