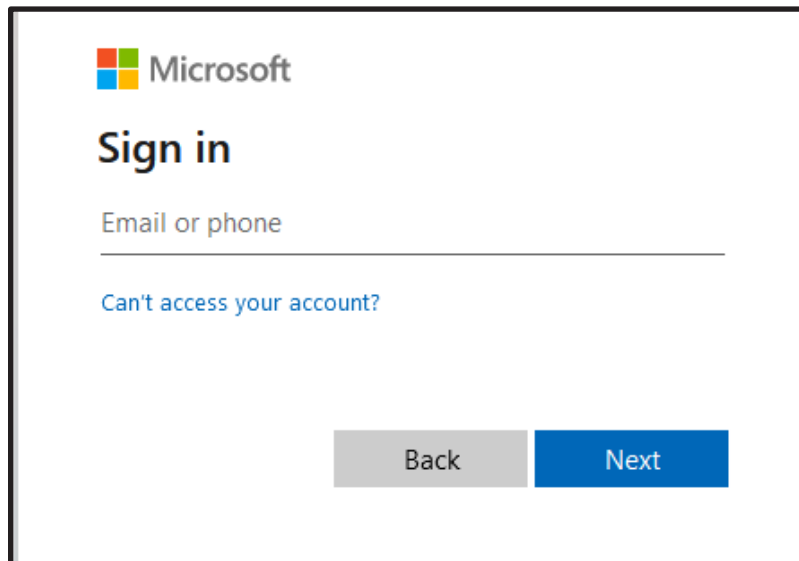


# *Password Reset/Change Instructions*

*Step #1: Begin by visiting <https://myaccount.microsoft.com/>*

*Step #2: At the sign-in, enter your Pierpont email in the sign line.*

A screenshot of the Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the text "Sign in". Underneath is a text input field labeled "Email or phone". Below the input field is a link that says "Can't access your account?". At the bottom right are two buttons: a grey "Back" button and a blue "Next" button.

Microsoft

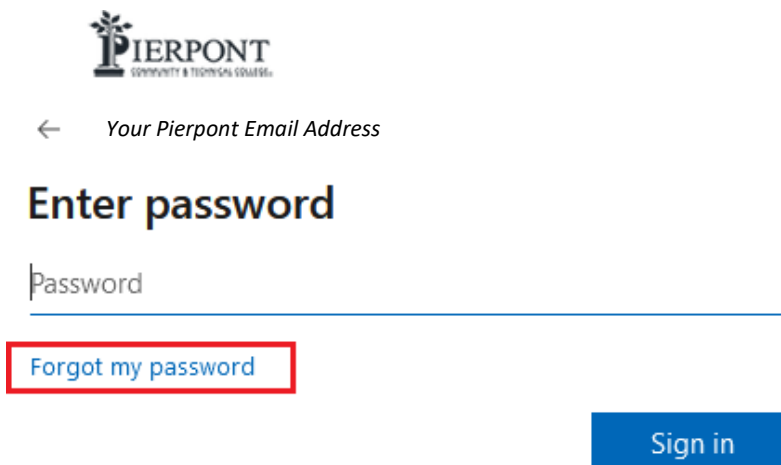
Sign in


Email or phone

[Can't access your account?](#)

Back Next

*Step #3: Click forgot password (see below).*

A screenshot of the Pierpont Community & Technical College password reset page. At the top is the Pierpont logo. Below it is a back arrow and the text "Your Pierpont Email Address". Underneath is the heading "Enter password". Below that is a text input field labeled "Password". Below the input field is a link "Forgot my password" which is highlighted with a red rectangular box. At the bottom right is a blue "Sign in" button.

 PIERPONT  
COMMUNITY & TECHNICAL COLLEGE

← Your Pierpont Email Address

Enter password

Password

[Forgot my password](#)

Sign in

***Step #4: You should be directed to the “Get Back into Your Account” screen (as seen below).***

- Your email with username should already be in place, but if not, enter in your email address under Email or Username.
- Enter the characters you see in the picture or the words in the audio (i.e. the GYDDYK).
- Click “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: \*

Your Pierpont Email Address

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



GYDDYK

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

Next

Cancel

**Step #5: You should be directed to the Contact Method Verification screen.**

- Select the verification method (Text or Call) you prefer.
- You will need to enter the phone number associated with your account which matches the one identified. *Make sure you have access to your phone before.*
- Click the “Text” or “Call” button, whichever is applicable.



## 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 (\*\*\*\*\*57) 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

[Cancel](#)

**Step #6: You should be directed to the code verification screen.**

- Upon receiving the code via text or call, please enter it in to the “Enter your verification code” box.
- Click “Next” button.
- If you did not receive a verification code, Click the “Try Again” button.
- If still unsuccessful, contact [help@pierpont.edu](mailto:help@pierpont.edu)



## 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

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

Enter your verification code

Next

[Try again](#)

[Contact your administrator](#)

[Cancel](#)

***Step #7: You should be directed to the Enter and Confirm New Password screen***

- Enter and confirm your new password.
  - Password can be updated to anything that you choose.
  - Password Requirements:
    - Must be at least 8 - 16 Characters in length.
    - Include One (1) Capital Letter
    - Include One (1) Lower Case Letter
    - Include One (1) Special Character (!#\$%\*)
    - Should not include any part of your name in the password.
- Click the “Finish” button



Get back into your account

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

---

\* Enter new password:

\* Confirm new password:

Finish

Cancel

***Step #8: You should be directed to the Password Has Been Reset screen.***

- Your password has been successfully changed!
- Click “*Click Here*” to login in using your new password.

**Microsoft**

Get back into your account

✔ Your password has been reset

To sign in with your new password [click here.](#)