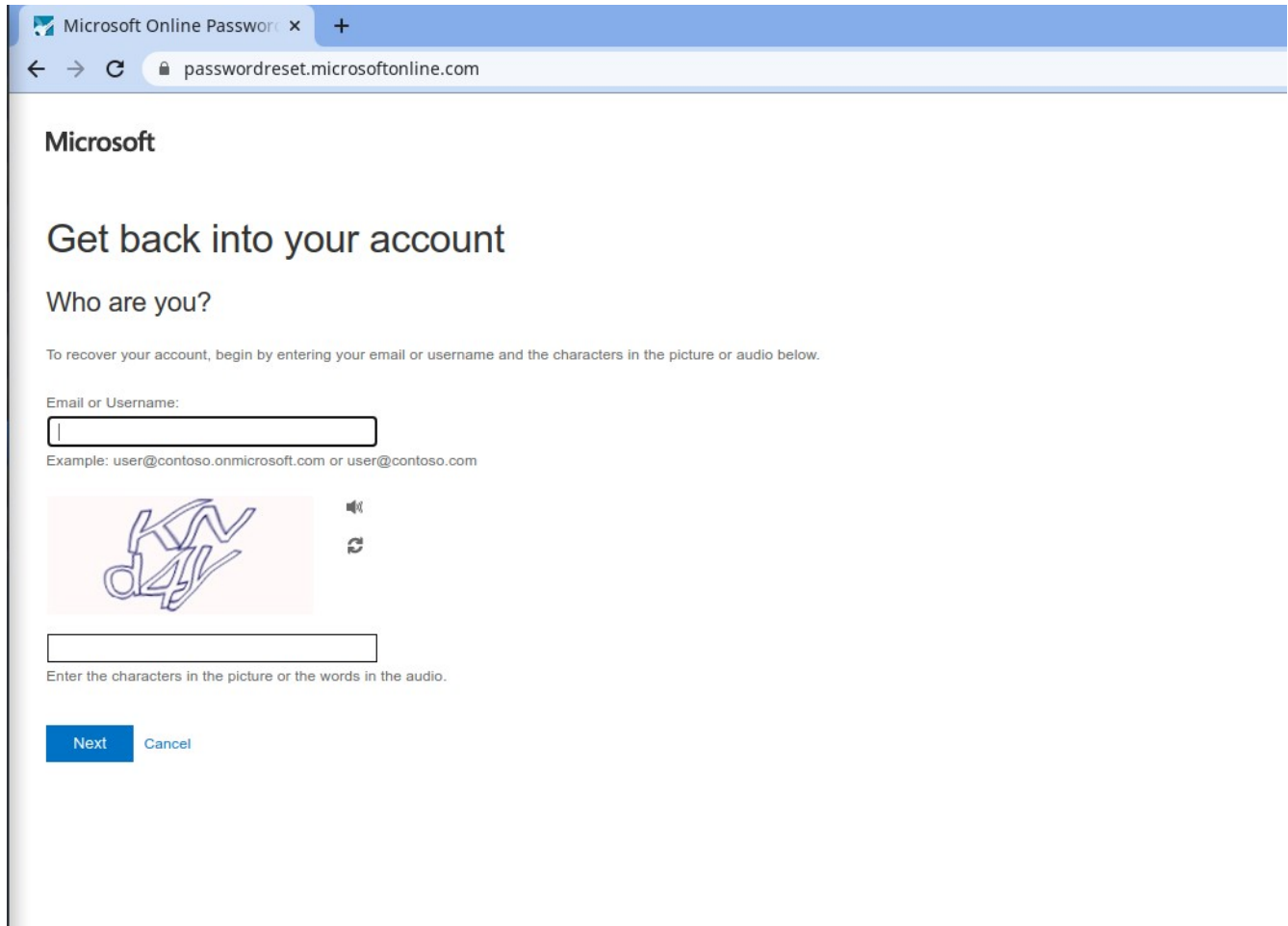


## AD Password Reset

**Step1: Open in browser - <https://aka.ms/sspr>**

**Step2: Enter username and capcha - Ex: user@comodo.net**



The screenshot shows a web browser window with the address bar displaying "passwordreset.microsoftonline.com". The page title is "Microsoft Online Password Reset". The main heading is "Get back into your account". Below this, it asks "Who are you?". A message states: "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There is a text input field for "Email or Username:". Below the field, an example is provided: "Example: user@contoso.onmicrosoft.com or user@contoso.com". To the right of the input field, there is a CAPTCHA image showing the word "day" in a stylized font. Below the CAPTCHA image is another text input field. A message below the input field says: "Enter the characters in the picture or the words in the audio." At the bottom, there are two buttons: "Next" and "Cancel".

