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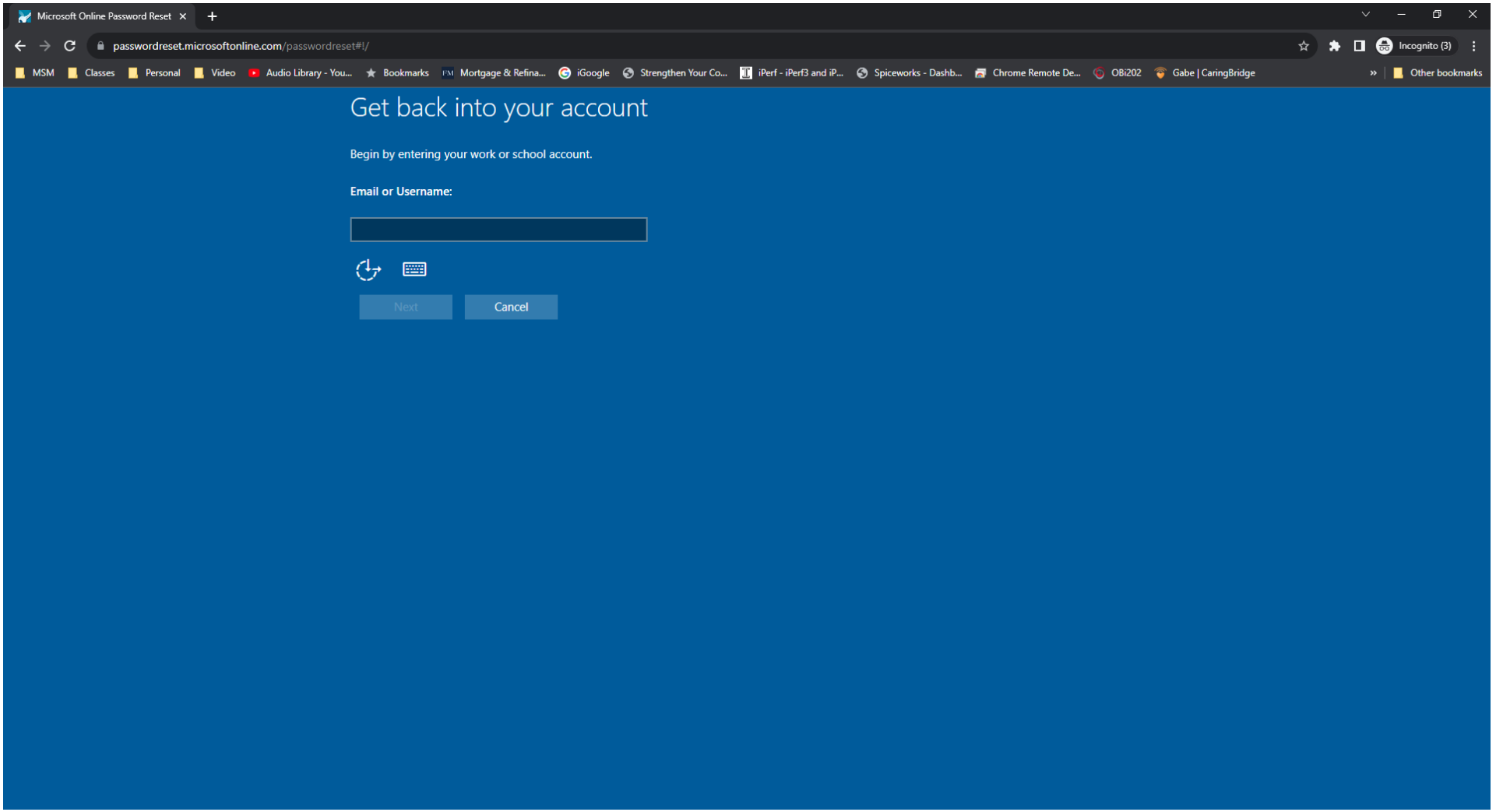
Go to the Self Service Password Reset site: https://passwordreset.microsoftonline.com/passwordreset



