Detailed steps for resetting your password:

1. Browse to: https://aka.ms/sspr
   Type in your account name and the captcha characters and click next.

2. This brings you to the verification page.

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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 (***********85) 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

Choose the method to verify your account.

3. After you prove your identity it will prompt you for a new password

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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

Hints about choosing a new password:
- It can't be one of our old passwords.
- We do ask you not to reuse a password that you use from other places.
- It must be at least 8 characters
- It has to have three of four different types of characters: Upper Case, Lower Case, Numbers, Special Characters (i.e. !@#$%).
- It cannot contain your name or account name
- It cannot be a very common password like Password