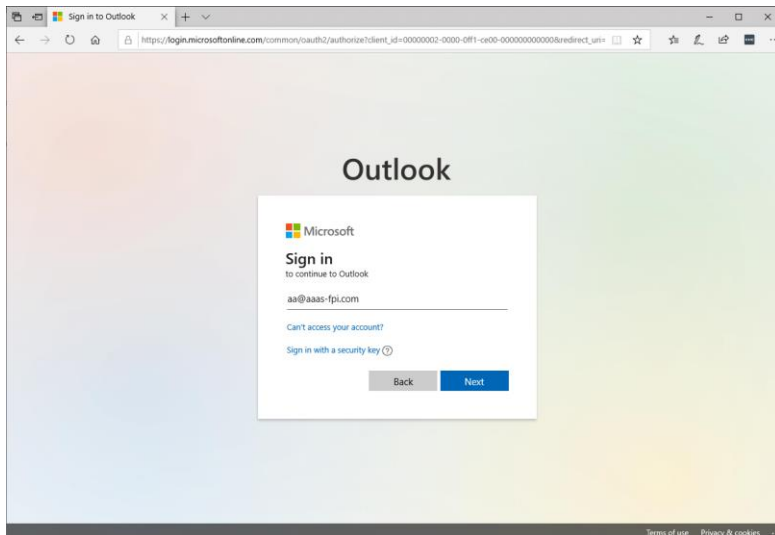
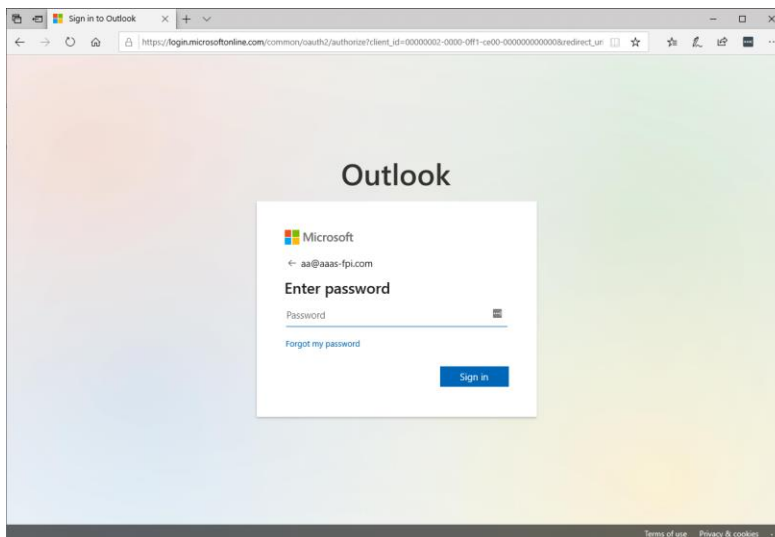


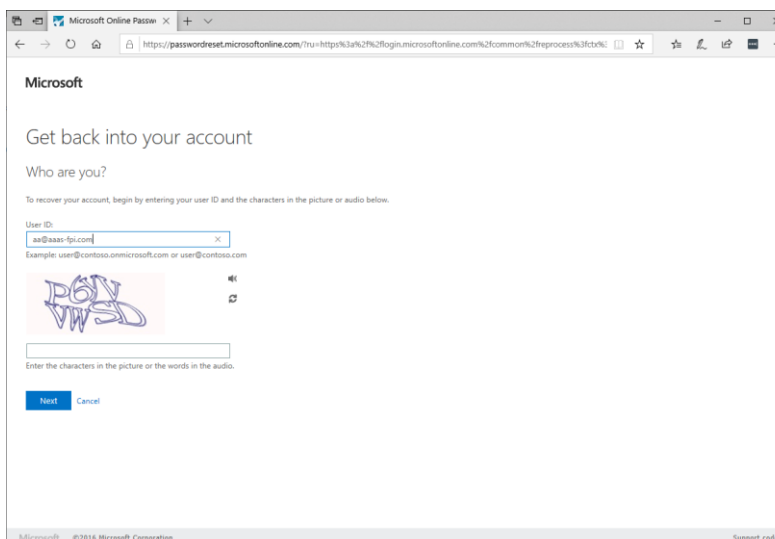
Browse to <https://outlook.office.com> and enter you email address.