Type in your MSM email then click Next

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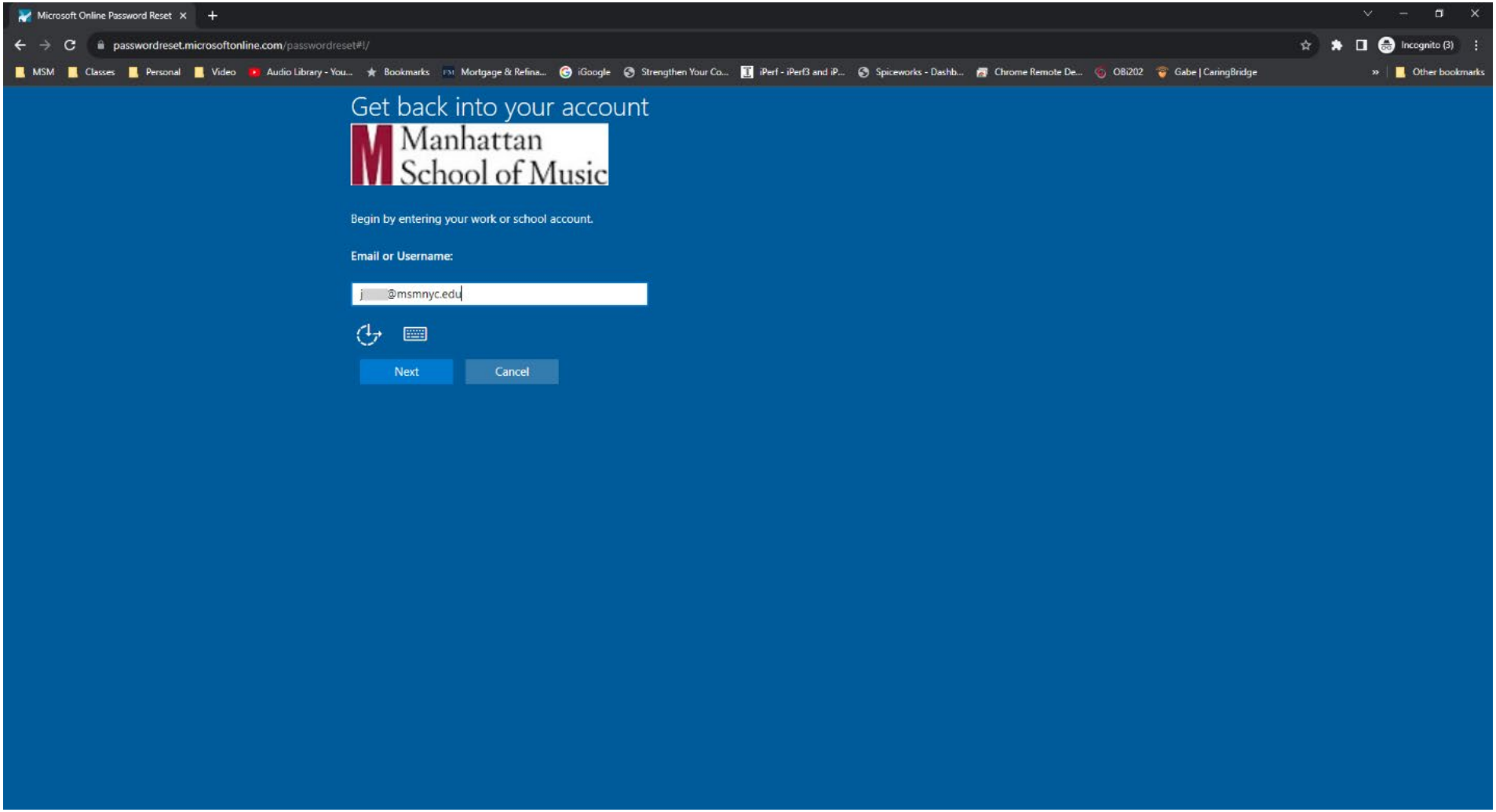