Microsoft Online Password Reset

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:

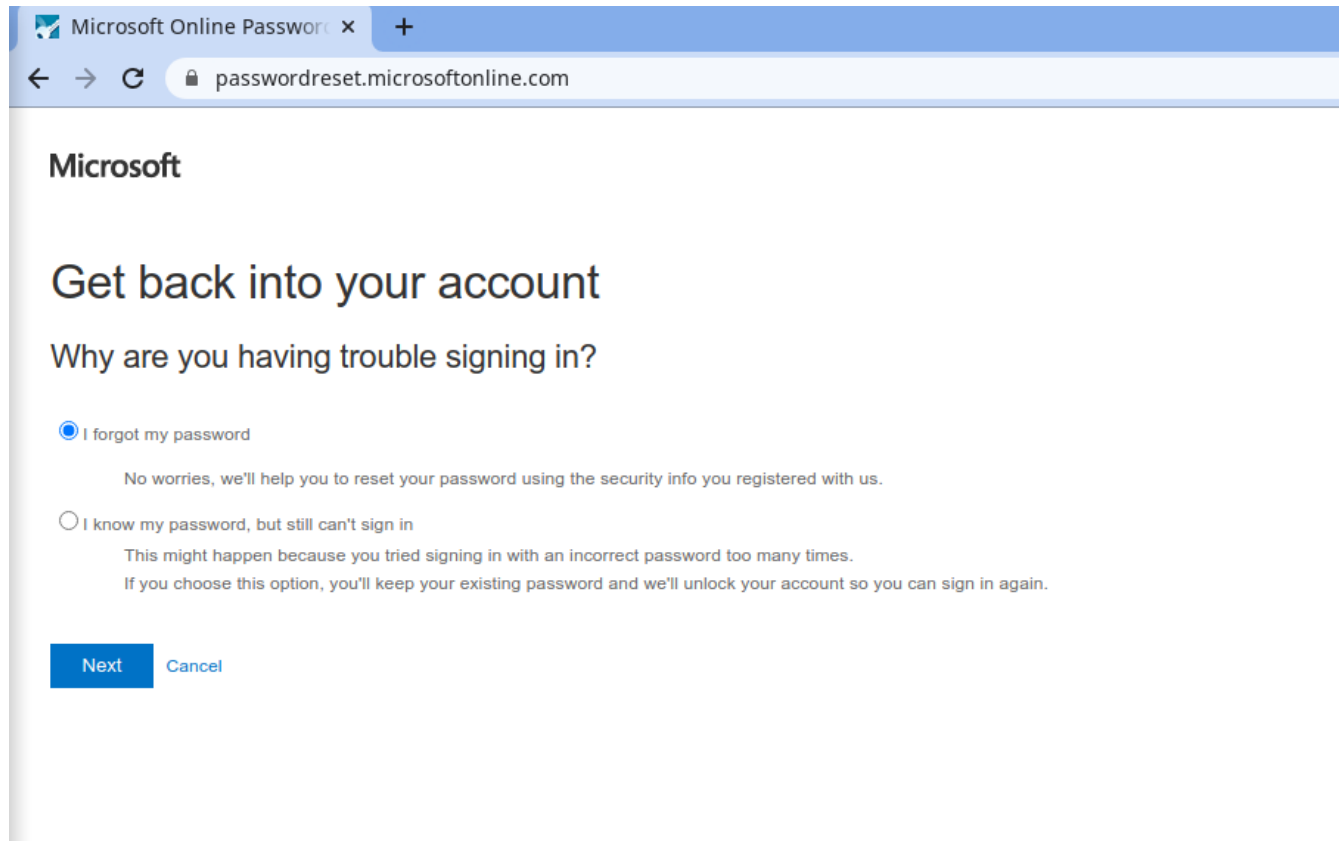
Example: user@contoso.onmicrosoft.com or user@contoso.com

day

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

Next Cancel

### Step3: Forget password



The screenshot shows a web browser window with the address bar displaying "passwordreset.microsoftonline.com". The page content includes the Microsoft logo, the heading "Get back into your account", and the question "Why are you having trouble signing in?". There are two radio button options: "I forgot my password" (selected) and "I know my password, but still can't sign in". Each option has a brief explanatory text. At the bottom, there are "Next" and "Cancel" buttons.

Microsoft Online Password x +

← → ↻ passwordreset.microsoftonline.com

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

## Step4: Choose verification

The screenshot shows a web browser window with the address bar displaying "passwordreset.microsoftonline.com". The page title is "Microsoft Online Password Reset". The main heading is "Get back into your account". Below this, it says "verification step 1 > choose a new password". A horizontal line separates this from the next section. The text "Please choose the contact method we should use for verification:" is followed by three radio button options: "Email my alternate email", "Text my mobile phone" (which is selected), and "Call my mobile phone". To the right of these options, there is a text box labeled "Enter your phone number" and a "Text" button. At the bottom left, there is a "Cancel" link.

