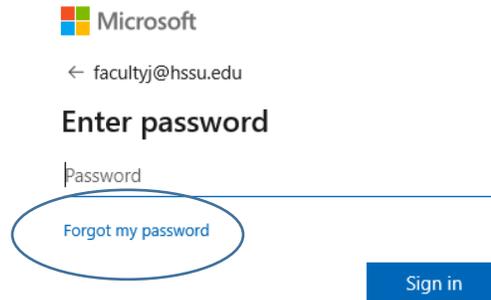


## Office 365 Email Self-Service Password Reset Instructions

1. To reset your password after entering your full email address , click **Forgot my password**



Microsoft

← facultyj@hssu.edu

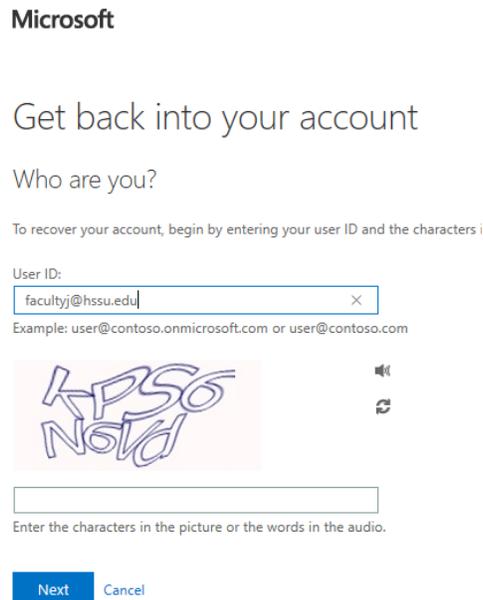
### Enter password

Password

[Forgot my password](#)

Sign in

2. Verify your User ID is your email address. Enter the characters in the picture provided (not case sensitive) and click Next.



Microsoft

## Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters i

User ID:

facultyj@hssu.edu

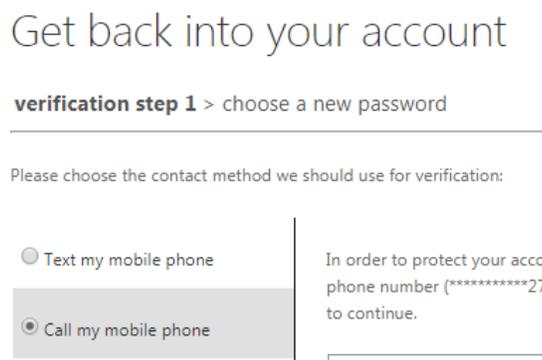
Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Next Cancel

3. As a security measure, you will be prompted to verify your identity with a security code by phone or email (whichever option you setup on your account). If you setup phone verification, select **Text my mobile phone** or **Call my mobile phone**



## 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

Call my mobile phone

In order to protect your accc phone number (\*\*\*\*\*2) to continue.

- If you selected Call, follow the prompts when the call is received on your phone and the system will automatically verify your account

## 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

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*27) below. You will then receive a call. Please answer it to continue.

Enter your phone number

Call

- If you select Text my mobile phone, enter your complete phone number, and then select **Send code** for text my mobile phone. When you receive the code, enter the code and select **next**

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

Enter your verification code

Next

- Once you have fully verified your account you will be able to enter a new password. Please be sure that your new password is **at least 8 characters long including uppercase/lowercase letters, numbers and symbols**. Click Finish to enter your email account

**Microsoft**

## Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

\* Confirm new password:

Finish

Cancel

## Email verification

1. As a security measure, you will be prompted to verify your identity with a security code. If you setup email verification on your account, you will receive an email containing a verification code to your alternate email address. Click Email to receive the code

### 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

You will receive an email containing a verification code at your alternate email address (le\*\*\*\*\*@gmail.com).

Email

2. Enter the verification code received in your alternate email inbox and click Next

We've sent an email message containing a verification code to your inbox.

Enter your verification code

Next

[Are you having a problem?](#)

3. Once you have fully verified your account you will be able to enter a new password. Please be sure that your new password is **at least 8 characters long including uppercase/lowercase letters, numbers and symbols**. Click Finish to enter your email account.

## Microsoft

### Get back into your account

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

\* Enter new password:

\* Confirm new password:

Finish

Cancel

For further assistance if needed, contact the helpdesk 314-340-3327, or [helpdesk@hssu.edu](mailto:helpdesk@hssu.edu)