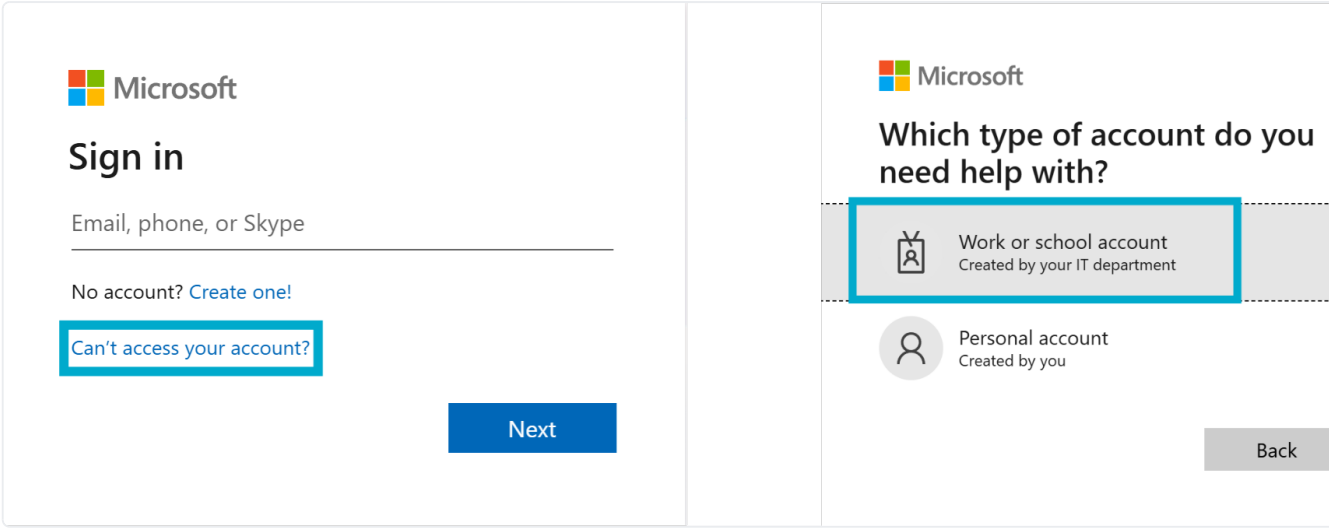
Resetting your password

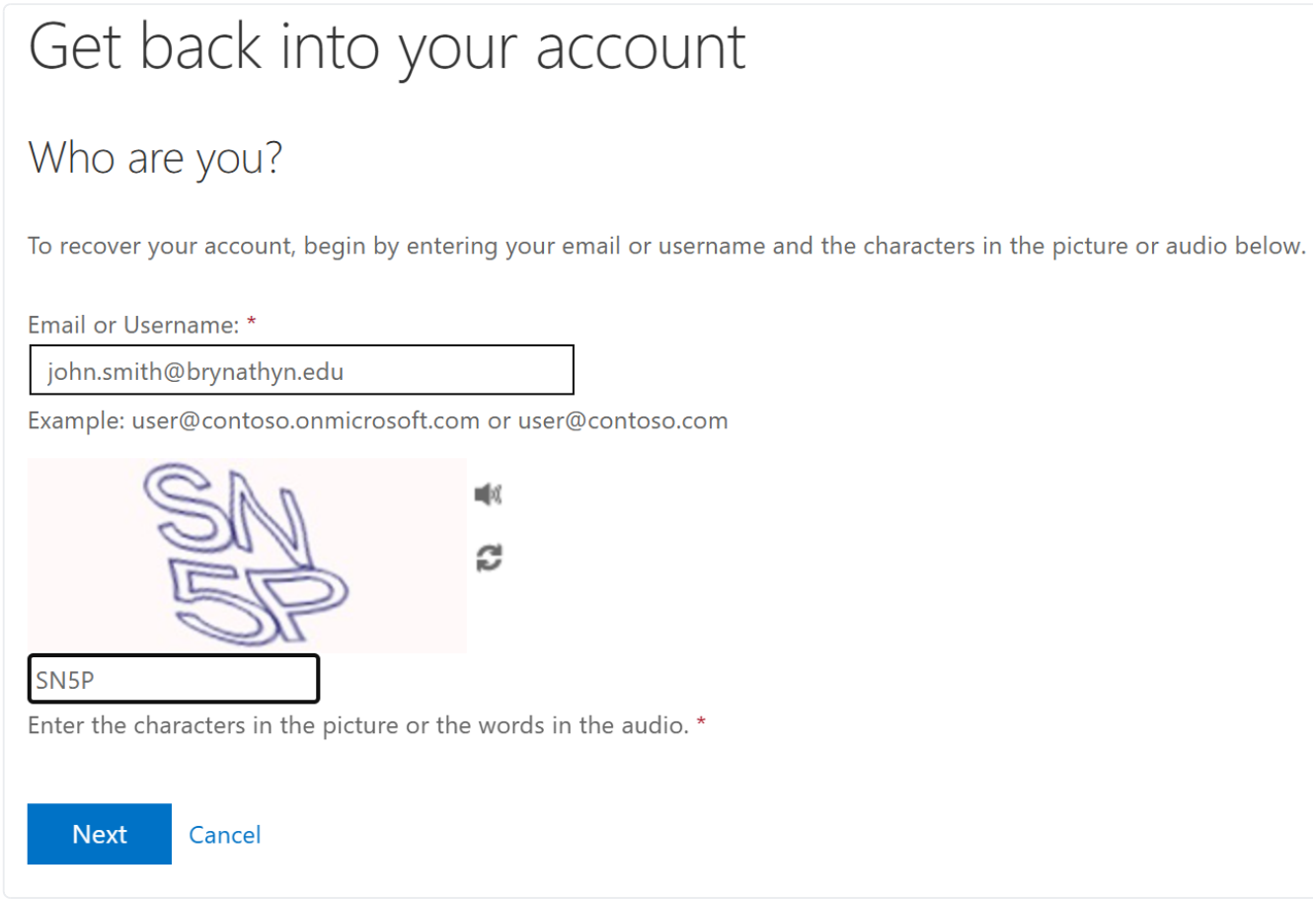
The instructions below will reset the password for your Bryn Athyn College Microsoft 365 account. This also syncs to