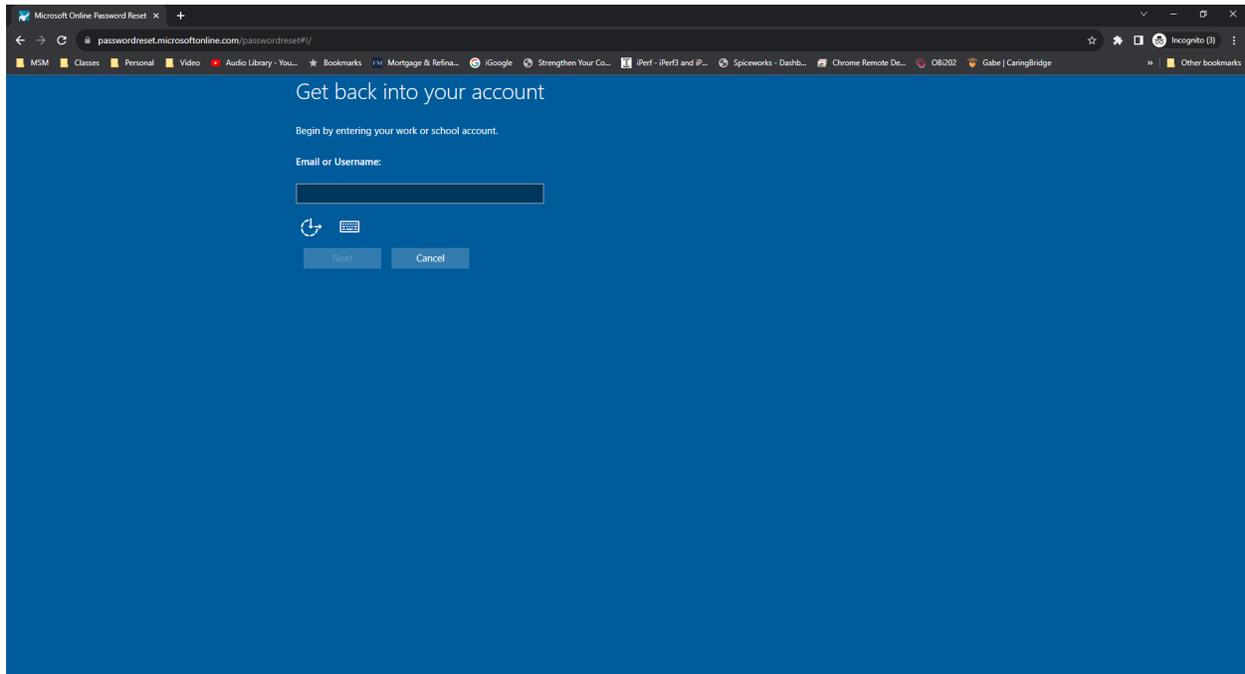Go to the Self Service Password Reset site: https://passwordreset.microsoftonline.com/passwordreset
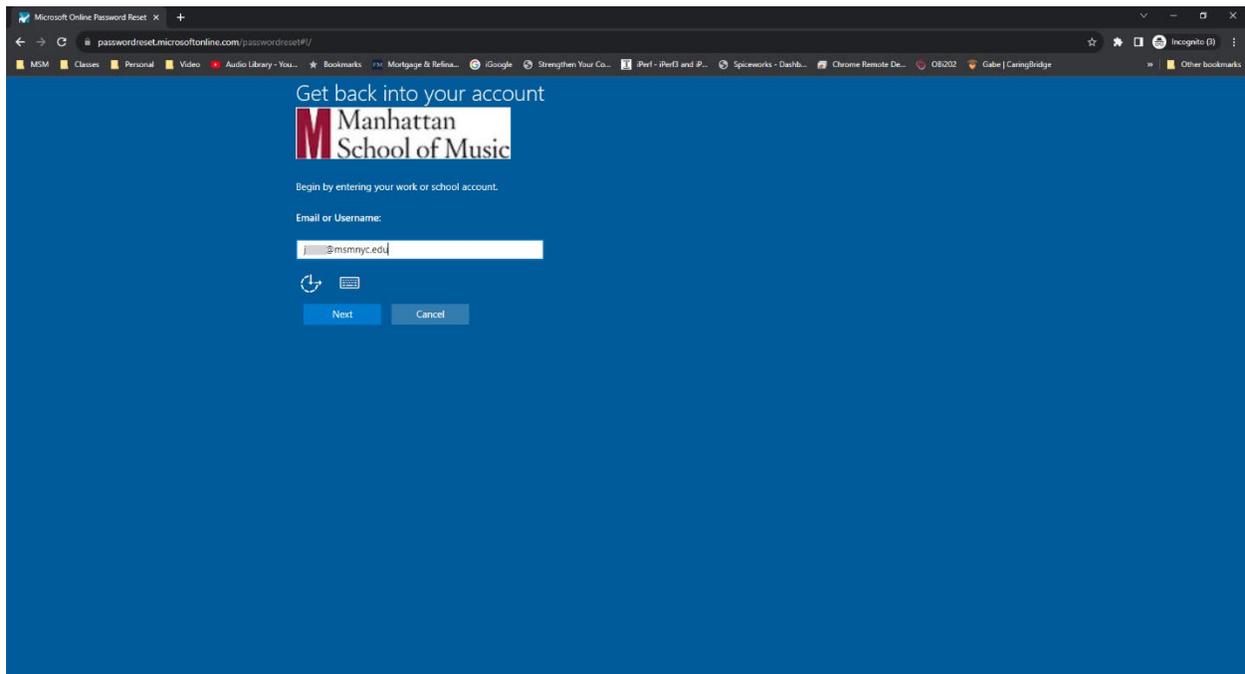