Select I forgot my password and click Next

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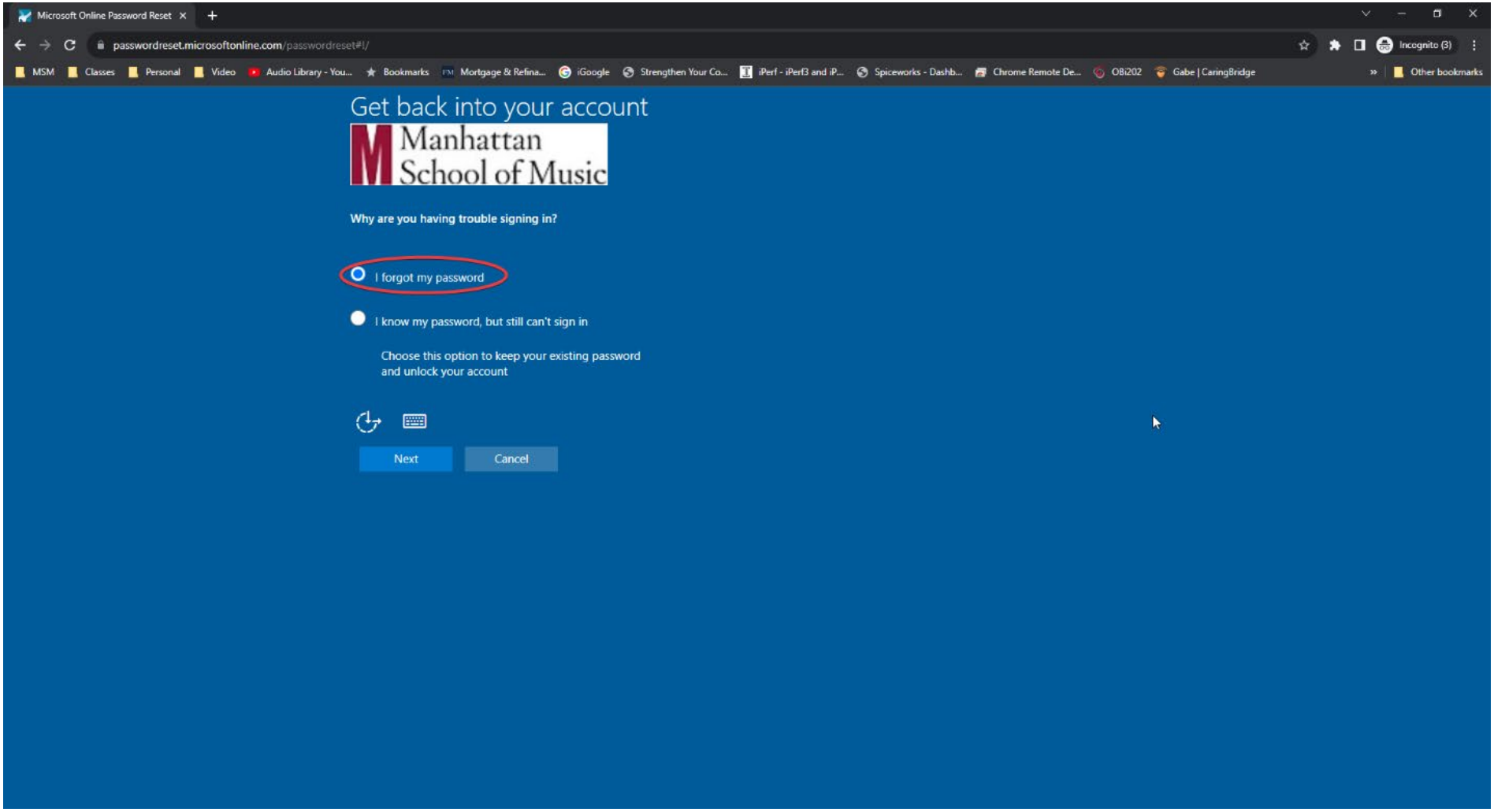

