

Resetting your Password

The instructions below will reset the password for your Bryn Athyn College Microsoft 365 account. This also syncs to other campus systems such as CollegeWiFi, Public PCs, OCLC etc.

Instructions

1. From the [Microsoft 365 sign-in page](#), select **Can't access your account?** > **Work or school account.**

The image displays two sequential screenshots from the Microsoft 365 sign-in process. The first screenshot shows the 'Sign in' page with the Microsoft logo at the top left. Below the logo, the text 'Sign in' is displayed. Underneath, there is a text input field labeled 'Email, phone, or Skype'. Below the input field, the text 'No account? Create one!' is visible. A blue-bordered box highlights the link 'Can't access your account?'. At the bottom right of the page, there is a blue 'Next' button. The second screenshot shows the 'Which type of account do you need help with?' page. It features the Microsoft logo at the top left. The main heading is 'Which type of account do you need help with?'. There are two options: 'Work or school account' (Created by your IT department) and 'Personal account' (Created by you). A blue-bordered box highlights the 'Work or school account' option. At the bottom right, there is a grey 'Back' button.

2. Enter your Bryn Athyn College Microsoft 365 email address and then enter the characters in the generated image.


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. *

3. Select **I forgot my password** then **Next**.

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.

4. Select the first contact method you will use for verification, then the action button under the explanation on the left (Email, text, send notification, etc).

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

Approve a notification on my authenticator app

Enter a code from my authenticator app

You will receive an email containing a verification code at your alternate email address (jo*****@gmail.com).

[Email](#)

[Cancel](#)

5. Enter the verification code received at the selected contact method and click **Next**.

6. Select the second contact method you prefer, then the action button.

Get back into your account

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

Please choose the second 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 (*****21) 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

7. Enter the second verification code and click **Next**.

8. Enter your new password and click **Finish**.

Get back into your account

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

* Enter new password:

* Confirm new password:

Finish Cancel

- a. Our password policy requires that you choose a password that's at least 8 characters long, includes uppercase and lowercase characters, a number, and a special character.
 - b. We suggest the use of a password management program to keep track of unique and secure passwords.
 - c. You can generate easy-to-type passphrases for free with the [Bitwarden Passphrase Generator](#) or test the strength of your own passwords with the [Bitwarden Password Tester](#).
9. You should see a **congratulations** screen once your password has met the requirements and is changed.

You should now be able to access your account with the new password. Note that it can take up to 15 minutes for the change to sync across all systems (e.g. CollegeWiFi)

If you receive a confirmation email from msonlineservicesteam@microsoftonline.com and you did **not** initiate a password reset, contact the helpdesk immediately.

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