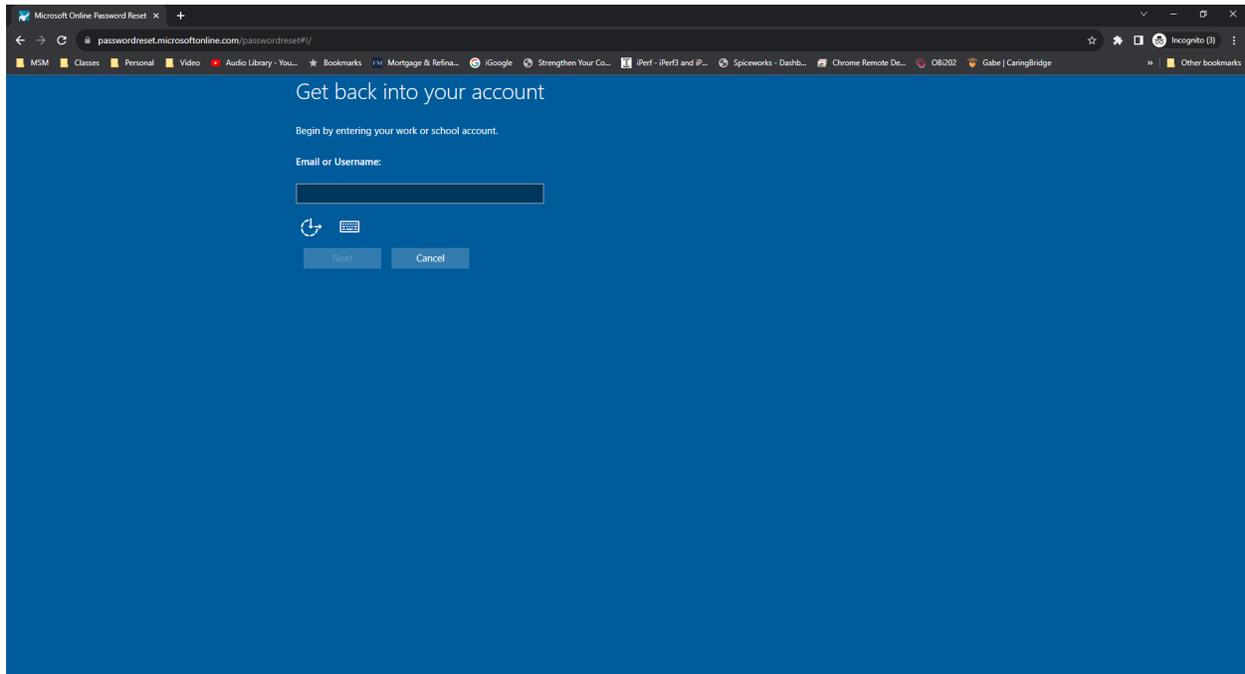
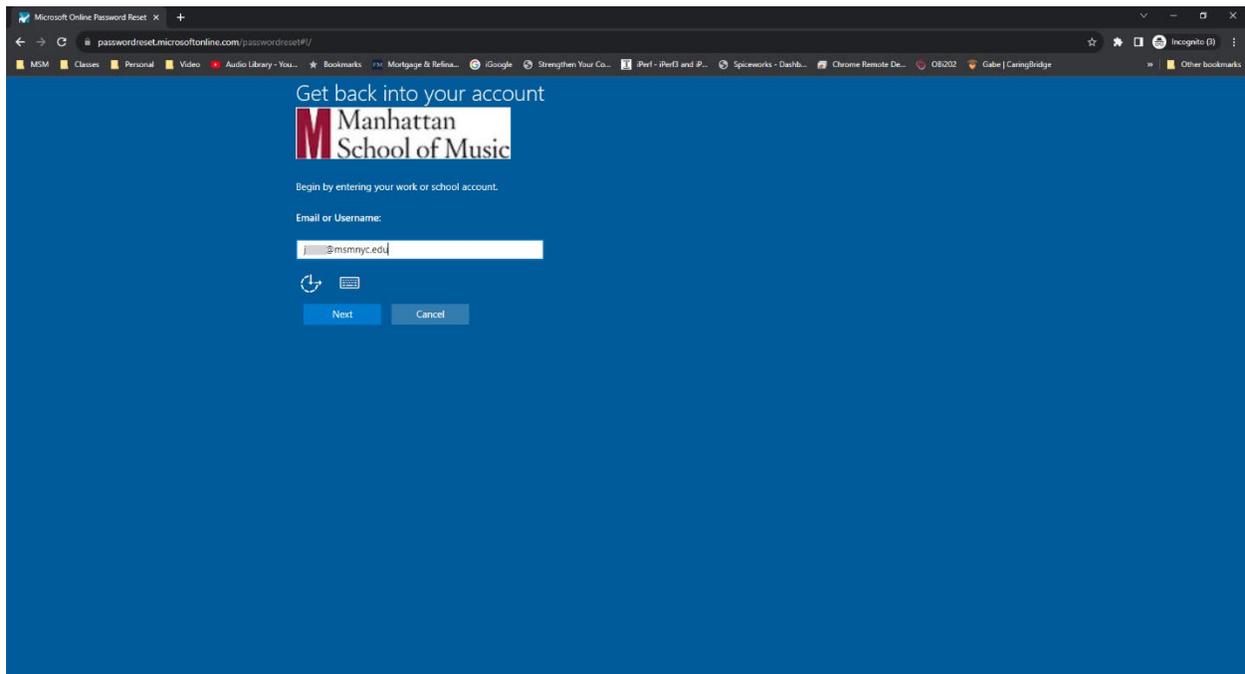


