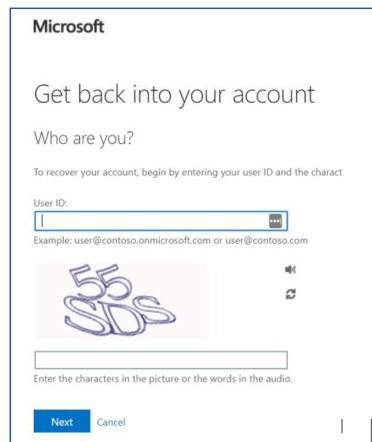


## How to reset your password if you don't remember the password or your email account has been locked

(You already registered your authentication methods, if not here is the [registration link](#))

1. Go to town webmail site <https://outlook.office365.com>
2. Enter your email address, then click **Forgot my password**.
3. In the **Get back into your account** screen, type your **User ID** (it is your email address), prove you aren't a robot by entering the characters you see on the screen, and then select **Next**.



Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the charact

User ID:

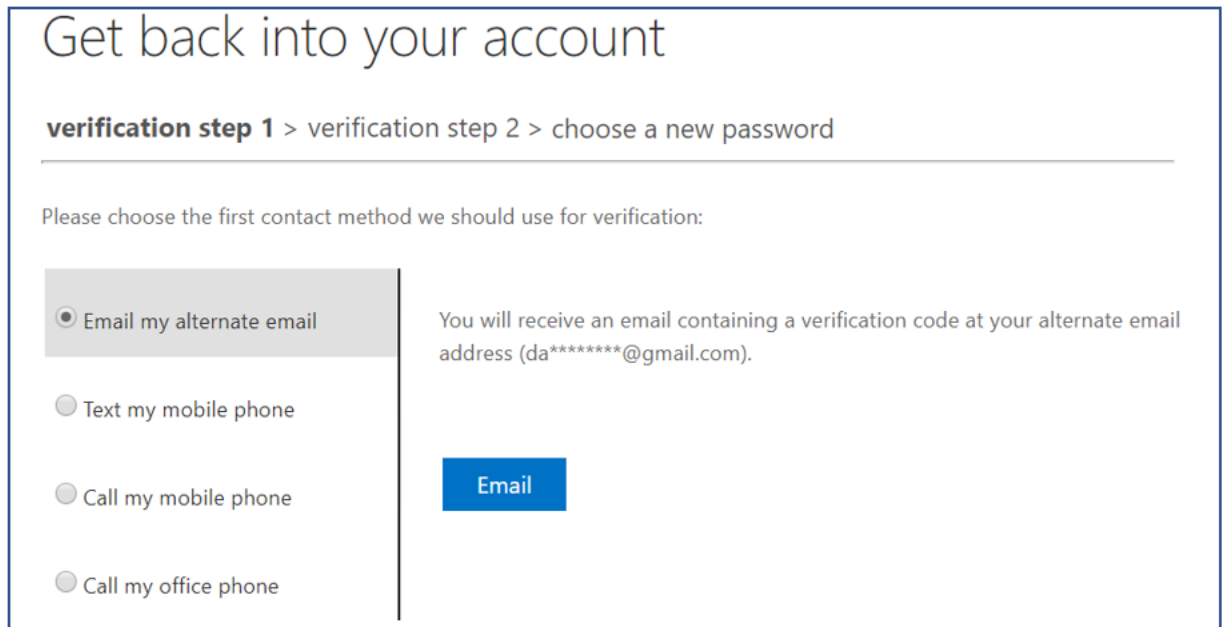
Example: user@contoso.onmicrosoft.com or user@contoso.com

55 SDS

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

Next Cancel

4. Choose one of the following methods to verify your identity and change your password. you might need to go through this process a second time, adding info for a second verification step.



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

You will receive an email containing a verification code at your alternate email address (da\*\*\*\*\*@gmail.com).

Email

5. Once you pass the verification steps you can create new password - see strong password policy below

## Get back into your account

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

---

\* Enter new password:

Password strength

\* Confirm new password:

**Finish** Cancel

A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username.

### Password policies and Strong password complexity requirements

- Passwords will be required to be at least 8 characters in length
- Passwords requires 3 out of the 4 of the following:
  - Lowercase letters
  - Uppercase letters
  - Numbers
  - Symbols or other special characters (@ # \$ % ^ \* ( ) \_ +)
- The user name cannot be contained in the password
- The password cannot contain any spaces, tabs, or line breaks
- Past password cannot be re-used again
- Password expires 180 days

#### NOTES:

- Don't forget update the email password on your mobile phone if you changed it
- Your computer login password is **not** synced with the email password any more. They can be different.
- Pressing Ctrl+ Alt + Del on your computer to change password is only changing your computer network login password which is independent from the email password