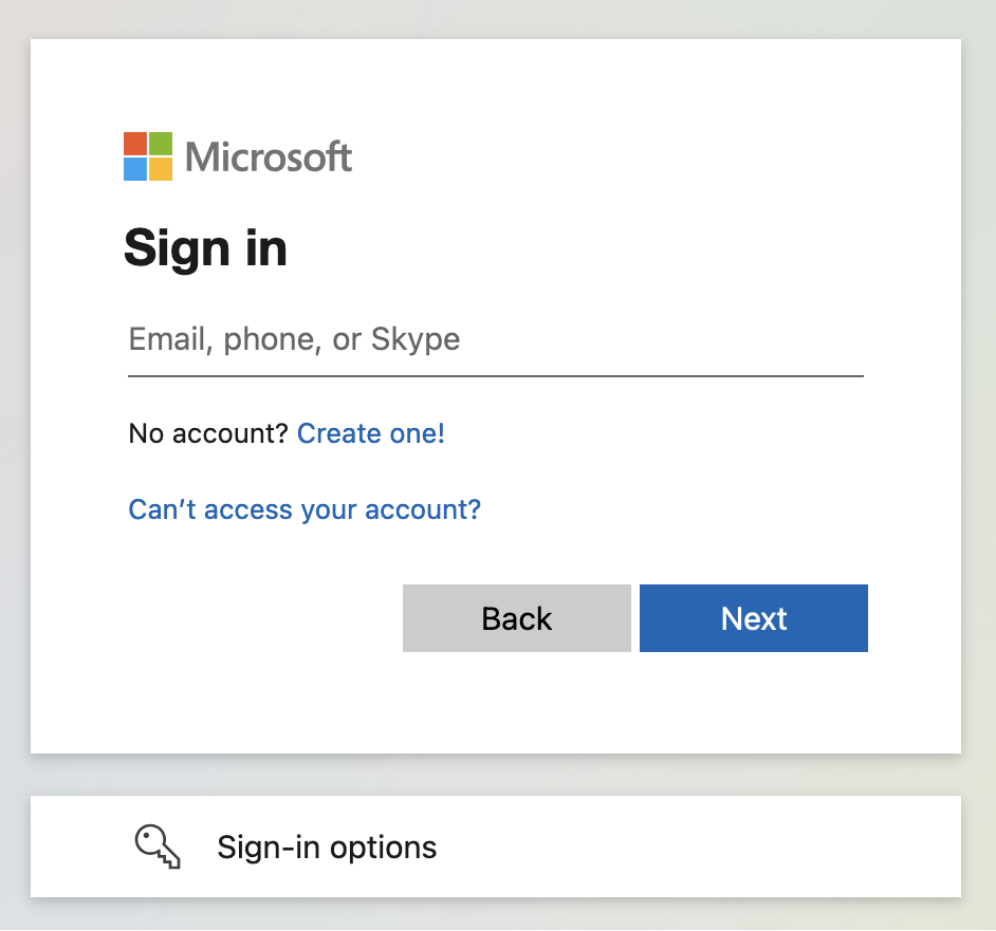
Microsoft Reset/Recover Password (Forgot Password)

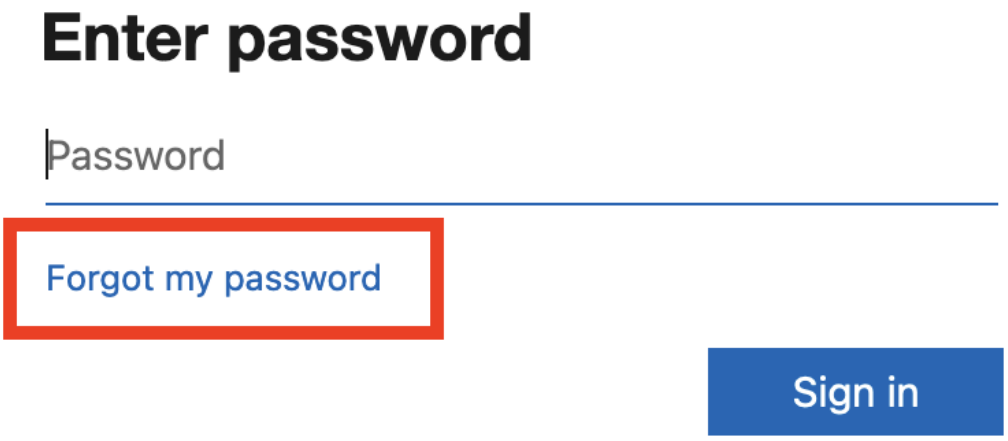
Students, faculty and staff needing to reset/recover their passwords will need to follow the steps below.