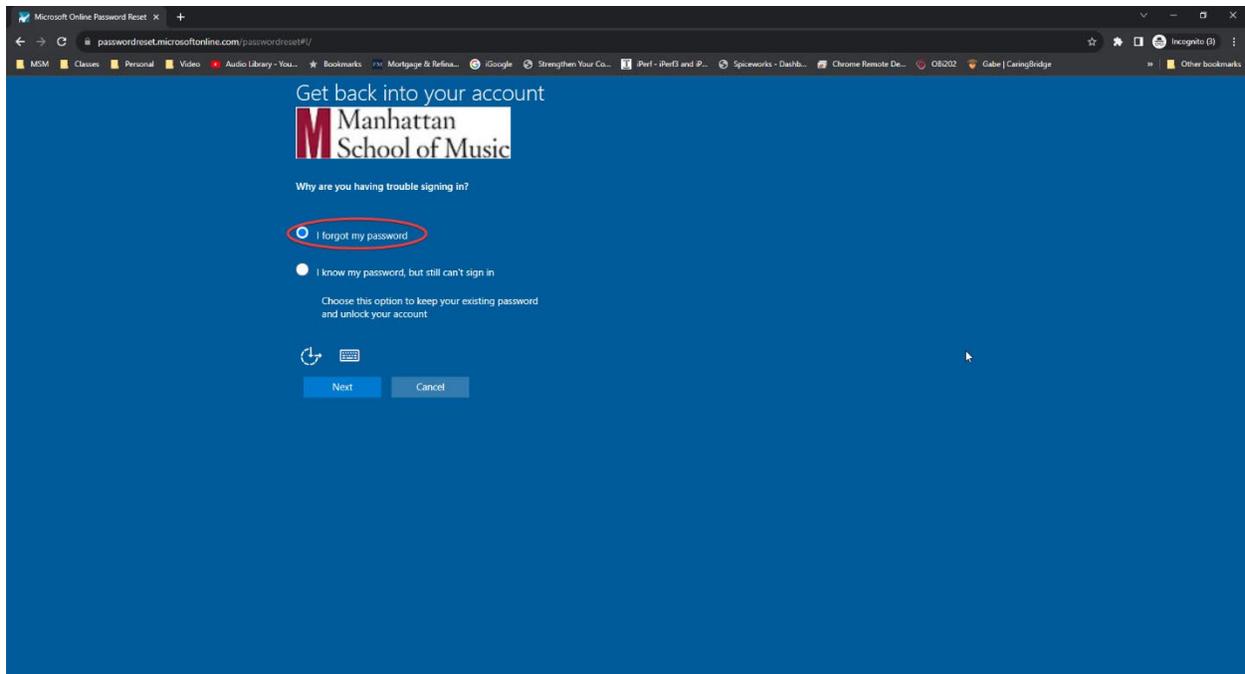
Go to the Self Service Password Reset site: <https://passwordreset.microsoftonline.com/passwordreset>



