

Microsoft Password Reset

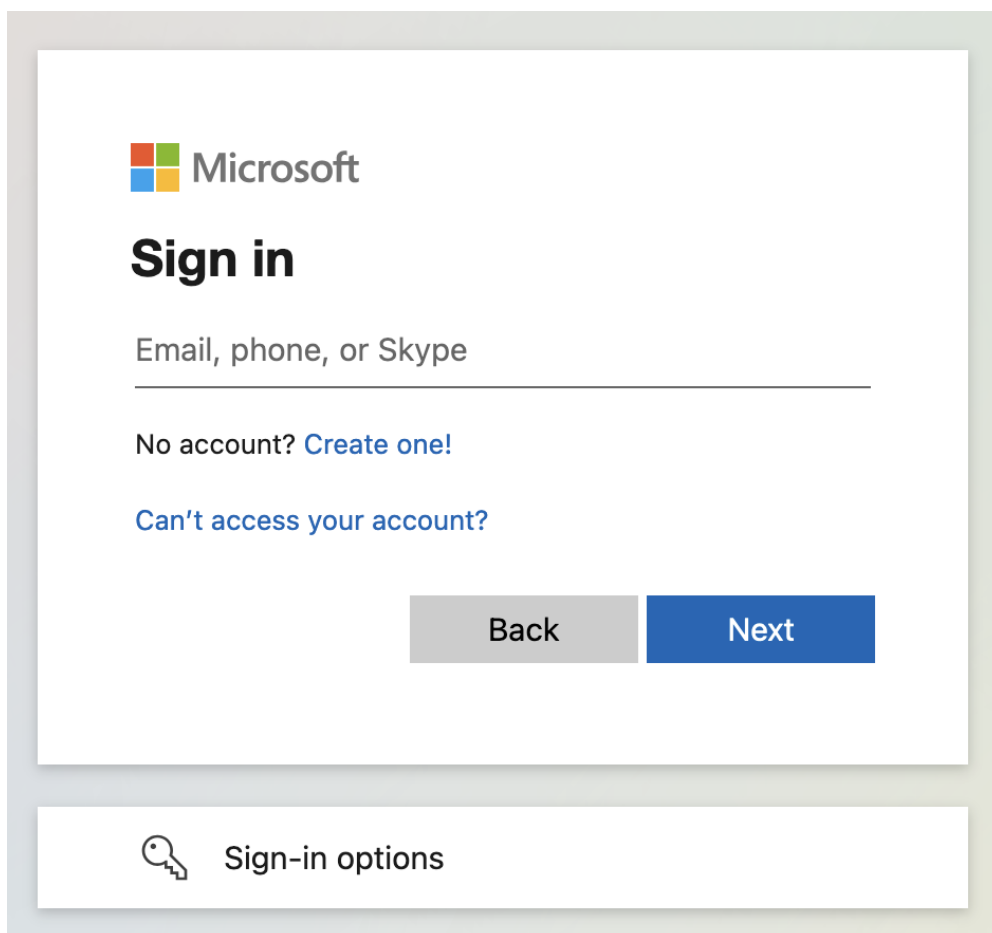
We are excited to announce a more efficient and secure way to reset your A-State email account password through Office 365! This updated self-service option offers enhanced security and a seamless experience.

- [Microsoft Reset/Recover Password \(Forgot Password\)](#)
- [Microsoft Change Password \(When Already Signed In\):](#)

Microsoft Reset/Recover Password (Forgot Password)

Students, faculty and staff needing to reset/recover their passwords 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**.

A screenshot of the Microsoft Sign in page. At the top left is the Microsoft logo. Below it is the text "Sign in". Underneath is a text input field with the placeholder "Email, phone, or Skype". Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom right are two buttons: "Back" (grey) and "Next" (blue). At the bottom left is a link icon (a key) and the text "Sign-in options".

 Microsoft

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**.

Microsoft

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

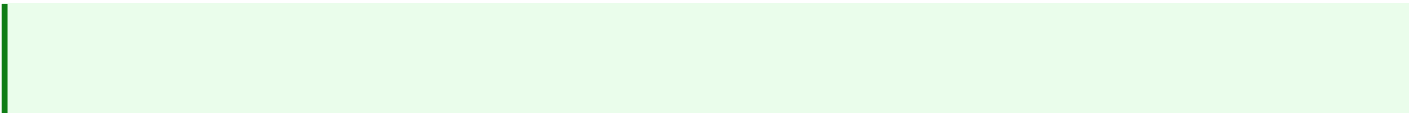
verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel

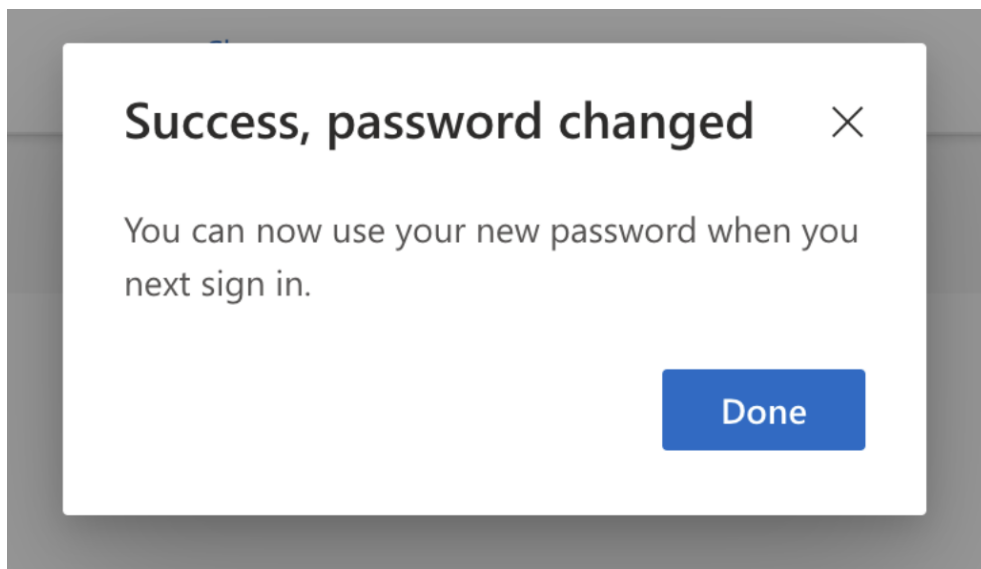


The A-State password requirements must contain:

