


Changing Your Password When You Do Not Know It

1. In order to self-reset your password, you must first enroll in SSPR. You can view instructions for this on our webpage.
2. Enter <https://passwordreset.microsoftonline.com/> in the URL bar or [click on this hyperlink](#). Enter the email you forgot the password for and complete the security verification.




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. *

3. Select the first option: I forgot my password. Then, click Next. You will be asked to complete two verification steps.



Get back into your account

Why are you having trouble signing in?

☒ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

☐ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

4. A) **Verifying via email.** To verify via email, select the first option: Email my alternate email. Then, click Email. Check your alternate email and enter the 6-digit code you receive in the entry field. Then, click Next.



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

<p><input checked="" type="radio"/> Email my alternate email</p> <p><input type="radio"/> Text my mobile phone</p> <p><input type="radio"/> Call my mobile phone</p> <p><input type="radio"/> Answer my security questions</p>	<p>You will receive an email containing a verification code at your alternate email address ([REDACTED]@ucla.edu).</p> <p>Email</p>
--	---



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

<p><input checked="" type="radio"/> Email my alternate email</p> <p><input type="radio"/> Text my mobile phone</p> <p><input type="radio"/> Call my mobile phone</p> <p><input type="radio"/> Answer my security questions</p>	<p>We've sent an email message containing a verification code to your inbox.</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;">123456</div> <p>Next Are you having a problem?</p>
--	---

B) **Verifying via text.** To verify via text message, select the second option: Text my mobile phone. Then, click Text. Check your phone and enter the 6-digit code you receive in the entry field. Then, click Next. Proceed to Step 5.



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

☐ Email my alternate email

☒ Text my mobile phone

☐ Call my mobile phone

☐ Answer my security questions

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.

Text



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

☐ Email my alternate email

☒ Text my mobile phone

☐ Call my mobile phone

☐ Answer my security questions

We've sent you a text message containing a verification code to your phone.

Next

[Try again](#)

[Contact your administrator](#)

C) **Verifying via phone.** To verify via a phone call, select the third option: Call my mobile phone. Then, click Call. Answer your phone and tap on the pound (#) key when instructed to do so. The phone call will automatically complete the verification step.



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

☐ Email my alternate email

☐ Text my mobile phone

☒ Call my mobile phone

☐ Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number [REDACTED] below. You will then receive a call. Please answer it to continue.

5555555555

Call

D) **Verifying via security questions.** To verify via answering security questions, select the fourth option: Answer my security questions. Then, click Call. Answer your phone and tap on the pound (#) key when instructed to do so. The phone call will automatically complete the first verification step.



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

☐ Email my alternate email

☐ Text my mobile phone

☐ Call my mobile phone

☒ Answer my security questions

In what city was your father born?

something

What was the name of the hospital in which you were born?

something

What is your mother's middle name?

something

Next

[Contact your administrator](#)

5. Complete the second verification step using the instructions for Step 4A-D. This verification step cannot be completed using the same method as the one you have just finished completing.
6. Once both verification steps are completed, you will see the following screen. Enter your *new password (see minimum password requirements below) in the first entry field and confirm it in the second entry field.



Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish Cancel

7. If your password reset was successful, you should see a page like the following. If you do not see a page like this one after clicking Submit, your new password may not have met the minimum requirements.



Get back into your account

✓ Your password has been reset

***Minimum password requirements:**

- Not contain all or part of the user's account name
- Cannot contain all of user's last name or first name

- Be at least eight characters in length
- Contain characters from 3 of the following 4 categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - One digit (0 through 9)
 - Special characters (e.g. ~!@#\$%^*-_+=)