other campus systems such as CollegeWiFi, Public PCs, OCLC etc.

Instructions

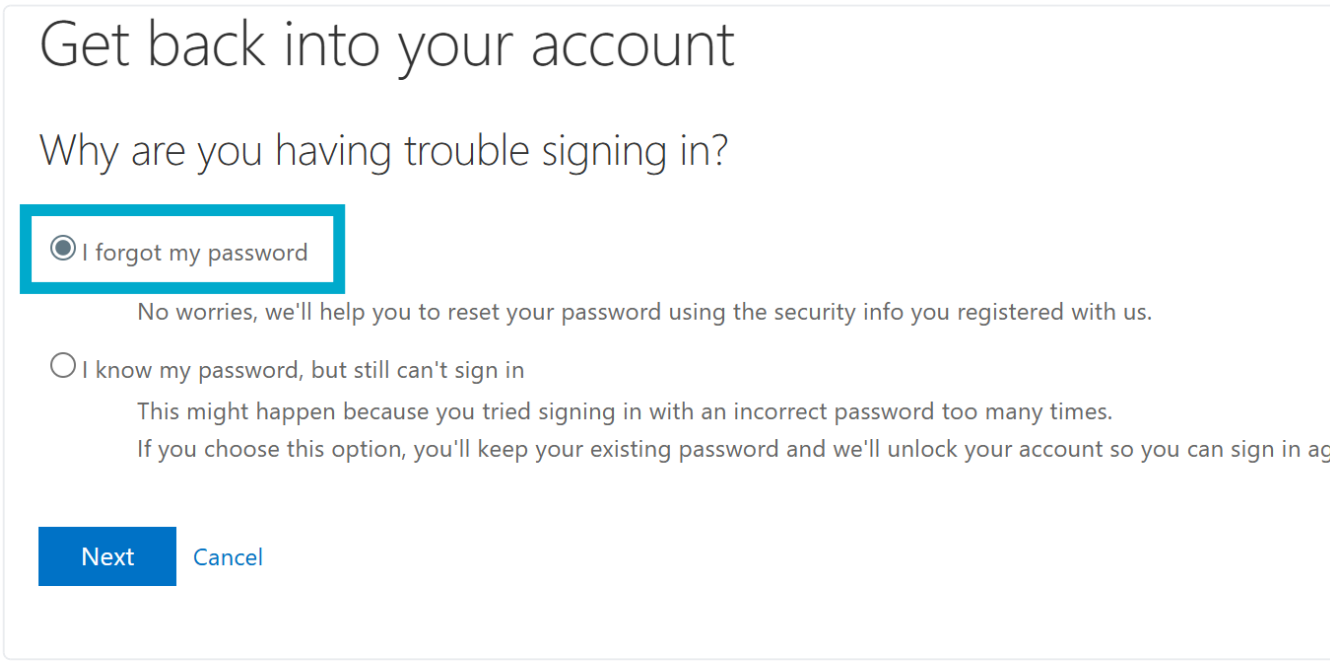
1. From the Microsoft 365 sign-in page, select **Can't access your account? > Work or school account.**