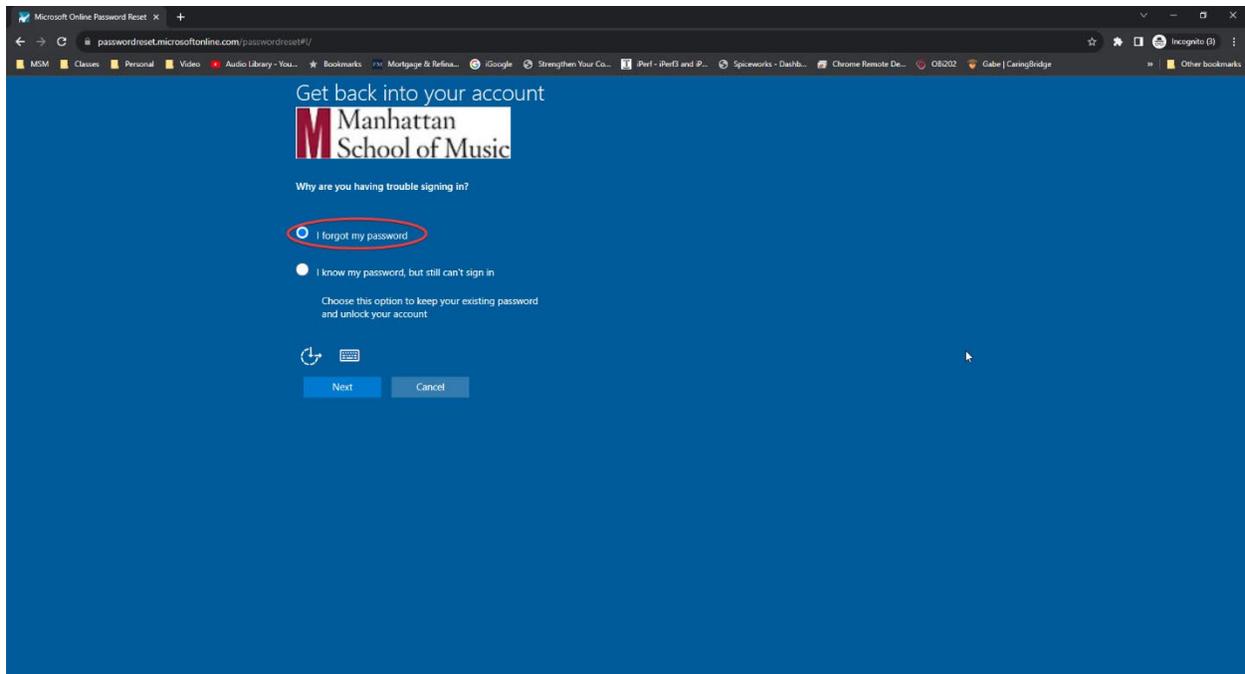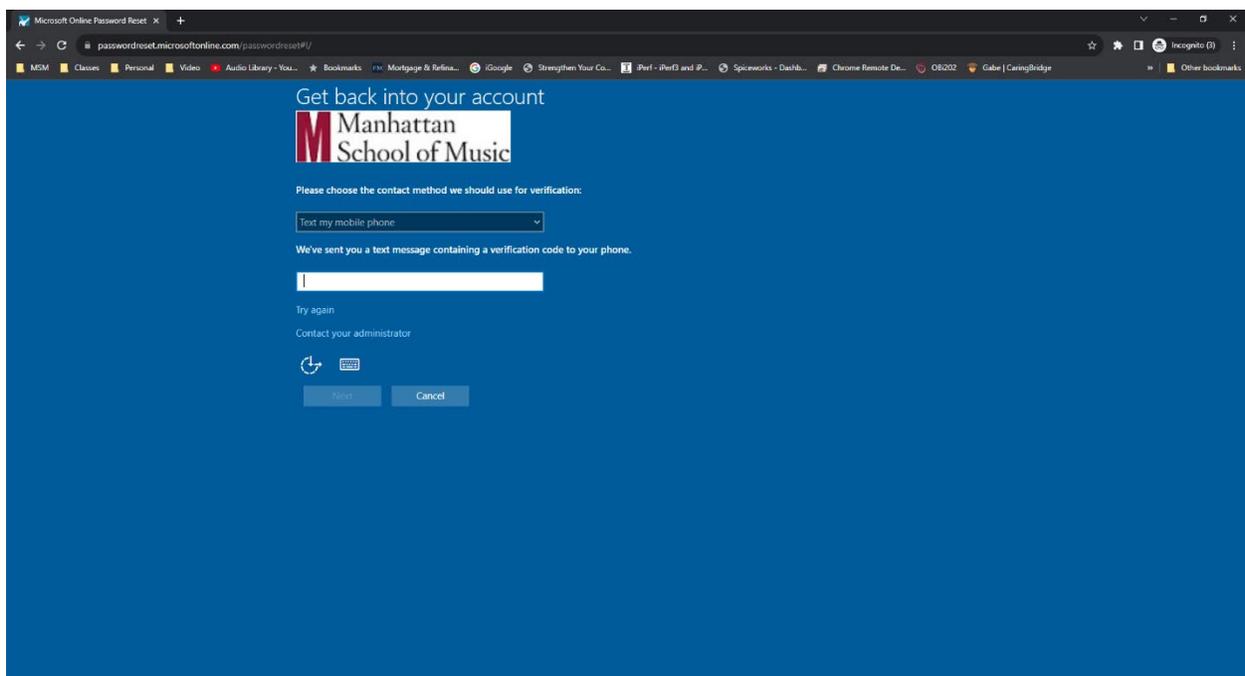

