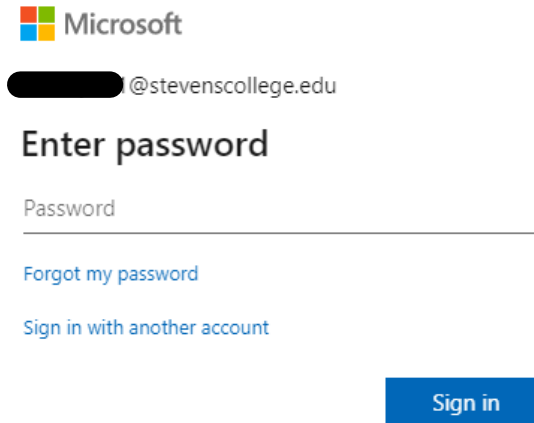


FORGET YOUR PASSWORD?

Go to www.office.com and click sign in. Below is what will come up. Click “Forget my password”.



Microsoft

██████████@stevenscollege.edu

Enter password

Password

[Forgot my password](#)

[Sign in with another account](#)

[Sign in](#)

Once the screen below comes up put your email into the User ID box and then enter the characters shown into the second box.

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:

██████████@stevenscollege.edu

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



YLL SKPo

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

[Next](#) [Cancel](#)

Next, you will be prompted to get back into your account. You can have a code sent to your cell, or a backup email if you chose that when initially setting your Office account up. Below is an example of a text message code.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<p><input checked="" type="radio"/> Text my mobile phone</p> <p><input type="radio"/> Call my mobile phone</p>	<p>In order to protect your account, we need you to enter your complete mobile phone number [REDACTED] below. You will then receive a text message with a verification code which can be used to reset your password.</p> <p><input type="text" value="Enter your phone number"/></p> <p><input type="button" value="Text"/></p>
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Once you receive the code on your phone (or backup email) you enter it and hit Next.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<p><input checked="" type="radio"/> Text my mobile phone</p> <p><input type="radio"/> Call my mobile phone</p>	<p>We've sent you a text message containing a verification code to your phone.</p> <p><input type="text" value="Enter your verification code"/></p> <p><input type="button" value="Next"/></p>
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You will then be prompted with a create new password screen like the one below.

Get back into your account

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

* Enter new password:

* Confirm new password:

Once you enter a new password this will pop up and you will have to sign in with the password you just created by clicking the “click here”.

Get back into your account

✔ Your password has been reset

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

The below screen will pop up. You log in with the new password you just created and are good to go.



← [redacted]@stevenscollege.edu

Enter password

Password

[Forgot my password](#)

Sign in