Self-Service Password Reset Lock Out Instructions

Forgot your password or you are locked out? This is only available if you have followed the previous steps to verify your identity.

1. Visit https://passwordreset.microsoftonline.com/ to reset your password or unlock your account using one of the methods that was previously setup.

2. Choose the preferred method for verifications.

In order to protect your account, we need you to enter your complete mobile phone number (**asterisks**) below. You will then receive a text message with a verification code which can be used to reset your password.
3. After 2 forms of verification, your account will be unlocked or you will be allowed to reset your password

Microsoft

Get back into your account

✓ Your account has been unlocked