Type in your MSM email then click Next

Select I forgot my password and click Next

Select the authentication you wish to use (Text my mobile phone is usually easiest)

If you choose a text to mobile phone you will need to enter your number for verification and click Next

Select the 2nd method you wish to authenticate

If you select email you will need to select the email to be used
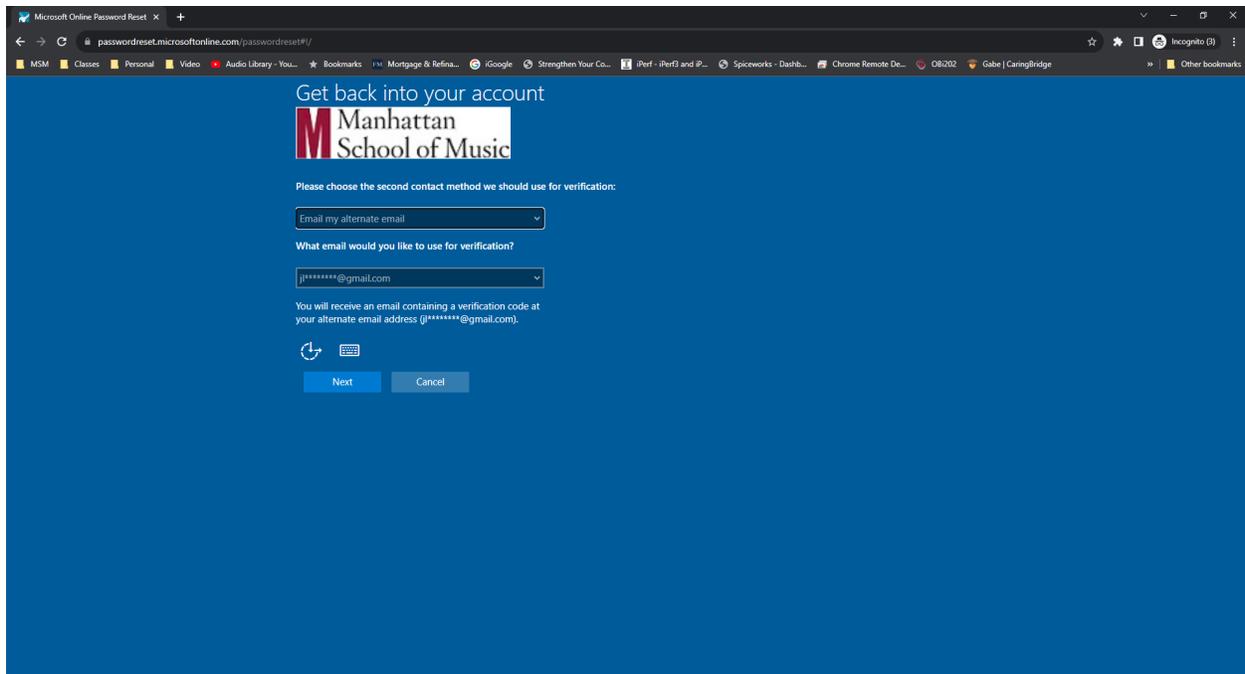
You should receive an email that looks like the email below

Enter the code from the email in the field requesting it
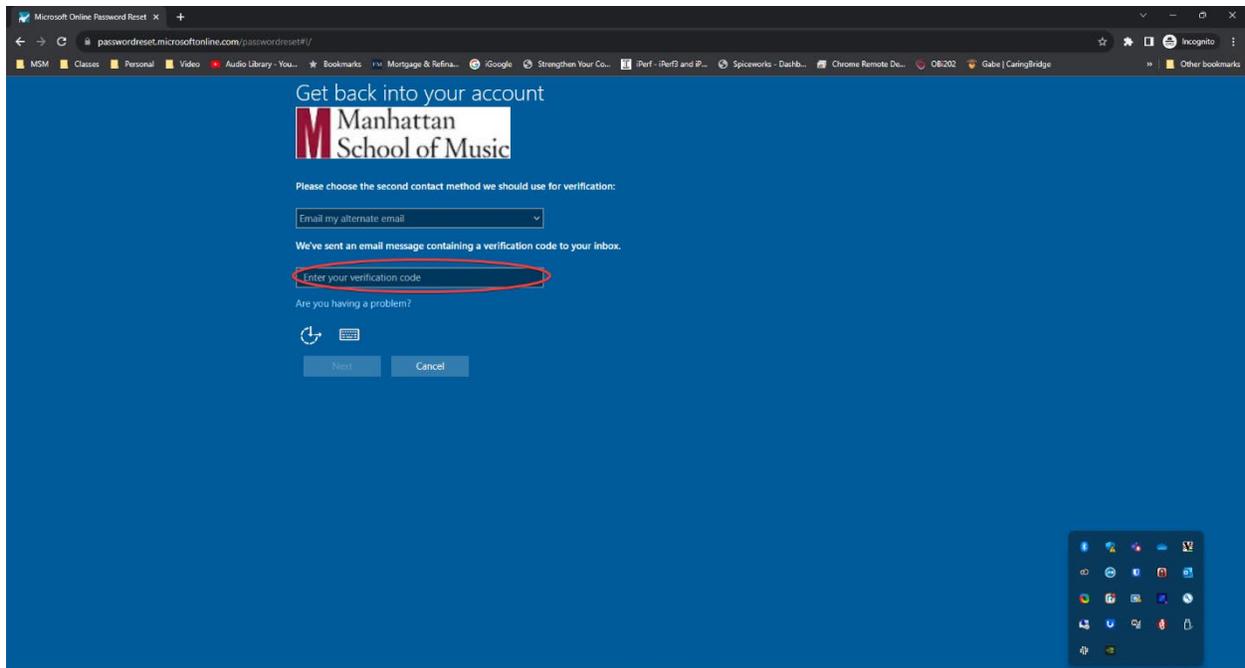
Enter your new password in the field and confirm