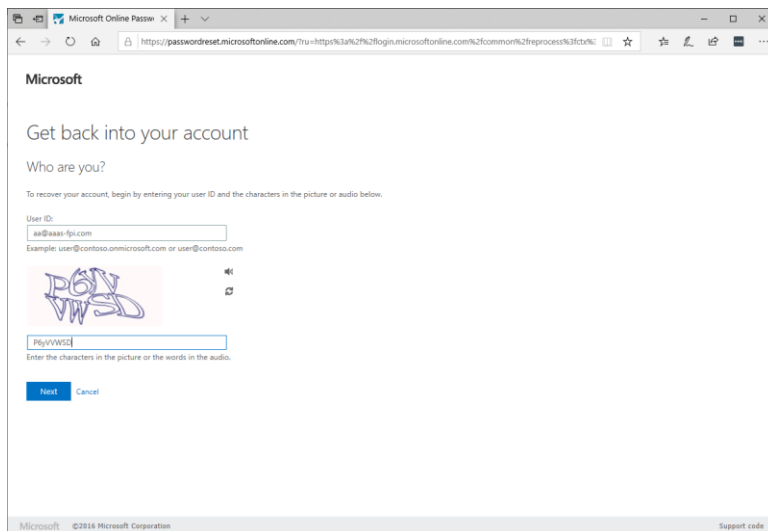
On Password prompt, click on Forgot my password.



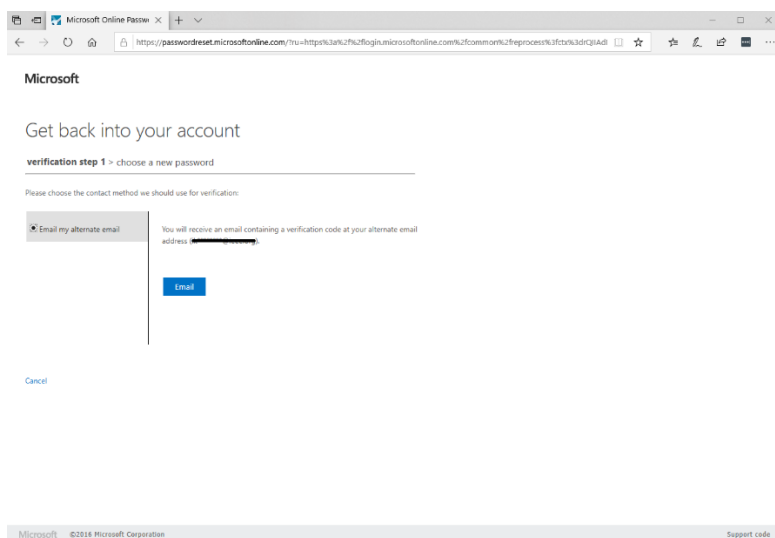
You will be directed to a page to start password reset process.



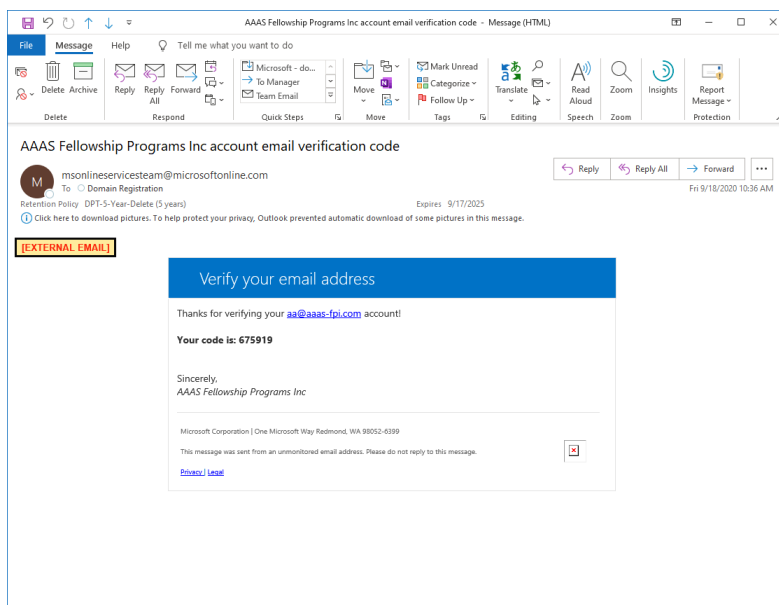
Enter characters presented to you in the picture.



Click on Email so a verification code is emailed to your alternate (password recovery) email address.



Check your alternate mailbox for an email containing a verification code.



Enter the verification code.

Microsoft

## 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.

675916

Next Are you having a problem?

Cancel

Microsoft ©2016 Microsoft Corporation Support code

Enter a new password and confirm it.

Microsoft

## Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

Password strength: Strong

\* Confirm new password:

Finish Cancel

A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username.

