

Mobile Cell Phones – Android Passcode Reset

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This article will help you to reset passcode for Android phones.

****Please make sure Android device must be Powered On to start this process. There are two options available.**

1. Try to remember your pass code – you have 10 chances to try before everything is wiped.
2. Wipe the device completely & set it up again.

****Please use another device other than their phone and**

Log onto: <https://portal.manage.microsoft.com> using their FMCNA email and network password.

3. Select My Devices
4. Click on the name of your Android Device
5. Select Reset Passcode
6. Select Sign Out Microsoft will sign you out right away.
7. Please log back into <https://portal.manage.microsoft.com> using your FMCNA email and network password.
8. Select Reset Passcode. You will see a Passcode Pending Message. When complete, you will receive a success message with your new passcode. Please make a note of the passcode.
9. Open your Android device and enter the passcode you received.
10. Click on Update your passcode. Enter the new passcode and click Next.
11. Select PIN to create your own 6 digit PIN code for your lock screen.
12. Choose the code that will unlock your phone. Enter the code again to confirm it.
13. If you wish to use the Fingerprint lock, click Use and follow the steps. Otherwise, click Later.

**** If you are unable to complete the process and needs further assistance, please call on FMC HELPDESK (866-491-8167)**