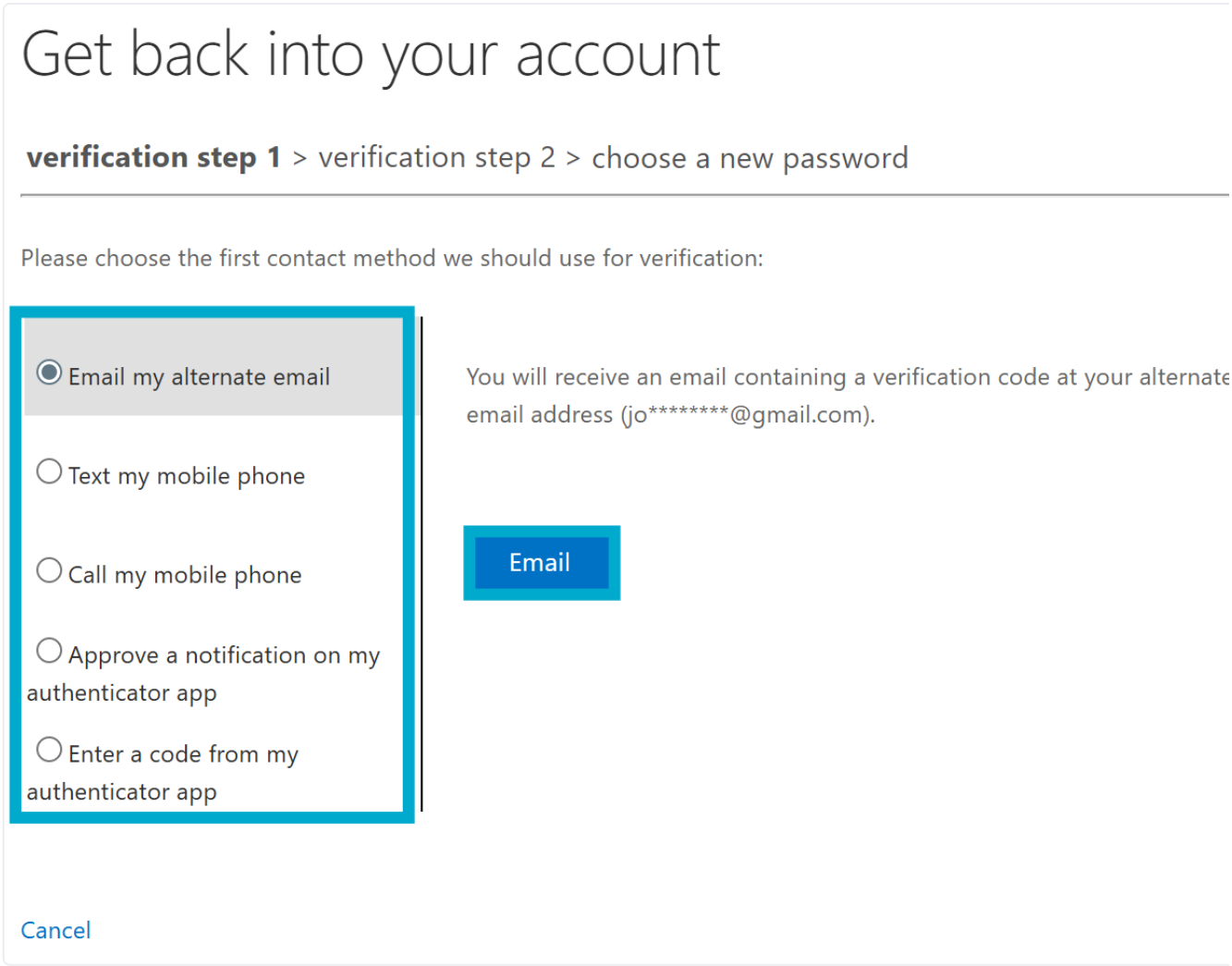
2. Enter your Bryn Athyn College Microsoft 365 email address and then enter the characters in the generated image.



