

# Password reset Through Office 365

\*\*Option 1 is for people who want to change/update their Email/VPN Password

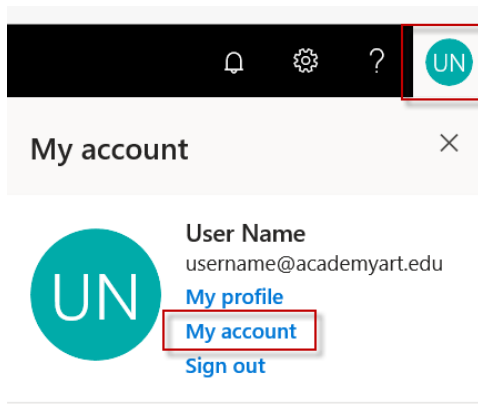
\*\*Option 2 is for people who have forgotten their password completely (requires 2 Step Auth)

## Option 1.

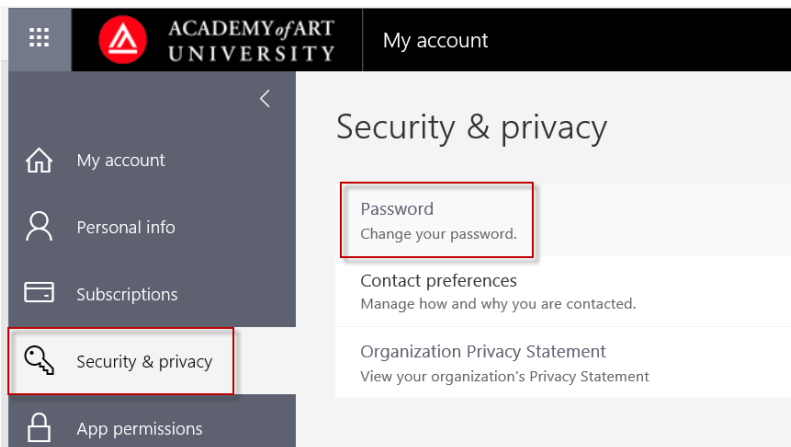
Log into <https://portal.office.com>

After you are logged in, click on your initials in the upper right had corner

Click on “My account”



Click on Security & privacy and then click on Password



Type in your old password, confirm your new password and submit it

## change password

**User ID**  
username@academyart.edu

**Old password**

**Create new password**

**Confirm new password**

## Option 2.

*FYI – If you are a PC user on the acc domain using the Ctrl-Alt-Del method to change your password is best*

Click on the Link Below to reset your PC / Email / VPN / Office 365 Password

<https://passwordreset.microsoftonline.com/>

or

Click on “forgot my password” link at the password log in page of <https://portal.office.com>

### Enter password

Password

Type in your email address

Type in the page code

Click on Next



## 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.

Select 1 of the methods of contact to reset your password



## Get back into your account

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

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*33) below. You will then receive a text message with a verification code which can be used to reset your password.

Type in the code and click on next



## 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	We've sent you a text message containing a verification code to your phone.
<input type="radio"/> Call my mobile phone	<input type="text" value="123456"/>
<input type="radio"/> Enter a code from my authenticator app	<input type="button" value="Next"/> <a href="#">Try again</a> <a href="#">Contact your administrator</a>

Type in your new Password and Confirm it... Then click on Finish



## Get back into your account

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

* Enter new password:	<input type="password" value="....."/>
* Confirm new password:	<input type="password" value="....."/>
<input type="button" value="Finish"/>	<a href="#">Cancel</a>

Click on "click here" to log in



## Get back into your account

✔ Your password has been reset

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