Select the authentication you wish to use (Text my mobile phone is usually easiest)

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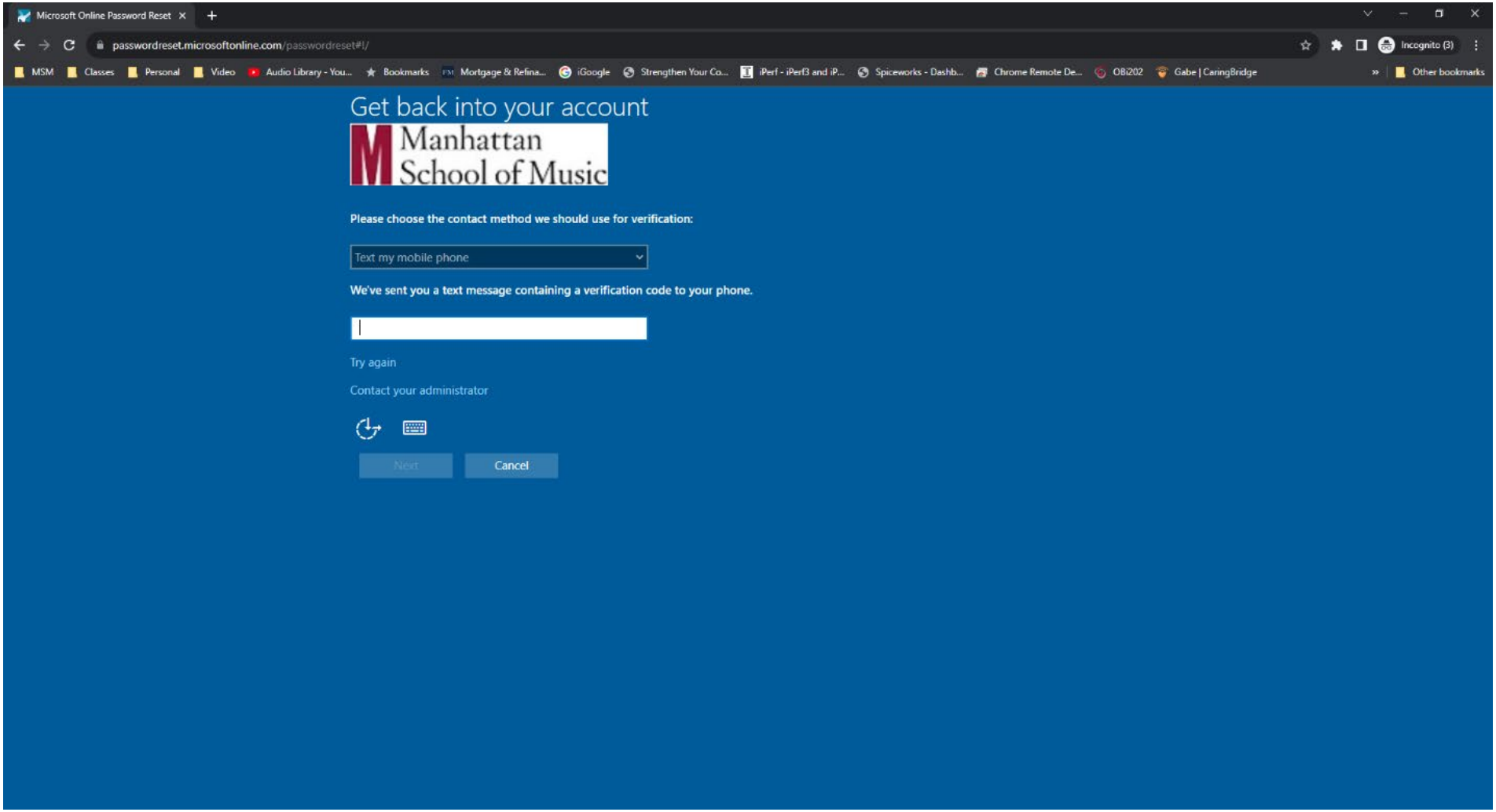