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

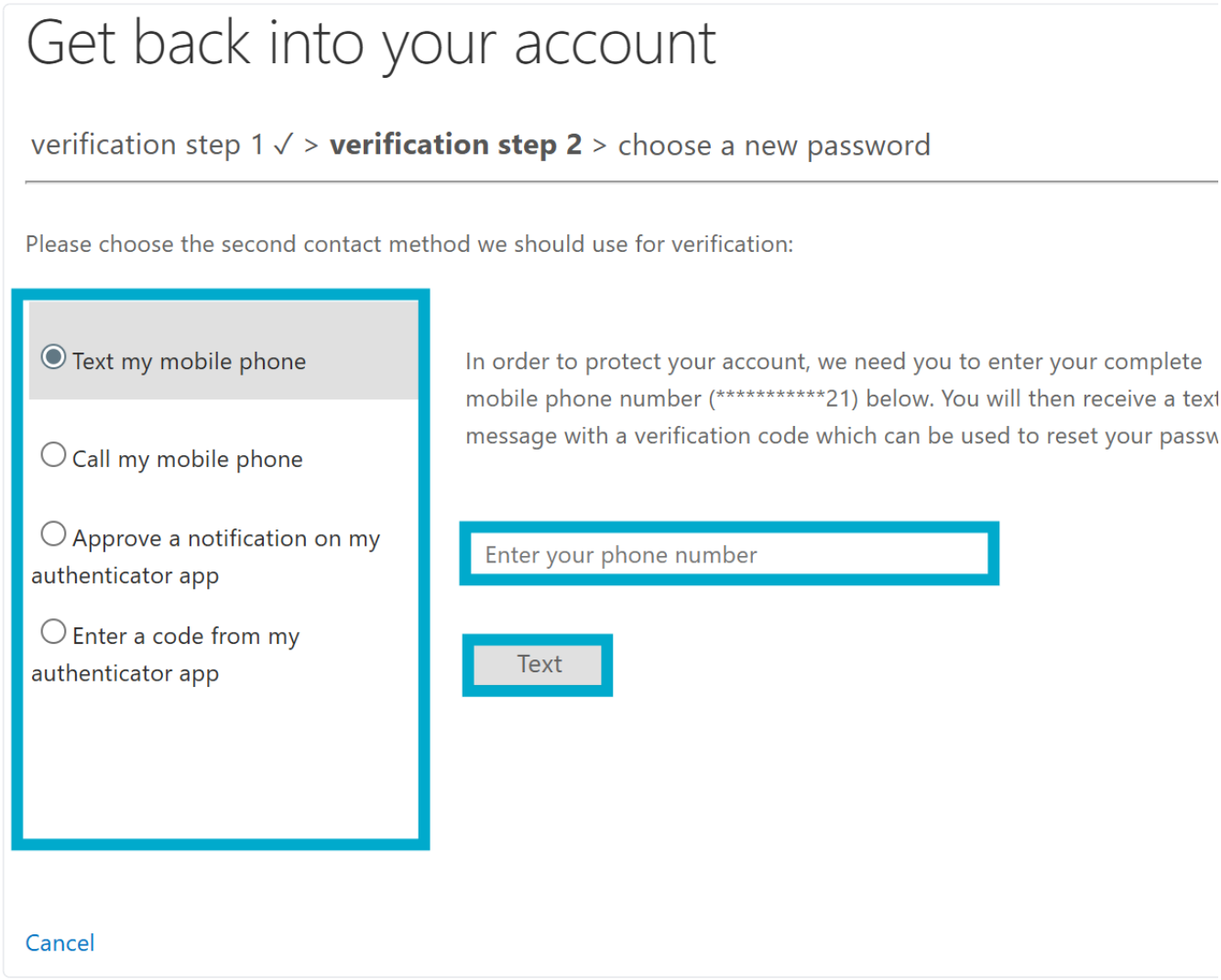


4. Select the first contact method you will use for verification, then the action button under the explanation on the left (Email, text, send notification, etc).



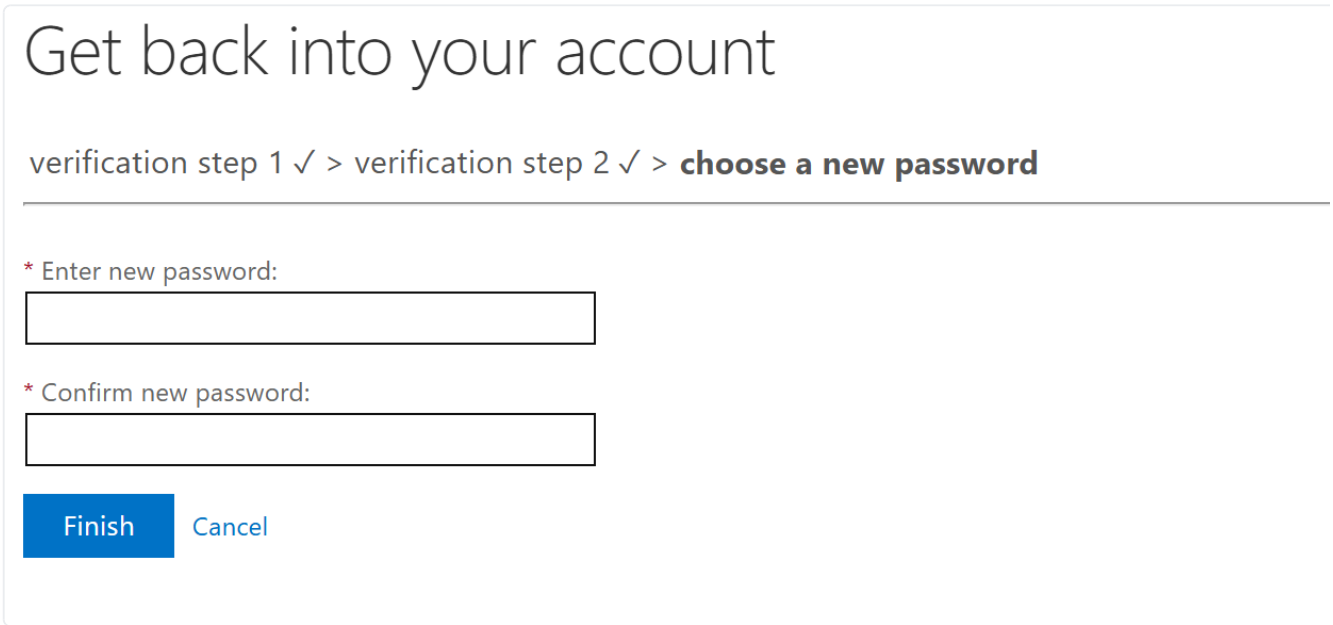
5. Enter the verification code received at the selected contact method and click **Next.**

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



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

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



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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Updated 2026-06-30 11:50:47 EDT by Benjamin Evans