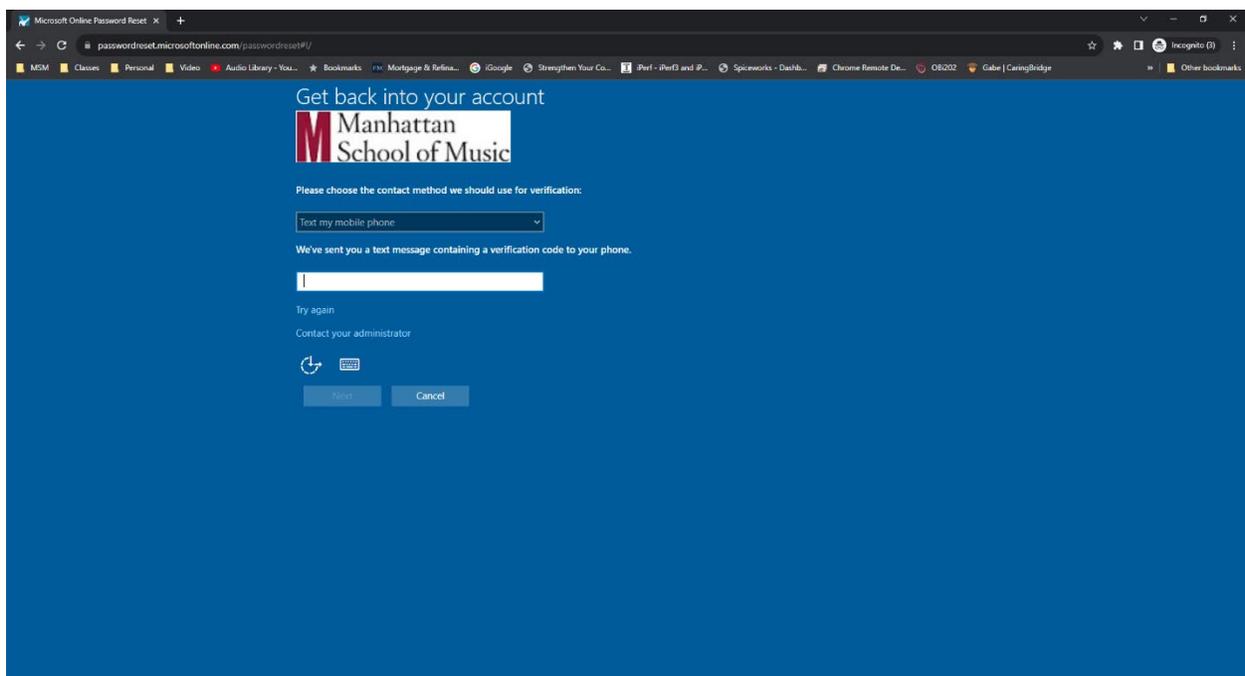
Type in your MSM email then click Next



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

# Manhattan School of Music

INFORMATION TECHNOLOGY

Microsoft Online Password Reset

passwordreset.microsoftonline.com/passwordreset#/

## Get back into your account

### Manhattan School of Music

Please choose the contact method we should use for verification:

Text my mobile phone

What phone number would you like to use for verification?

\*\*\*\*\*73

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*73) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Next Cancel

Select the 2<sup>nd</sup> method you wish to authenticate

Microsoft Online Password Reset

passwordreset.microsoftonline.com/passwordreset#/

## Get back into your account

### Manhattan School of Music

Please choose the second contact method we should use for verification:

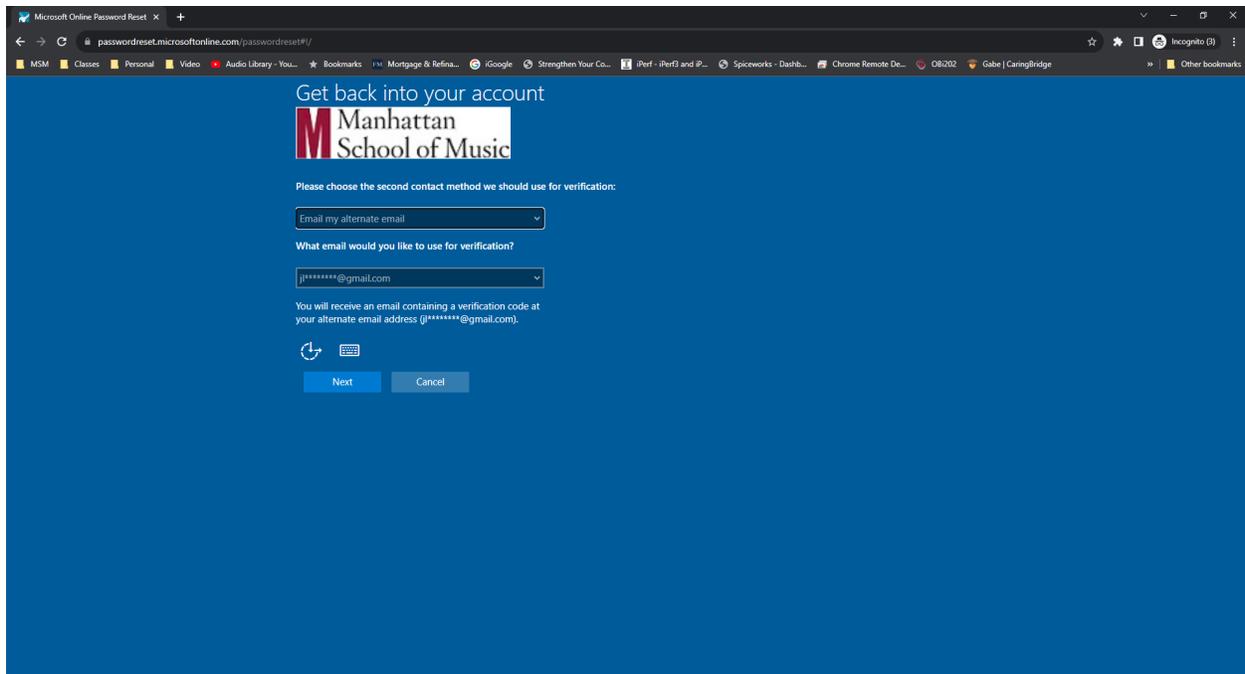
Email my alternate email

We've sent an email message containing a verification code to your inbox.

Are you having a problem?

