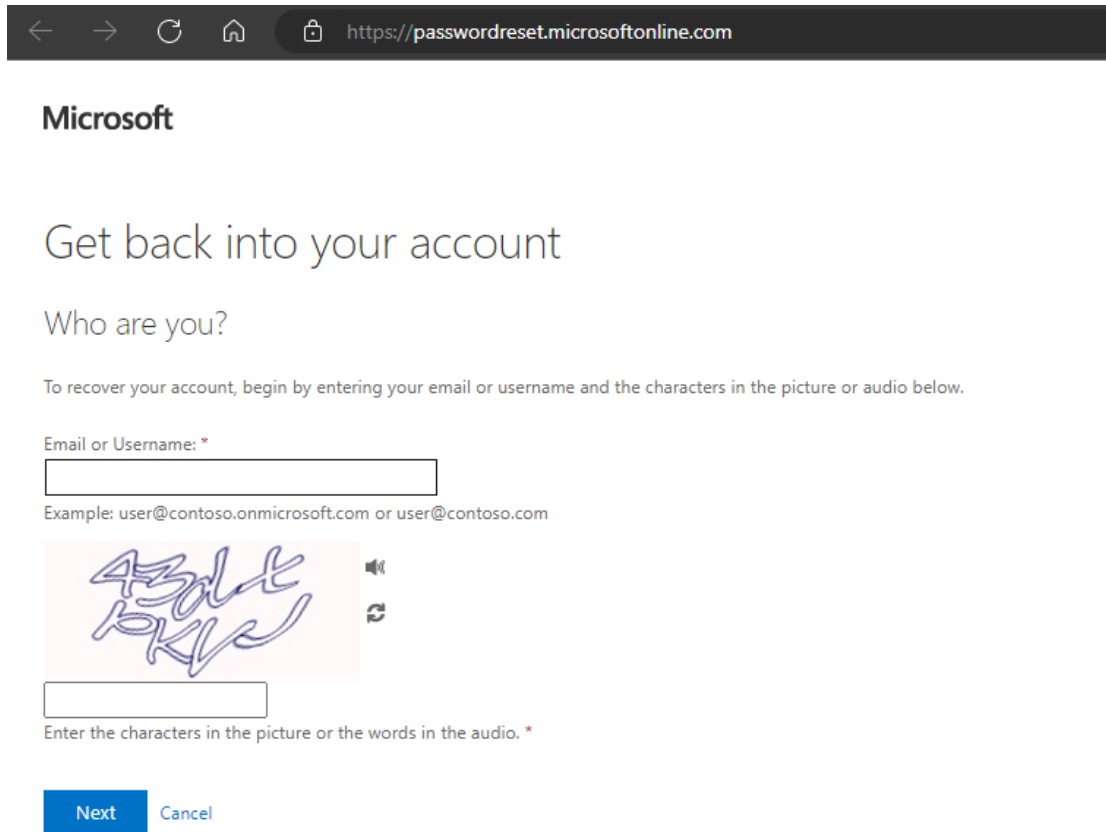


When using the Password Reset Portal (<https://passwordreset.microsoftonline.com>)

Users will immediately be prompted to input their email address, as well as a random string of letters and numbers to prove they are real. These letters are case sensitive, however a space is not needed between the upper and lower ones.



The screenshot shows a web browser window with the address bar displaying <https://passwordreset.microsoftonline.com>. The page content includes the Microsoft logo, the heading "Get back into your account", and the question "Who are you?". Below this, a message states: "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There is a text input field for "Email or Username: *" with an example: "user@contoso.onmicrosoft.com or user@contoso.com". Below the input field is a CAPTCHA image showing the words "4301t" and "BKV" in a stylized font. To the right of the image are a speaker icon and a refresh icon. Below the image is another text input field. At the bottom, there are two buttons: "Next" (highlighted in blue) and "Cancel".

With the information entered correctly, the next screen will appear for the User to select their verification method

Microsoft

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

In order to protect your account, we need you to enter your complete mobile phone number (*****48) 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

[Cancel](#)

After selecting a text or call, the code they are given will be entered on this screen

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	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="Enter your verification code"/>
	<input type="button" value="Next"/> Try again Contact your administrator

[Cancel](#)

After entering the verification code and clicking next, users will then be taken to the screen to reset their password:

Microsoft

Get back into your account

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

* Enter new password:


* Confirm new password:

[Cancel](#)

A successful password reset will bring up the following screen

Microsoft

Get back into your account

 Your password has been reset

If the password is not accepted, users will receive an reason why the password not accepted and fields will be wiped for them to try again. This will continue until the password has been successfully changed.