If you choose a text to mobile phone you will need to enter your number for verification and click Next

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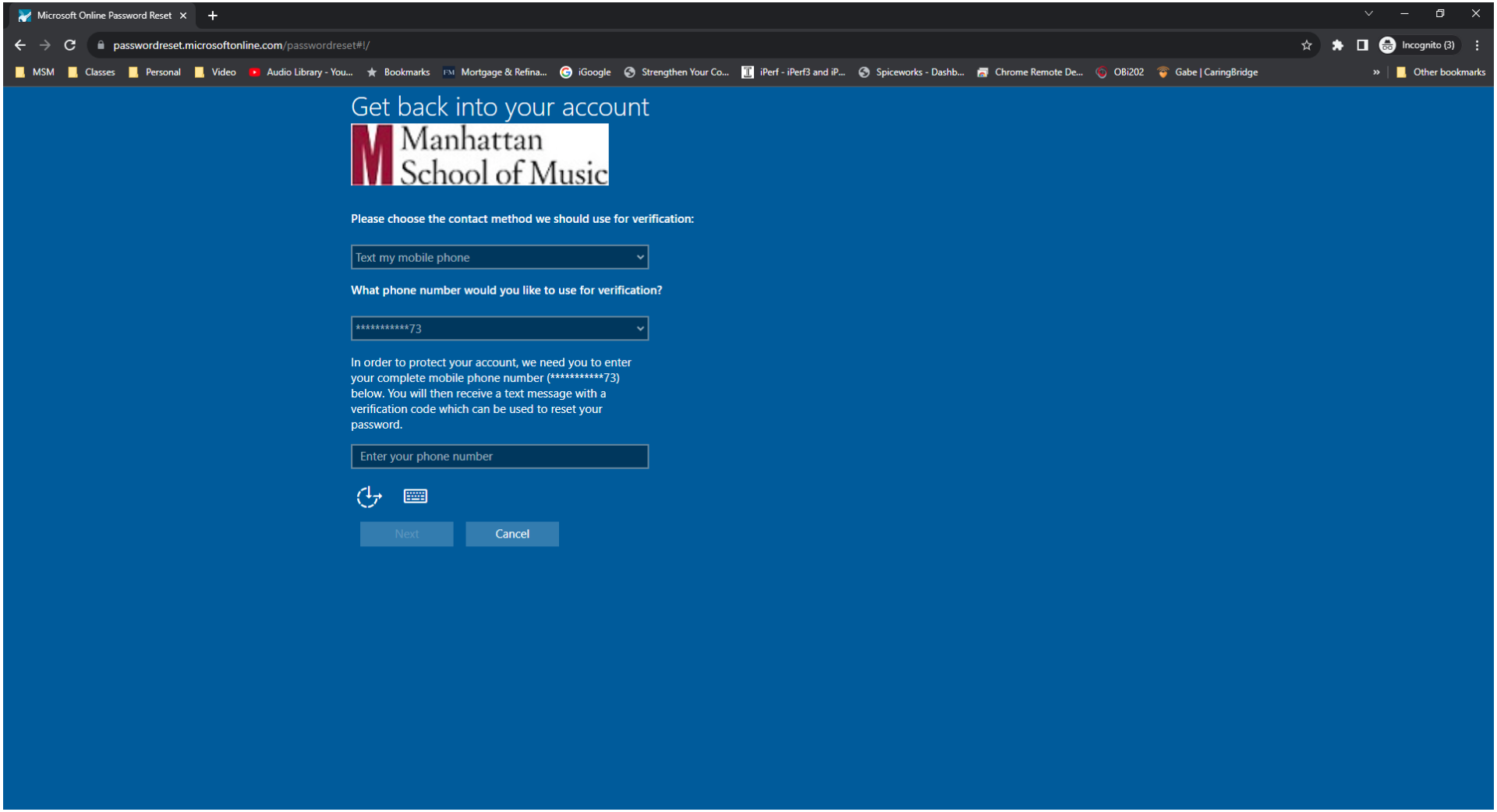