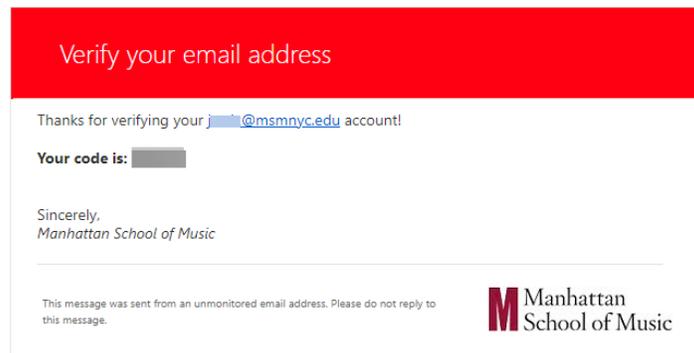
Next Cancel

If you select email you will need to select the email to be used

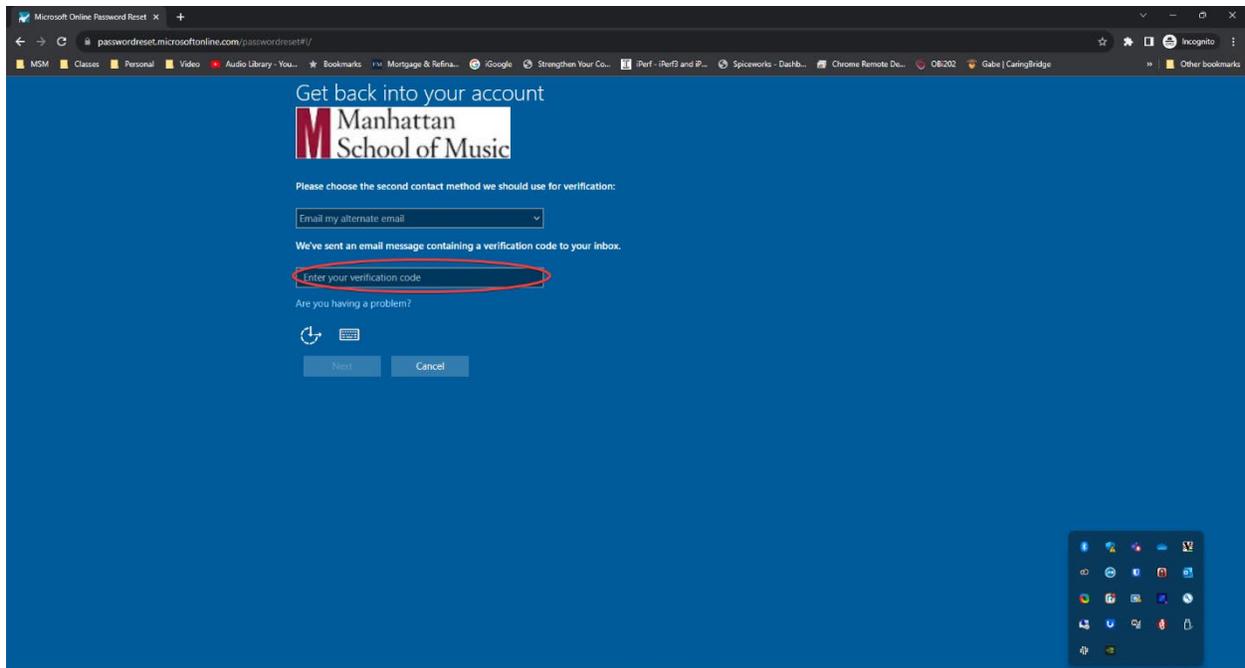


You should receive an email that looks like the email below

Microsoft on behalf of Manhattan School of Music <msonlineservicesteam@microsoftonline.com>  
to me ▾



Enter the code from the email in the field requesting it

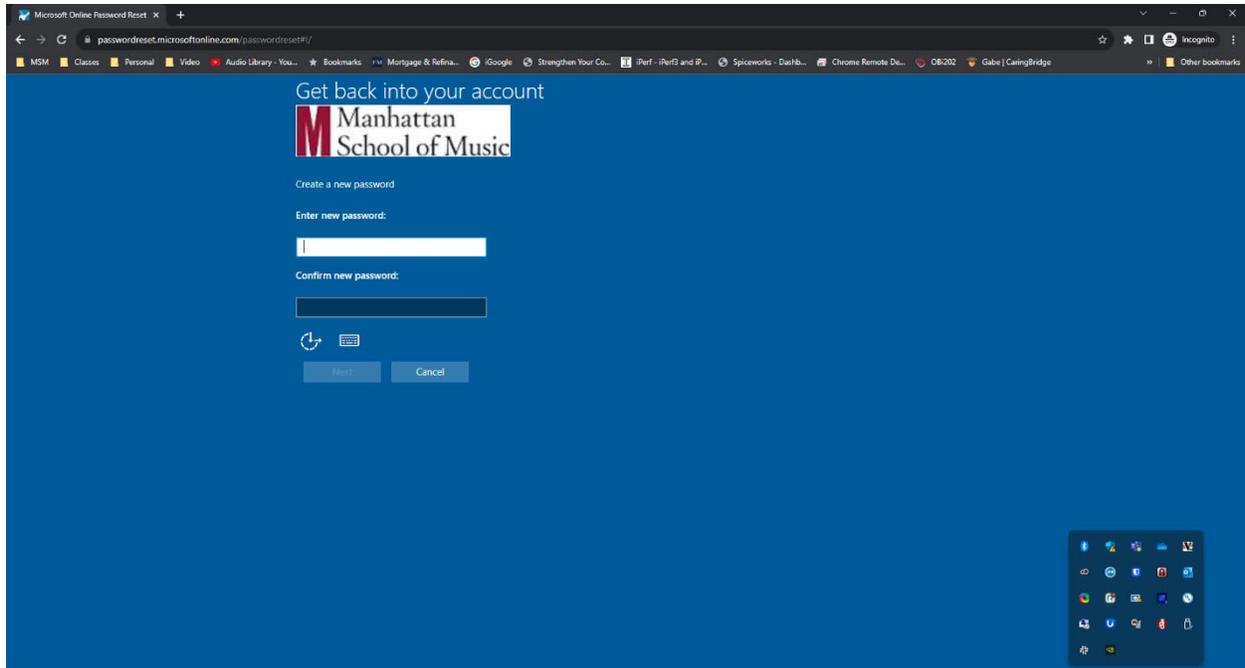


Enter your new password in the field and confirm

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.