# 🔐 Resetting Your Forgotten L.E.K. Password

If you have forgotten your Windows login password, follow the instructions below. Choose the steps that apply to your current situation: working from an L.E.K. office or working remotely. If you face any issues when following these instructions, please contact the Service Desk via the Service Management Portal.

🏢 Resetting from an L.E.K. Office

1) At the Windows logon screen, click **"Reset Password"**.
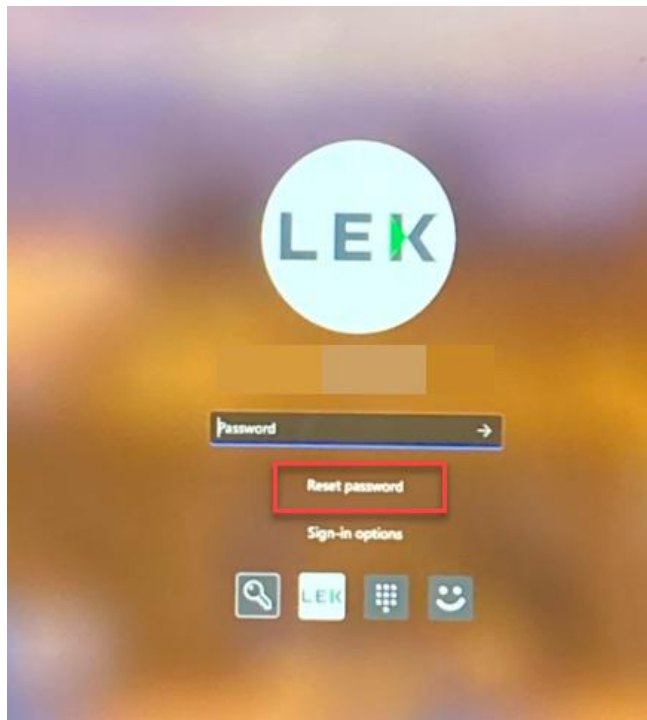
2) A new temporary Windows session will open. Click **"Reset Password"** again.
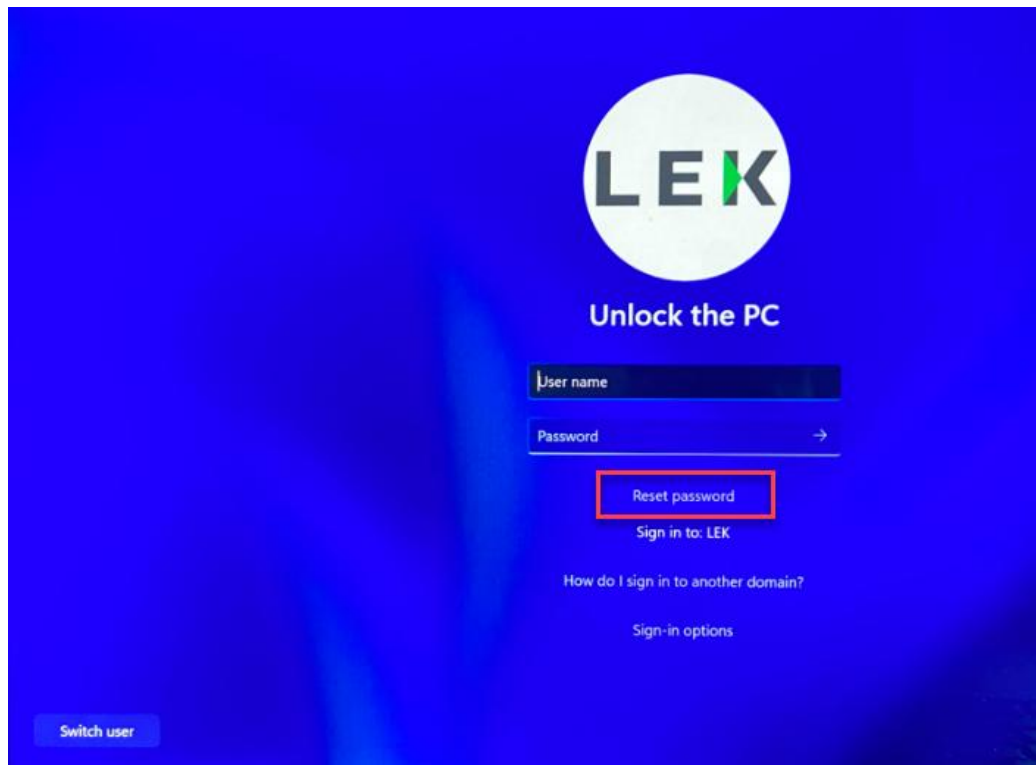
3) Enter your **L.E.K. email address** and complete the **CAPTCHA**.

