Change Current Password

After a recovery option has been set up, the account password can be changed.

Note: this process will also change your Google/Gmail password

Step 1: Go to https://aka.ms/sspr (or https://passwordreset.microsoftonline.com/)

You will be prompted to put in your email address and fill in the randomized characters. Then click **Next**.

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com

Enter the characters in the picture or the words in the audio. *

Next   Cancel

**If you see the following message, then you did not successfully create a password recovery option and need to go back to the recovery setup document and start over. Otherwise, proceed to Step 2.

Microsoft

Get back into your account

We're sorry

You can't reset your own password because you haven't registered for password reset.

If you can't sign in, you must contact your administrator to reset your password for you.
After you can sign in again, register for self-service password reset, to make sure that you're able to reset your own password in the future.

Show additional details

Step 2: Depending on the recovery option that was selected, you will get a verification step.

In the below example, a phone number was used. Enter the phone number that was used to set up your password recovery. You can choose to Text or Call the phone number.

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 (***********20) 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

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

⦿ Email my alternate email	We've sent an email message containing a verification code to your inbox.
	Enter your verification code
	[Next] Are you having a problem?

Step 3: Create the new password and confirm.

(The password requirements are as follows: 10+ characters, capital and lowercase letters, and special characters. If you do not follow the requirements, you will receive an error message.)

Get back into your account

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

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* Enter new password:

* Confirm new password:

Finish   Cancel

After you click **Finish**, you will see the following screen:

Microsoft

Get back into your account
✓ Your password has been reset

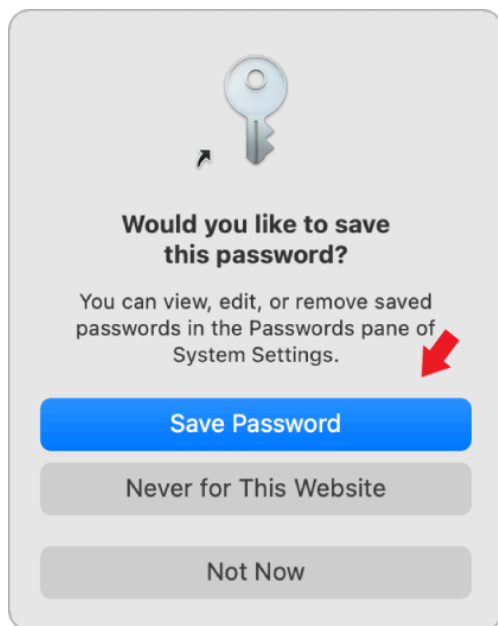(Reminder: this process also resets your Google/Gmail account password)

🛑 **PC and iPad Users can Stop here, you are done** 🙂

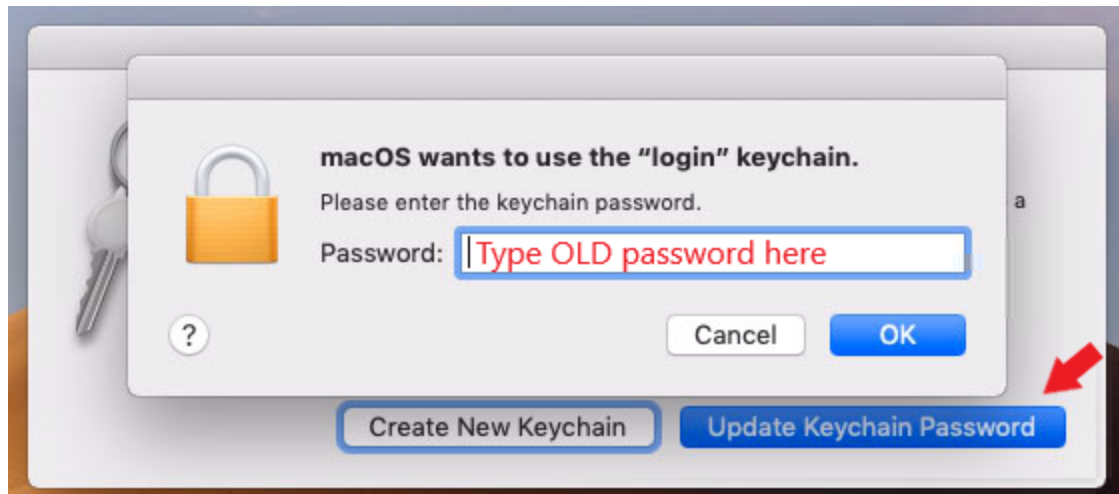🚦 **MacOS Users**, please continue on with the following instructions:

Step 4: Once you have reset your password, you will be prompted with the following:

Select to "Save Password"

Step 5: Make sure that you are connected to your building's staff WiFi (not guest WiFi) and then Logout of your device.

Step 6: Log back in with your new password, you will then be prompted to Update Keychain Password or Create New Keychain, select to update the keychain password. Then type in your OLD password:

And now you are Done! 🙂