Microsoft

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. *

Next  Cancel
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.

Next  Cancel
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
- [x] Text my mobile phone
- [ ] Call my mobile phone
- [ ] Call my office phone
- [ ] Approve a notification on my authenticator app
- [ ] Enter a code from my authenticator app

What phone number would you like to use for verification?

- [x] Text me at **********23
- [ ] Text me at **********23

Next
Microsoft

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In order to protect your account, we need you to enter your complete mobile phone number (**********23) 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  Back
Microsoft

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

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

949834

Next  Try again  Contact your administrator

If you are unable to reset your password after retrying, please contact Support for assistance.
Get back into your account

choose a new password

* Enter new password:

* Confirm new password:

Finish  Cancel