Select the 2nd method you wish to authenticate

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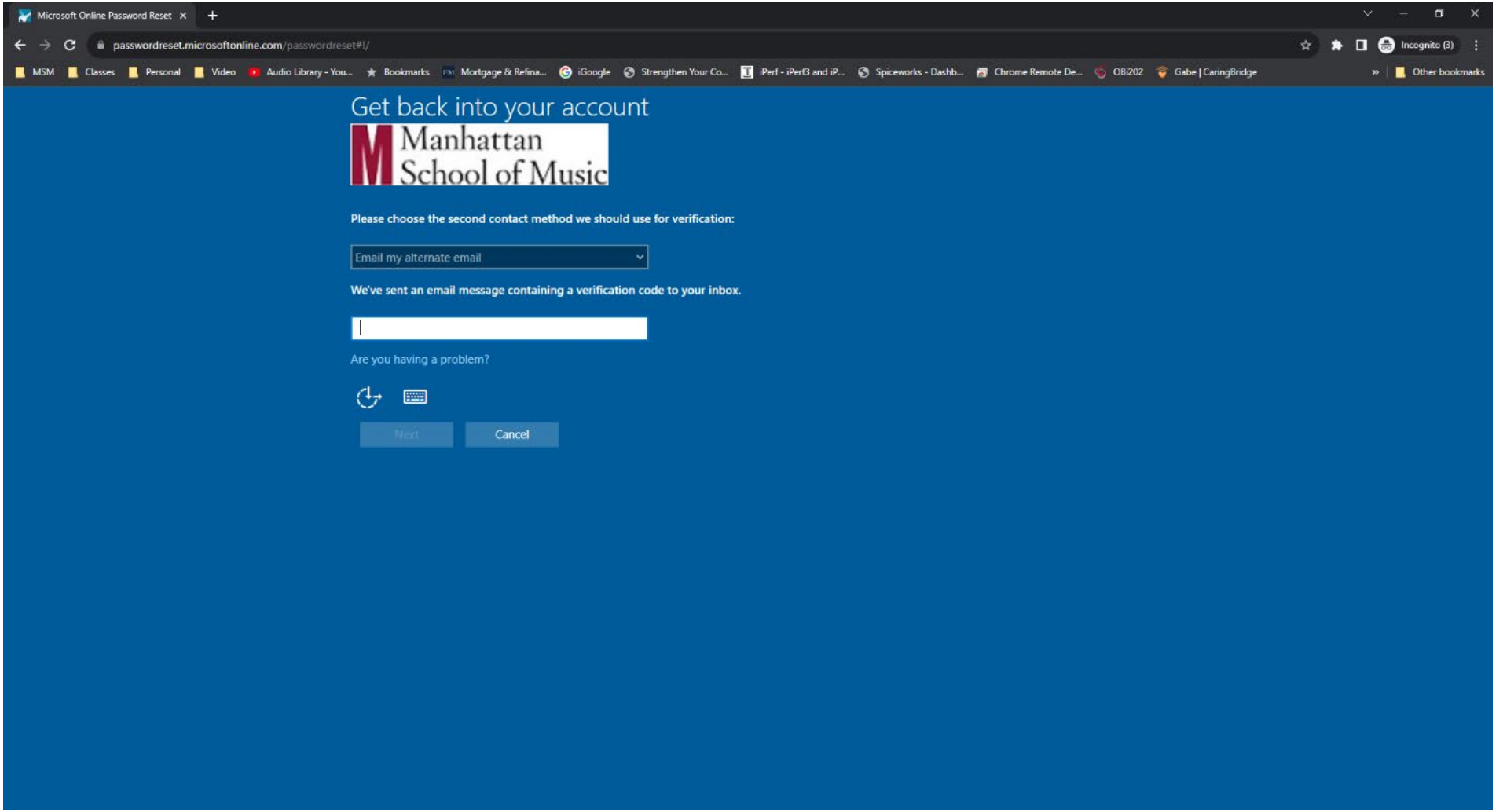

