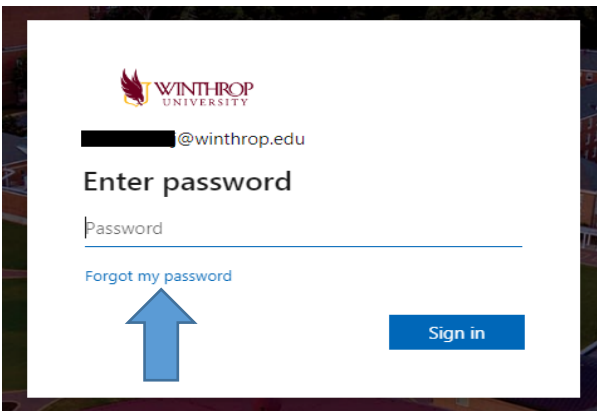


Resetting Your Password

1. If you begin to login to an application and you forget your password, click on the “Forgot my password” link.



2. Follow the steps on the next few screens. Verify your email and enter the characters that appear on the screen. If the characters aren't clear you can click on the refresh button for a new set of characters or click on the audio button and the characters will be spoken to you. Press Next.



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.



- You'll be prompted to choose your preferred method of contact for the verification (Email, text, or phone call).



Get back into your account


verification step 1 > choose a new password

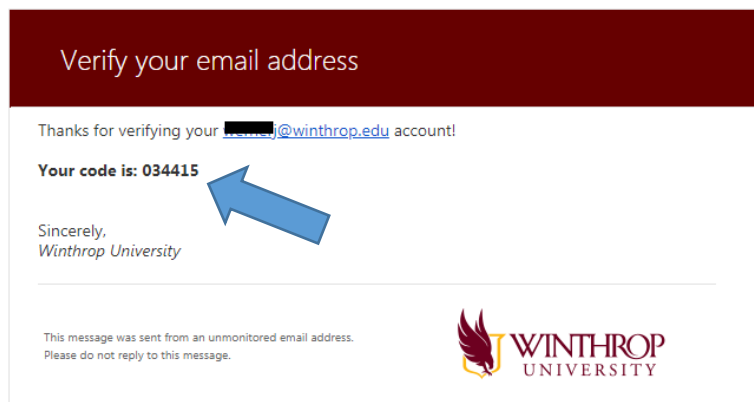
Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Email my alternate email	You will receive an email containing a verification code at your alternate email address ([REDACTED]@gmail.com).
<input type="radio"/> Text my mobile phone	
<input type="radio"/> Call my mobile phone	
	<input type="button" value="Email"/>

- If you choose email, click the "Email" button. An email similar to the one below will be sent to your alternate email account.

Winthrop University account email verification code Inbox x

 Microsoft on behalf of Winthrop University <msonlineserviceteam@microsoftonline.com>
to me ▾



5. If you choose text message as your method, you will be asked to verify the phone number. Once you enter the phone number click on the Text button to continue. If you wish to change your option, simply choose a different method.



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

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****92) 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

Back

Cancel


6. Once you have been sent the verification code, the following screen will appear. Enter the verification code that was sent to you in the box labeled “Enter your verification code”. Press “Next” after you have entered the code.

The screenshot shows the Winthrop University logo at the top left. Below it is the heading "Get back into your account" and a sub-heading "verification step 1 > choose a new password". A horizontal line separates this header from the main content. The text "Please choose the contact method we should use for verification:" is followed by three radio button options: "Email my alternate email" (selected), "Text my mobile phone", and "Call my mobile phone". To the right, the text "We've sent an email message containing a verification code to your inbox." is displayed above a text input field containing the placeholder "Enter your verification code". A blue arrow points to this input field from the right. Below the input field is a "Next" button and a link "Are you having a problem?". A blue arrow points up to the "Next" button. At the bottom left, there is a "Cancel" link.

7. If you're not sure what to do at this point, you can click on the “Are you having a problem” link and a message will appear with some suggestions for you.

The screenshot shows the same Winthrop University logo and heading as the previous image. The sub-heading "verification step 1 > choose a new password" is present. The text "Please choose the contact method we should use for verification:" is followed by three radio button options: "Email my alternate email" (selected), "Text my mobile phone", and "Call my mobile phone". To the right, the text "We've sent an email message containing a verification code to your inbox." is displayed above a text input field containing the code "034415". Below the input field is a "Next" button and a link "Are you having a problem?". A blue arrow points to the "Are you having a problem?" link. Below the link, the text "Not seeing the email?" is followed by the instruction "Please allow a minute or two for the email to reach your inbox. If you are still unable to see it, check your junk folder." Below this, the text "Alternatively, you can:" is followed by two links: "Try again" and "Contact your administrator".

8. Once you've entered the verification code and clicked on Next, the following screen will appear. Simply enter and confirm your new password and click Finish.



Get back into your account

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

* Enter new password:

* Confirm new password:

Finish

Blue arrows point to the password input fields and the Finish button.

9. If you enter a password that doesn't meet the password guidelines, the following message will appear. Enter and confirm a stronger password and press Next.



Get back into your account

Create a new password

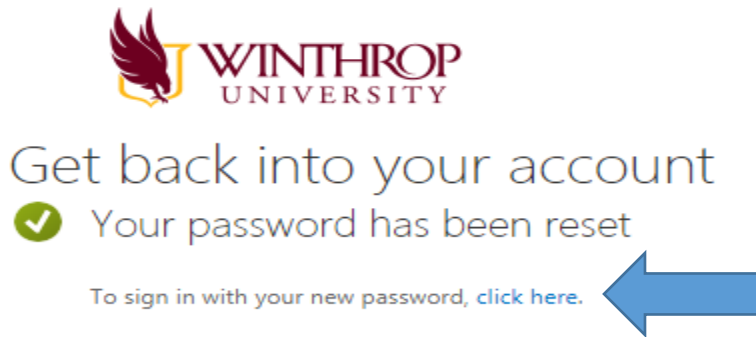
* Enter new password:

* Confirm new password:

Unfortunately, your password contains a word, phrase, or pattern that makes it easily guessable. Please try again with a different password.

Next Cancel

10. Once you have entered an acceptable password, you will get the following confirmation message. Click on the screen where it says “click here” and you will be prompted to login to your application.



11. After your password has been reset, you will receive an email notification verifying the reset. If you receive an email like this and you HAVE NOT requested a password reset, contact the Help Desk immediately at (803) 323-2400.

