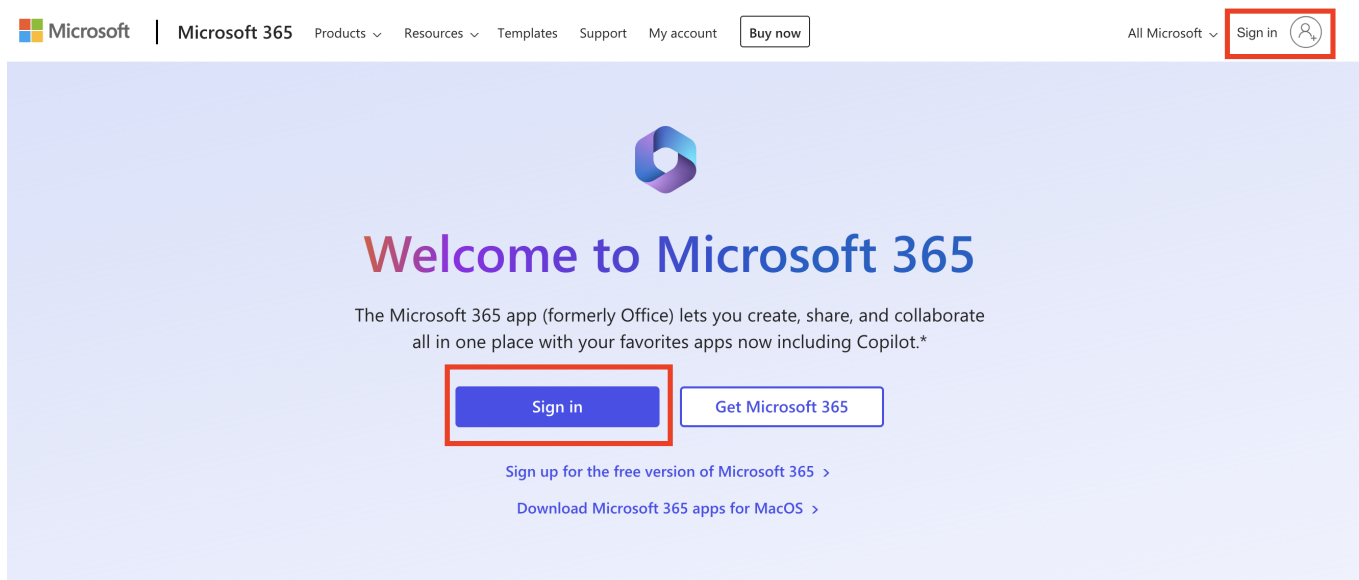


How to Reset A-State Password (Expired)

Students, faculty and staff needing to reset their password after it has expired will need to follow the steps below.

1. Go to Outlook.com and click **Sign In**.



2. Enter your full A-State email address and click **Next**.



Sign in

Email, phone, or Skype

No account? [Create one!](#)

[Can't access your account?](#)

Back

Next



Sign-in options

3. Click **Forgot my password**.

Enter password

Password

[Forgot my password](#)

Sign in

4. Enter your full A-State email address and verify the characters that are shown in the captcha and then click **Next**.

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



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

Next

Cancel

5. Choose a verification method (email, text, call) to receive a verification code. You will have to verify that it is your alternate contact method by manually typing the beginning of the address for your email or by entering your complete phone number before receiving your verification code.

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

☐ Enter a code from my authenticator app

You will receive an email containing a verification code at your alternate email address .

Email

[Cancel](#)

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

☐ Enter a code from my authenticator app

We've sent an email message containing a verification code to your inbox.

Enter your verification code

Next

[Are you having a problem?](#)

[Cancel](#)

6. Enter the verification code that you received. You should complete two verification steps before being able to create a new password.

Microsoft

Get back into your account

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

* Enter new password:

* Confirm new password:

Finish

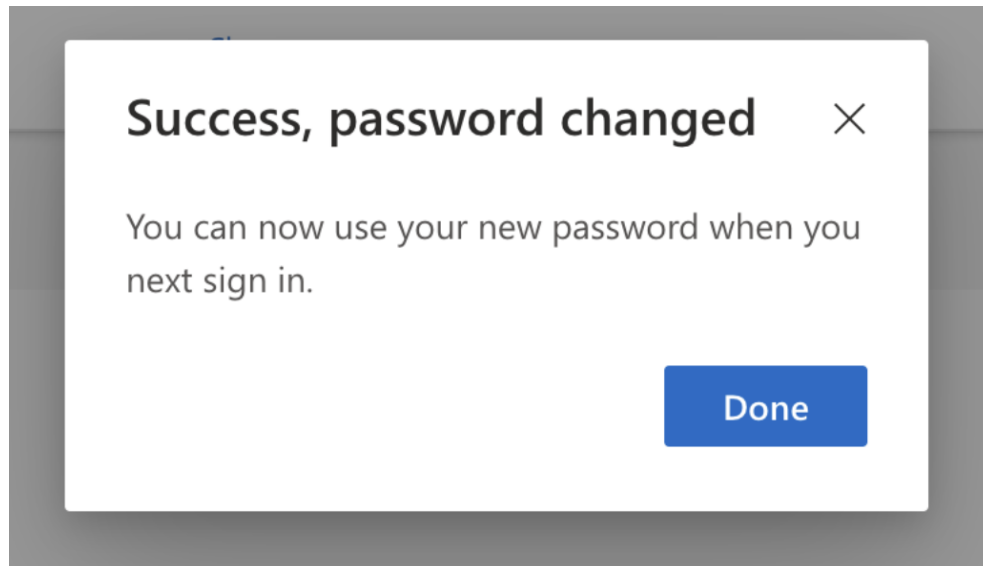
Cancel

7. Type your new password.

The A-State password requirements are:

- It must contain at least 15 characters
- Have at least one capital letter, one lowercase letter, one number, and one special character
- It also must not contain any part of your name or anything too closely related to ASU
- It can also be set up as a passphrase,

8. Click **Submit**. You should see a success message like the one below.



For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

Revision #7

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