Microsoft

## Get back into your account

verification step 1 > choose a new password

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Please choose the contact method we should use for verification:

☐ Email my alternate email

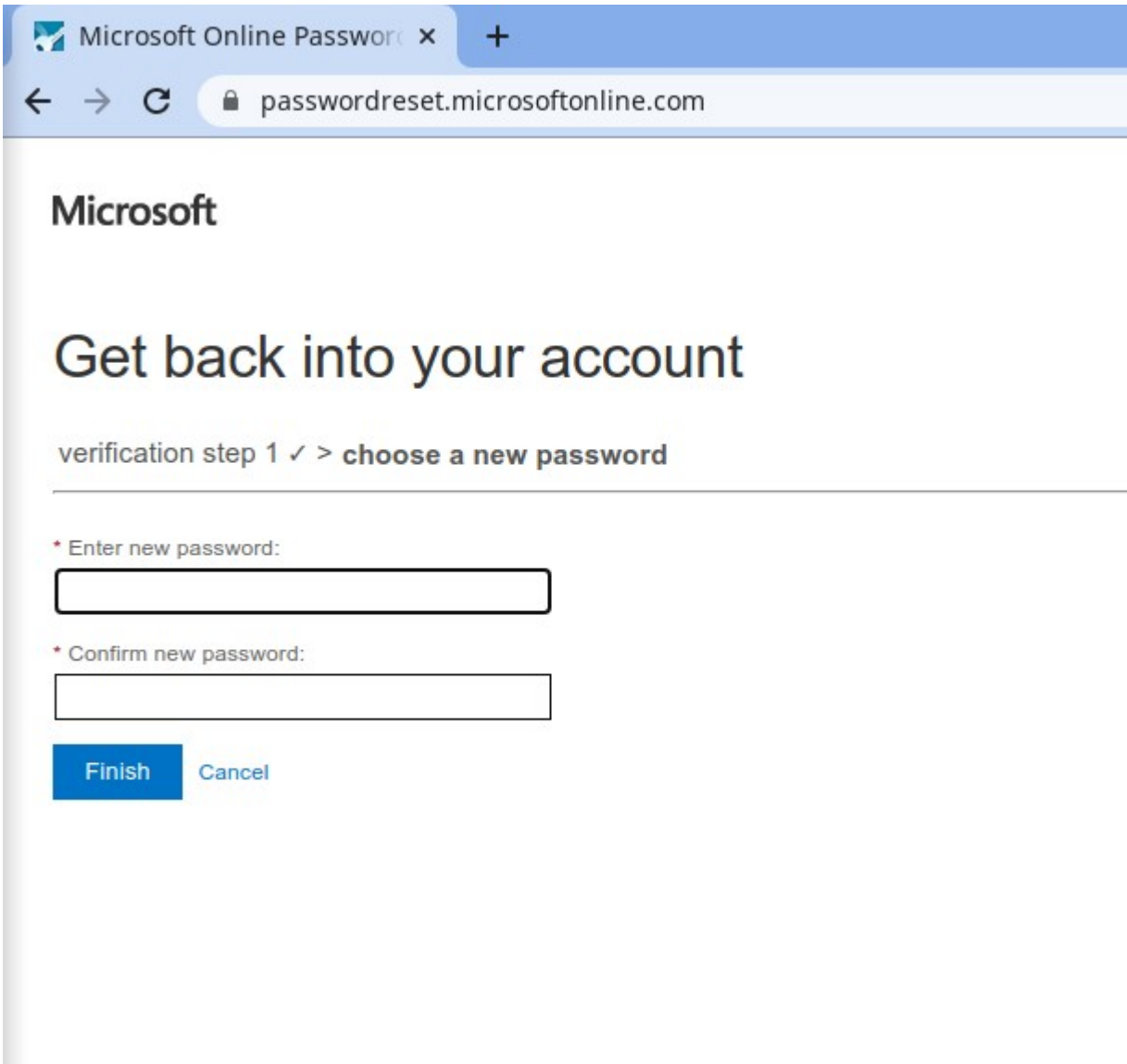
☒ Text my mobile phone

☐ Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*75) below. You will then receive a text message with a verification code which can be used to reset your password.

[Cancel](#)

## Step: Reset password



The screenshot shows a web browser window with the address bar displaying "passwordreset.microsoftonline.com". The page header includes the Microsoft logo and the text "Microsoft". The main heading is "Get back into your account". Below this, a progress indicator shows "verification step 1 ✓ > choose a new password". The form contains two input fields: "Enter new password:" and "Confirm new password:". At the bottom, there are two buttons: "Finish" (highlighted in blue) and "Cancel".

Microsoft Online Password Reset

passwordreset.microsoftonline.com

Microsoft

# Get back into your account

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

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\* Enter new password:

\* Confirm new password:

**Finish** Cancel