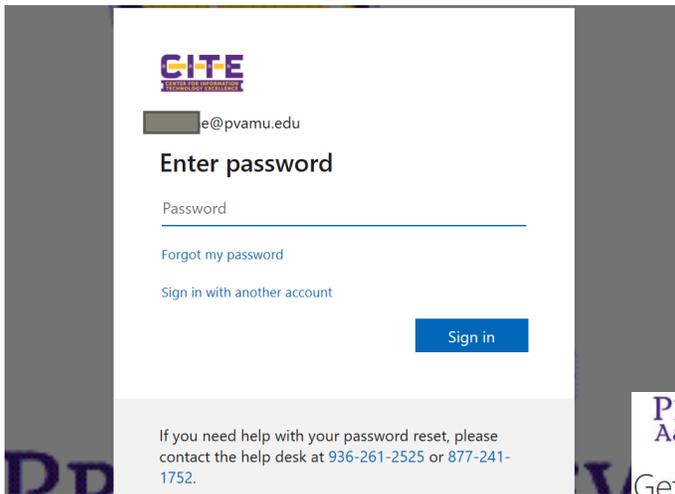


Password Reset Tool



Use the Tool to Reset Your Password

1. Visit www.office.com or in Teams and select “Forgot my password”. All account passwords have been reset.



Get back into your account

2. You will be prompted to enter your PVAMU email then enter the characters in the picture. Then “Next”.

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.

3. Based on the authentication options imported for you, you will be able to call or text the cell phone number we have on file for you. You will need to type in the number and either select call or text.



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 (*****23) below. You will then receive a text message with a verification code which can be used to reset your password.



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 (*****23) below. You will then receive a call. Please answer it to continue.

Password Reset Tool



- 4. You will receive a call or text, depending on the selection you made, and you will need to enter it.



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.

[Next](#) [Try again](#) [Contact your administrator](#)

- 5. Once you have verified using either of the methods, you will be taken to the “create a new password” pop up.
 - a. Use at least 12-16 characters.
 - b. Create a strong password that can't be easily guessed or cracked.
 - c. Work or school account passwords require each of the following:
 - i. Lower Case Letters
 - ii. Upper Case Letters
 - iii. Numbers (0-9)
 - iv. Symbols, including: ! @ # \$ % ^ & * + = [] { } | \ : ' , . ? / ~ “ < > () ;

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

[Finish](#) [Cancel](#)

- 6. Select “Finish”



Get back into your account

✓ Your password has been reset

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

Troubleshooting: If you have changed your password in the past 24 hours or if it does not meet the criteria above, you will get this error:

If you think it was just a mistake while typing, try one more time. If you get this error again, wait 24 hours before trying again.

Contact x2525 if you reach this error and need additional assistance.

Create a new password

* Enter new password:

* Confirm new password:

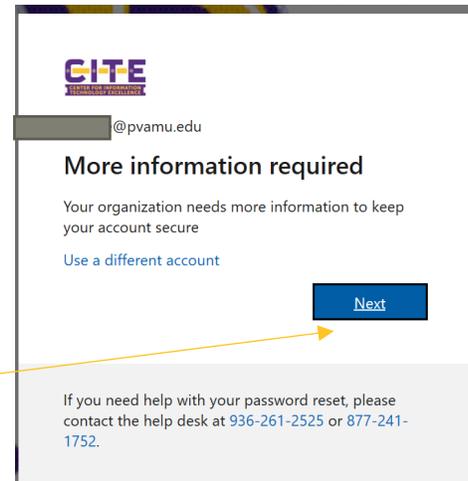
This password does not meet the length, complexity, age, or history requirements of your corporate password policy.

[Next](#) [Cancel](#)

Password Reset Tool

Set up or Change Authentication Phone

1. You will get this prompt after you have reset your password the first time. Follow the [Use the Tool to Reset Your Password](#) steps above before getting these steps.



2. Select "Next" to setup the password reset tool.

3. Your phone number has already been uploaded and you can have the system call or text you to verify this will be used in the future.
4. Select: Send me a code by text message or call me. Then "Next"

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Authentication phone

United States (+1)

Method

Send me a code by text message

Call me

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

5. Now you will need to enter the verification code that is either spoken in the call to your cell or by text to your phone.
6. Once you have entered the code, click "Verify".

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: We've sent a text message to your phone at +1 [redacted]

When you receive the verification code, enter it here

Cancel

Verify

7. Once the verification has been completed. You will be taken to the done screen and you can utilize your Microsoft tools as you always have. Select "Done"

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: We've sent a text message to your phone at +1 [redacted]

Verification successful!

Done