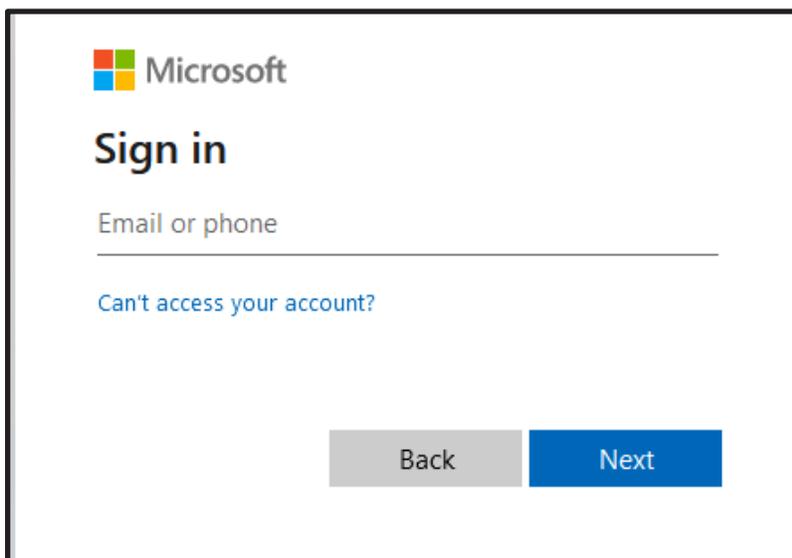


Password Reset/Change Instructions

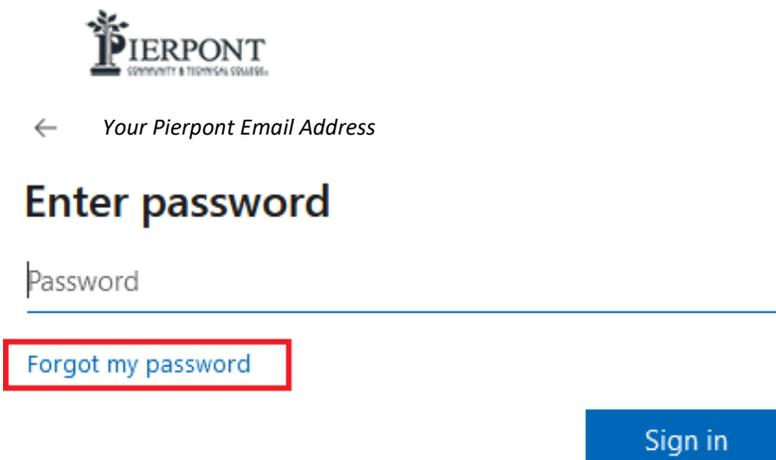
Step #1: Begin by visiting <https://myaccount.microsoft.com/>

Step #2: At the sign-in, enter your full Pierpont email address (i.e. username@pierpont.edu / username@student.pierpont.edu) in the sign-in line. Then click NEXT.



The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it is the heading "Sign in". There 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 of the form are two buttons: a grey "Back" button and a blue "Next" button.

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



The screenshot shows 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". The main heading is "Enter password". There is a text input field labeled "Password". Below the input field is a link that says "Forgot my password", which is highlighted with a red box. At the bottom right is a blue "Sign in" button.

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: *

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



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

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.
- If the phone number given to you is the incorrect one, please contact 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

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 within 10 minutes, please click the “Try Again” button.
- If still unsuccessful, contact 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:

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.](#)