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

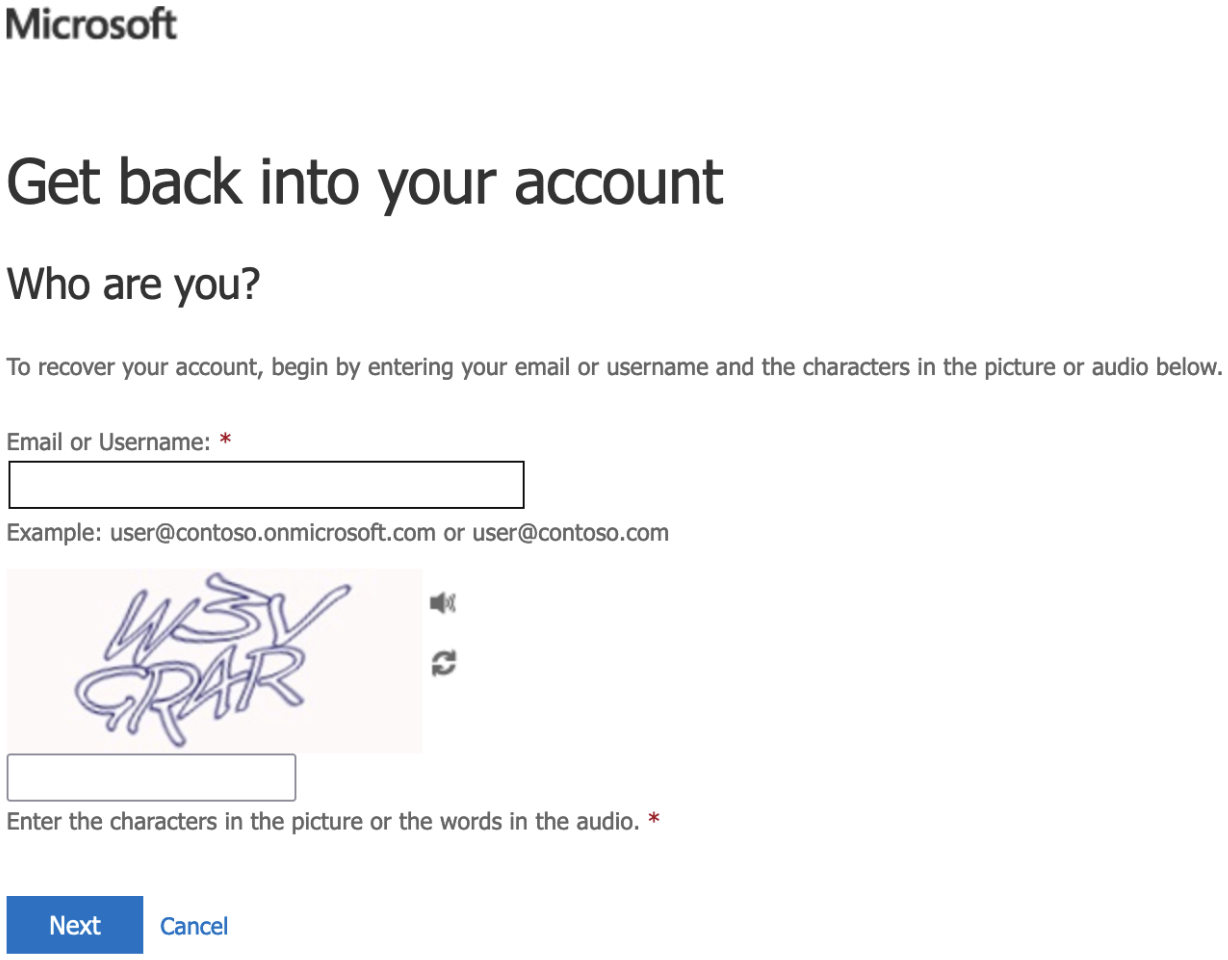
2. Enter your full A-State email address and click **Next**.