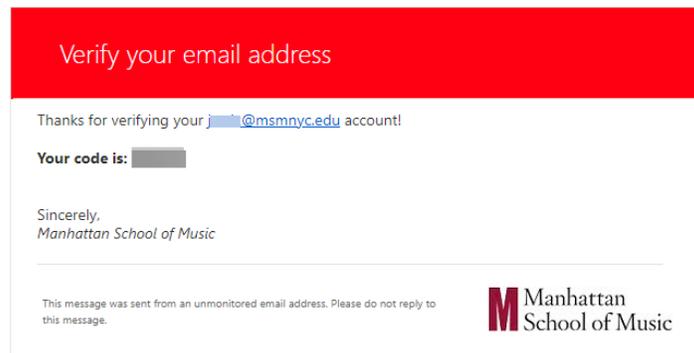Password Minimum Requirements:

- Not contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Be at least twelve characters in length
- Contain characters from three of the following four categories:
    - English uppercase characters (A through Z)
    - English lowercase characters (a through z)
    - Base 10 digits (0 through 9)
    - Non-alphabetic characters (for example, !, $, #, %)

Complexity requirements are enforced when passwords are changed or created
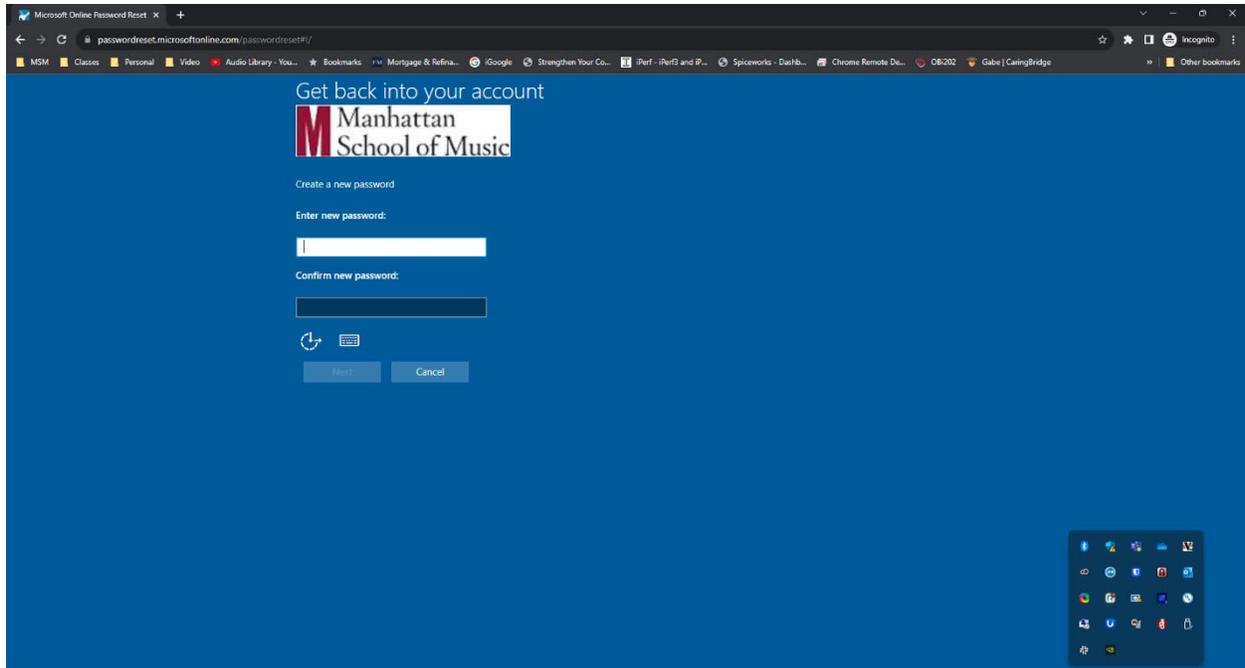
You should receive confirmation that you have successfully changed your password.