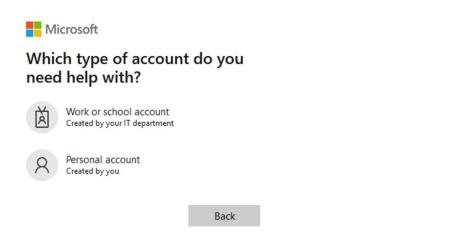
Using Microsoft to Reset your Password

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



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

verification step 1 > choose a new password	
Text my mobile phone	In order to protect your account, we need you to enter your complete mobile phone number (************************************

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

Microsoft

Get back into your account verification step 1 ✓ > choose a new password *Enter new password: *Confirm new password: Finish Cancel

Select Finish

Microsoft

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