

Using Microsoft to Reset your Password

Visit <http://office.com>

Select Sign in button upper right

Select Can't access your account link, you are then taken to the screen below



Which type of account do you need help with?



Work or school account
Created by your IT department



Personal account
Created by you

Back

Select **Work or school account**

Enter your email address (username@students.cw.edu)

Enter the characters presented on the screen

Click **Next**

Reset with Authenticator App

Select **Enter a code from the app or Approve notifications on the app**

or

Reset with Mobile Number

Enter your mobile number in the space provided

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

In order to protect your account, we need you to enter your complete mobile phone number (*****00) 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

Select the **Text** button

Enter the number you received via text and click **Next**

You will be prompted to enter your new password which must include the following:

- 12 characters or longer
- 1 Uppercase
- 1 Lowercase
- 1 Special Character (!@#\$%^&*?><)
- Must not include your First or Last Name

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Get back into your account

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

* Enter new password:

* Confirm new password:

Finish

Cancel

Select **Finish**

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Get back into your account

✓ Your password has been reset

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

Select Click here and you will be prompted to sign in