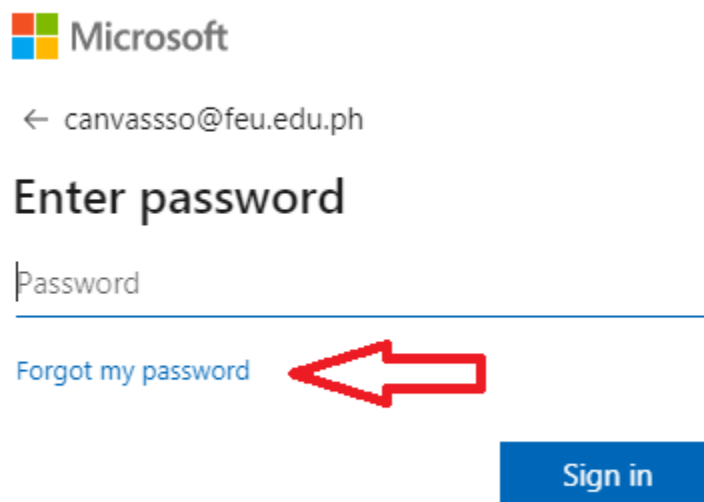

Office 365 Forgot Password

Here are some suggestions to help you get back into your account as quickly as possible. First, try the easiest options:

- If you remember your password but it isn't working, make sure that Caps Lock is turned off and that your email address is spelled correctly.
 - Clear your browser history or try signing into your account from a different internet browser.
- If these don't help get you back into your account, try resetting your password or see if one of the other scenarios below applies to you and give them a try.

You can only use the **Forgot my password** if you have already registered your Office 365 account on Self Service Password Reset facility.

1. Click "Forgot my password".



The screenshot shows the Microsoft login interface. At the top is the Microsoft logo. Below it, the email address 'canvasso@feu.edu.ph' is displayed with a back arrow to its left. The heading 'Enter password' is centered. Below the heading is a password input field with the placeholder text 'Password'. Underneath the input field is a blue link that says 'Forgot my password'. A large red arrow points from the right towards this link. To the right of the link is a blue 'Sign in' button.

2. Enter the characters shown in the picture then click next.

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

canvasso@feu.edu.ph

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



J4PS

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

Next

Cancel

3. Depending on which type of authentication method you enrolled in that you will be asked for. This is either Phone or Email or both authentication method.

Example below shows using phone authentication method.

4. Enter your enrolled mobile number then click the **Text** button.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Text my mobile phone

☐ Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****22) below. You will then receive a text message with a verification code which can be used to reset your password.

Text

5. Enter the code you received from your mobile number. Then click next.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Text my mobile phone

☐ Call my mobile phone

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

[Cancel](#)

6. Enter your desired password. Then click finish.

Microsoft

Get back into your account

verification step 1 ✓ > **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.

7. Sign in using your new password.

Microsoft

Get back into your account



Your password has been reset

To sign in with your new password, [click here](#).