3. Click **Forgot my password**.



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



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.

Microsoft

Get back into your account

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

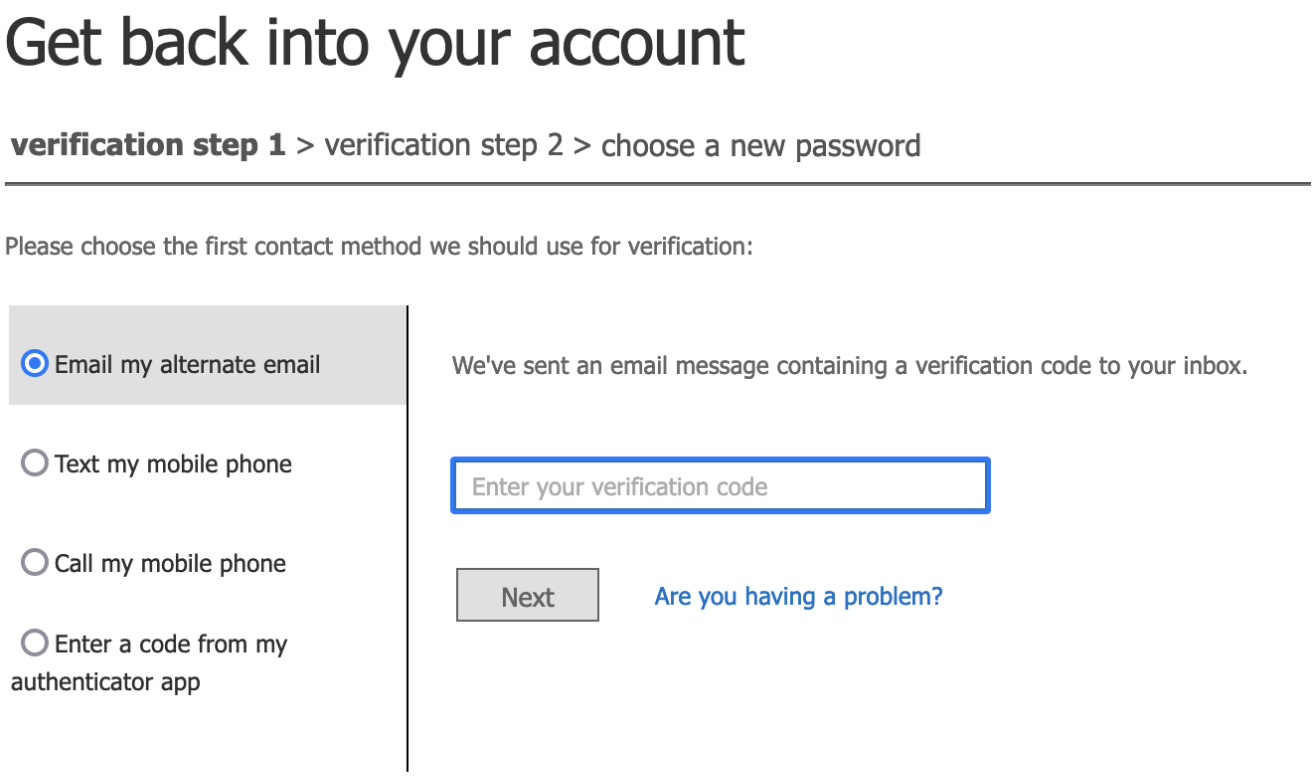
Please choose the first contact method we should use for verification:

- (•) Email my alternate email
- ( ) Text my mobile phone
- ( ) Call my mobile phone
- ( ) Enter a code from my authenticator app

