

Password Reset

- To reset your password, go to <https://passwordreset.microsoftonline.com/>
- Enter your Email or Username and the characters in the picture or the words in the audio.
- 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

- On the next screen, you can choose whether to reset your password or unlock your account if you have tried signing in too many times.

Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

- You will then be prompted to verify your identity based on what you selected when enrolling in the account security setup.

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:

- Text my mobile phone
- Call my mobile phone
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****28) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Cancel

- After verifying your account, you will then be able to change your password. **Note: When you change your password, this will change for mySouthern and Brightspace as well. The new password must be at least 12 characters long, and contain a combination of upper- and lower-case letters, at least one number, and one special character (! @ # \$ *)**

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Get back into your account

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

* Enter new password:

Confirm new password:

Finish Cancel