- At least 15 characters and 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 A-State
- It can also be set up as a passphrase

7. Type your new password.

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

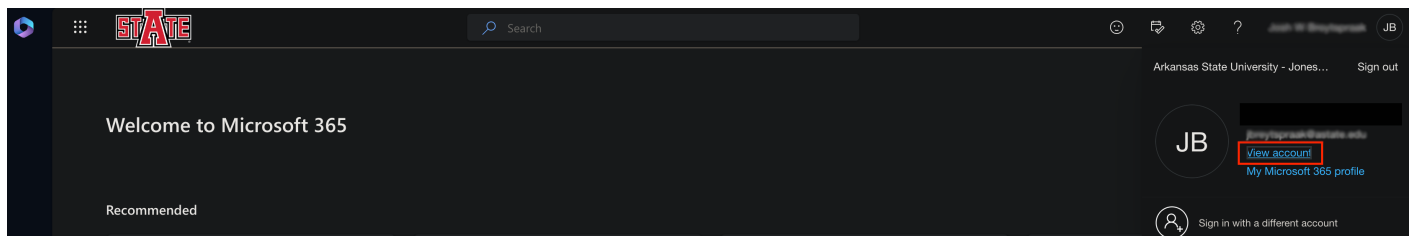


For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

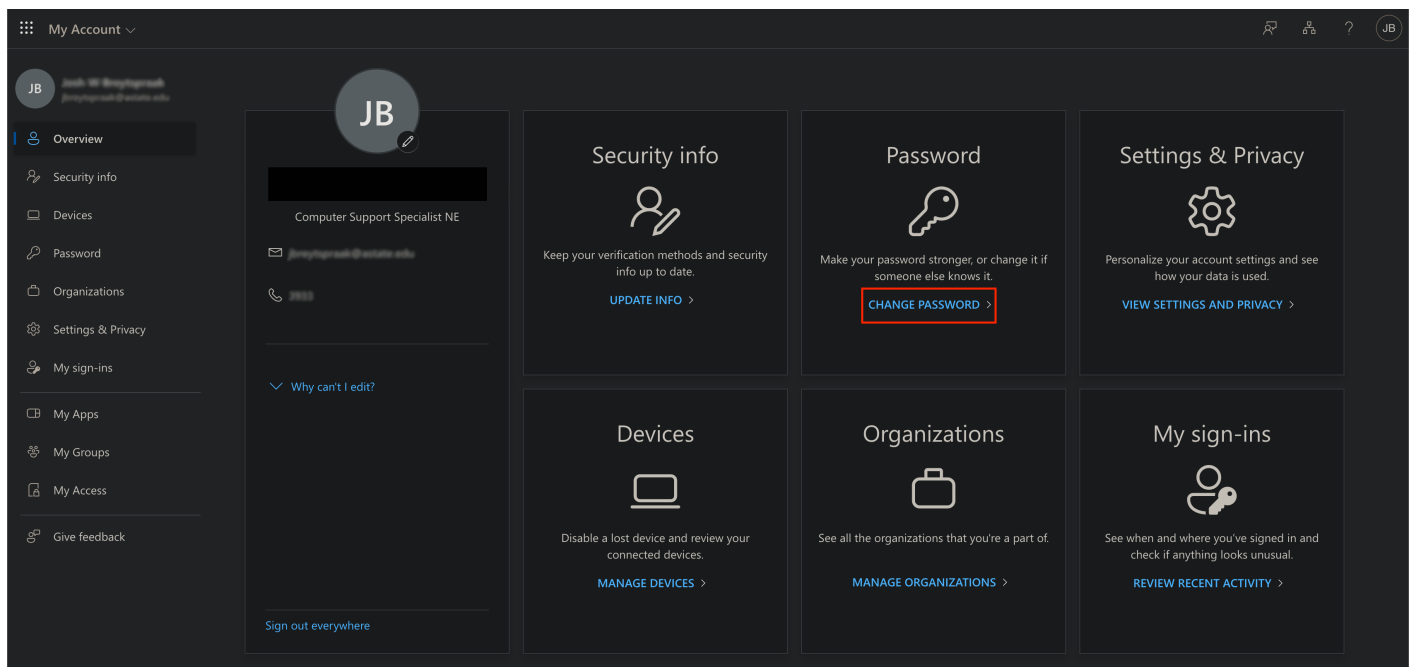
Microsoft Change Password (When Already Signed In):

Students, faculty and staff needing to change their passwords will need to follow the steps below.

1. While logged in at [Outlook.com](https://outlook.office365.com/), click on your name in the top right corner and click on **View account**.



2. Click on **Change Password** in the Overview Tab. Alternatively, you can click on **Password** in the left-hand column.



3. Enter and confirm your new password.

Change your password



User ID

jsmith@astate.edu

New password

Confirm new password

Cancel

Submit

The A-State password requirements must contain:

- At least 15 characters and 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 A-State
- It can also be set up as a passphrase

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

Success, password changed



You can now use your new password when you next sign in.

Done

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