Microsoft ©2016 Microsoft Corporation Support code

Microsoft

## Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

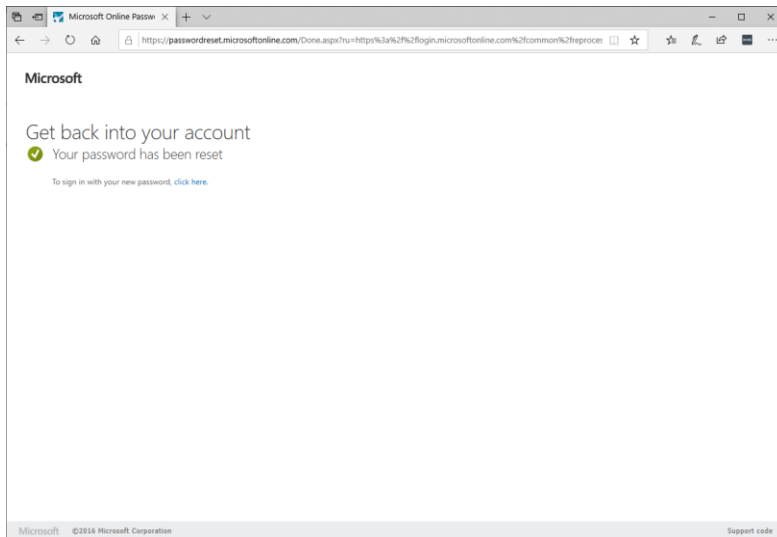
Strong

\* Confirm new password:

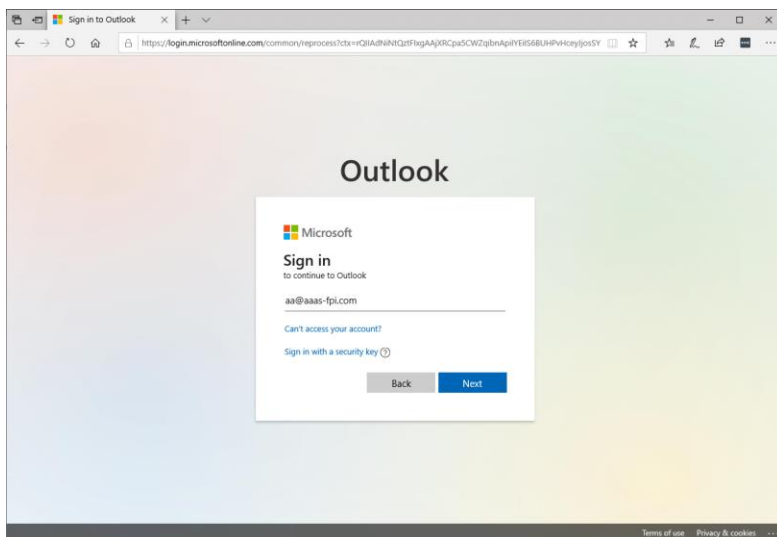
Finish Cancel

Microsoft ©2016 Microsoft Corporation Support code

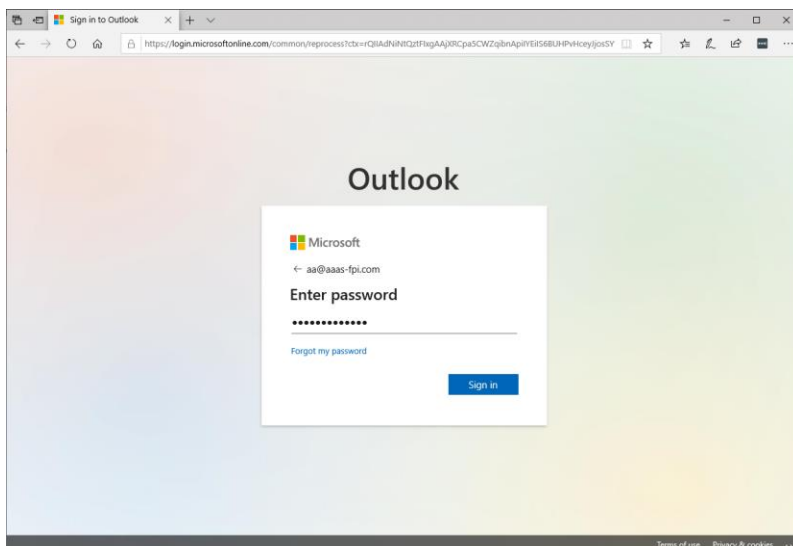
And you are done with the password reset process.



Browse to <https://outlook.office.com> and enter your email address



Enter your new password.



And, you are logged in.