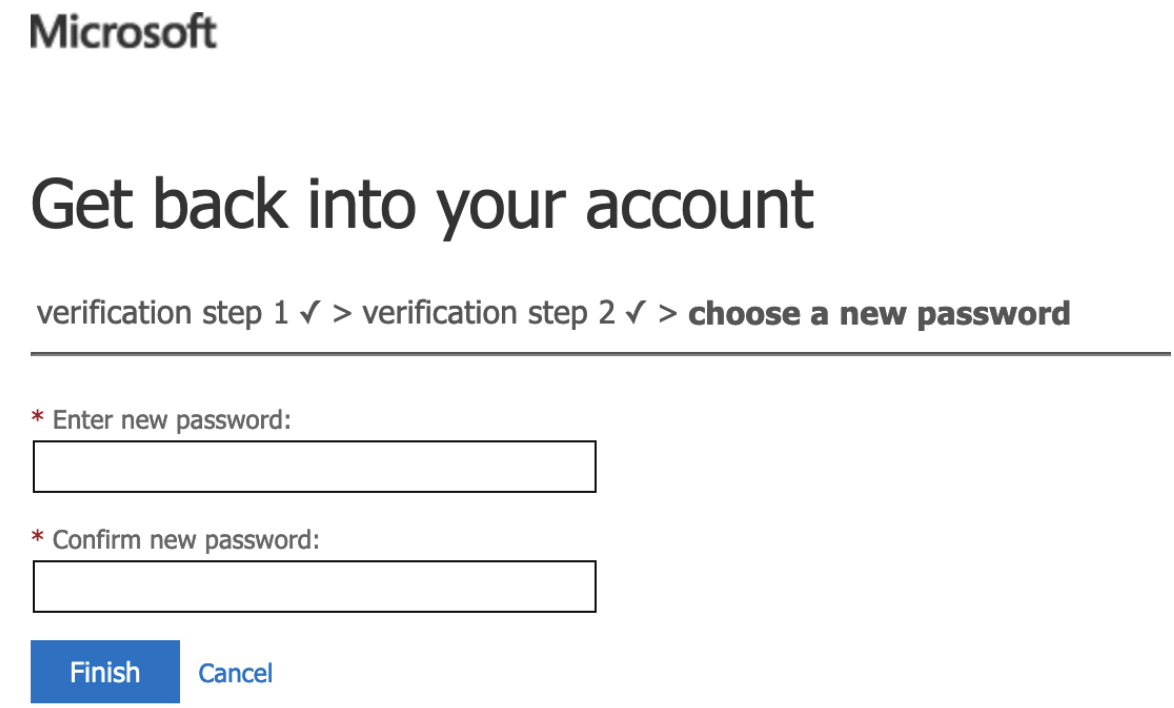
You will receive an email containing a verification code at your alternate email address

Email

Cancel



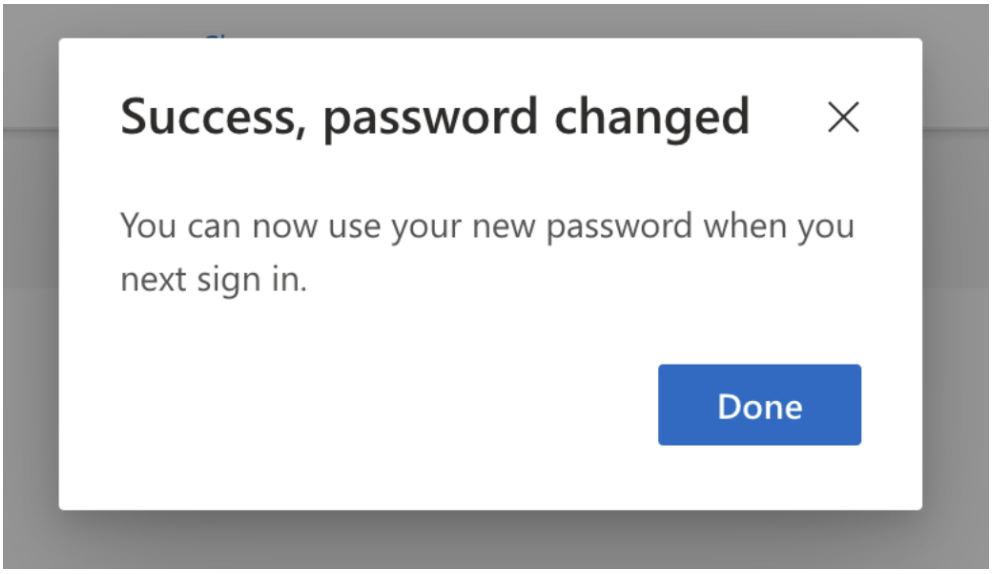
6. Enter the verification code that you received. You should complete two verification steps before being able to create a new password.



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.

Revision #39
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