

**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



**Microsoft**

## 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



https://passwordreset.microsoftonline.com

**Microsoft**

# 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

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?

Text me at \*\*\*\*\*23

Text me at \*\*\*\*\*23

Next



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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.

Text

[Back](#)



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Approve a notification on my authenticator app

Enter a code from my authenticator app

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

**Next**

[Try again](#)

[Contact your administrator](#)

If you are unable to reset your password after retrying, please [contact Support](#) for assistance.



https://passwordreset.microsoftonline.com

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# Get back into your account

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

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\* Enter new password:

\* Confirm new password:

 

Finish

Cancel