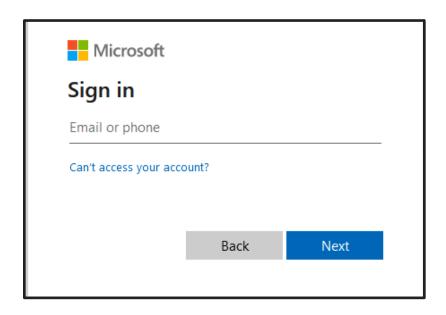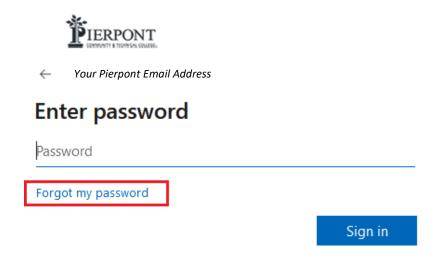# Password Reset/Change Instructions

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

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

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

Step #4: You should be directed to the "Get Back into Your Account" screen (as seen below).
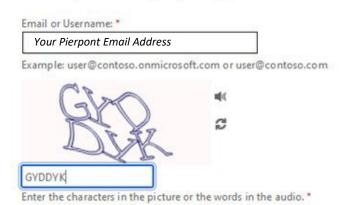
- Your email with username should already be in place, but if not, enter in your email address under Email or Username.
- Enter the characters you see in the picture or the words in the audio (i.e. the GYDDYK).
- Click "Next"

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.*
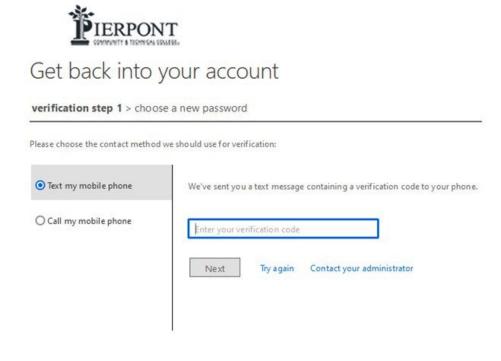- Click the "Text" or "Call" button, whichever is applicable.

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

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

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.