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: *

a.smith@lek.com

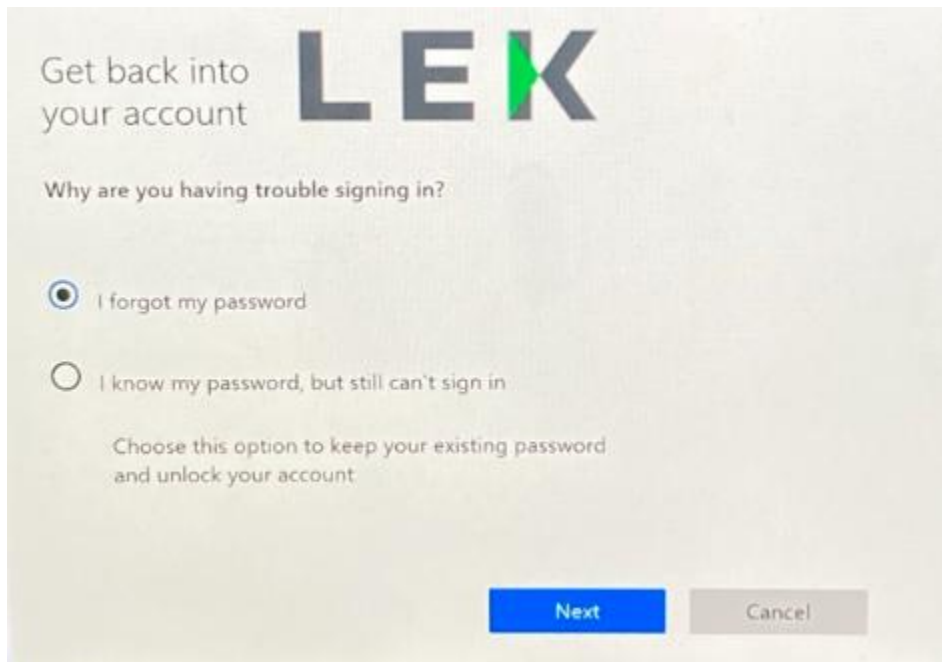Example: user@contoso.onmicrosoft.com or user@contoso.com

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

Next   Cancel

4) Select **"I forgot my password"**
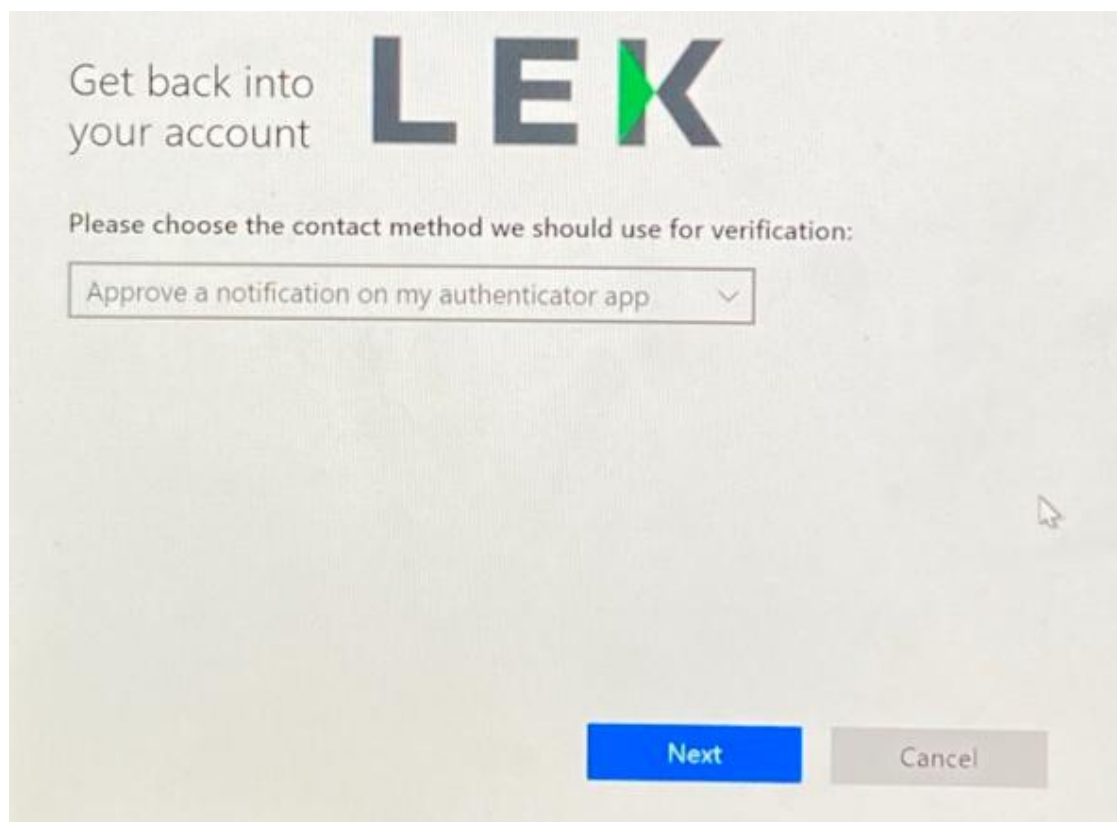
5) Complete one of the available verification steps:

- **Authenticator App**: Approve the notification and enter the code.
- **SMS**: Enter the code sent to your mobile.
- **Phone Call**: Answer the call and follow prompts.

6) Create a new password and confirm it by entering it again. Click "**Finish**" to complete the reset.

Get back into your account

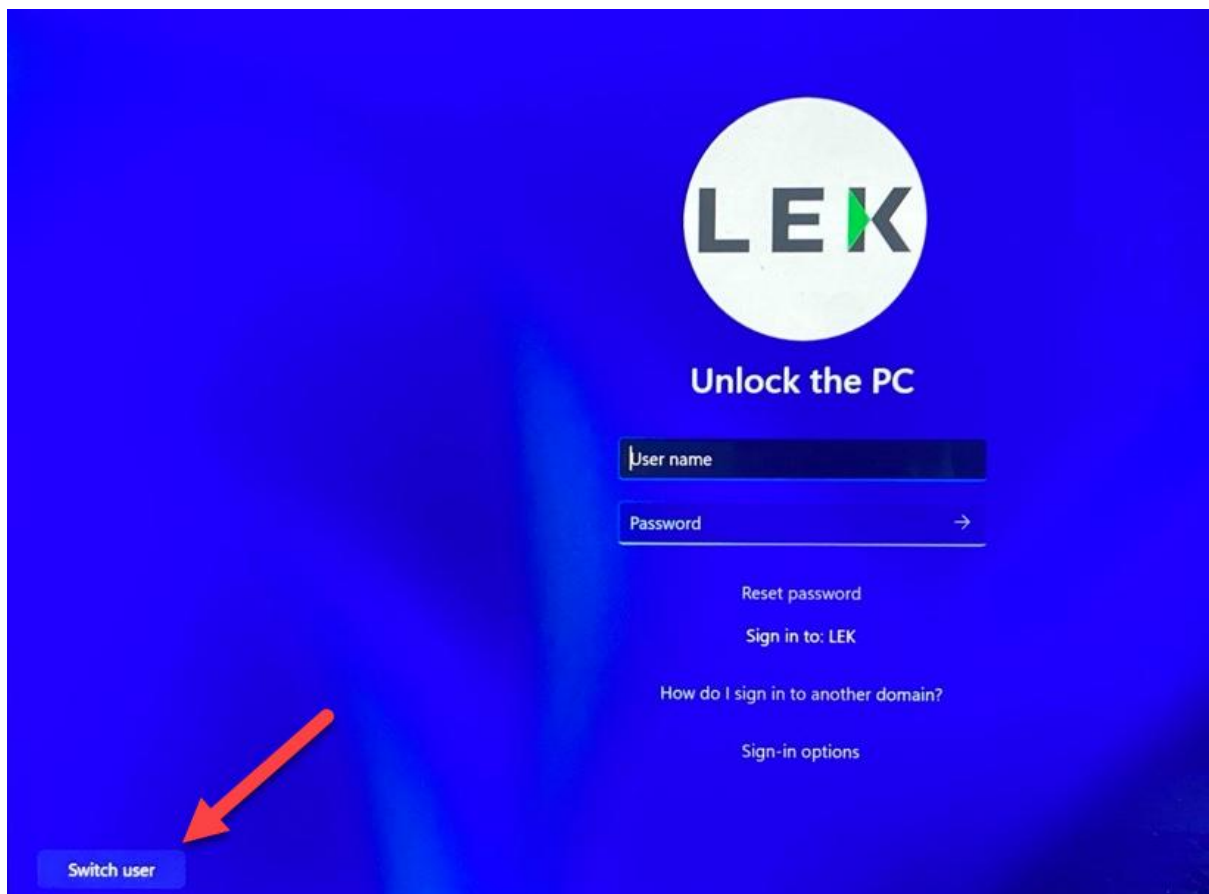verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish   Cancel

7) Click **"Switch User"** to return to your main login screen.

8) Sign in using your new password.

🌐 <u>**Working Remotely**</u>

If you are working remotely and cannot access your Windows login screen, please contact the L.E.K. Service Desk for assistance:

- **EU:** +44 203 900 0320

- **US:** +1 617 772 4700

- **AP:** +61 28 3200 870

- Or call via Microsoft Teams