If you select email you will need to select the email to be used

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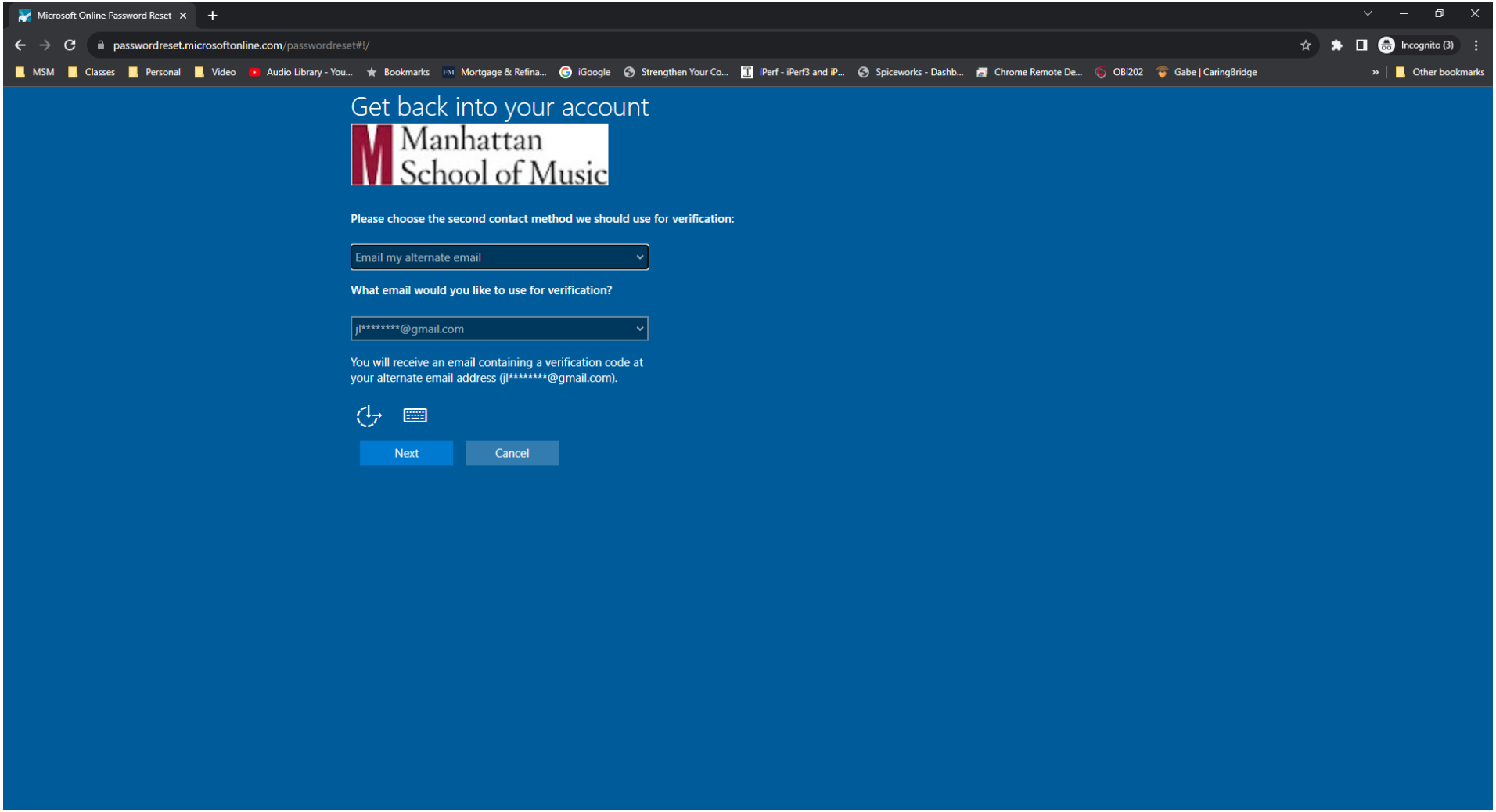

You should receive an email that looks like the email below

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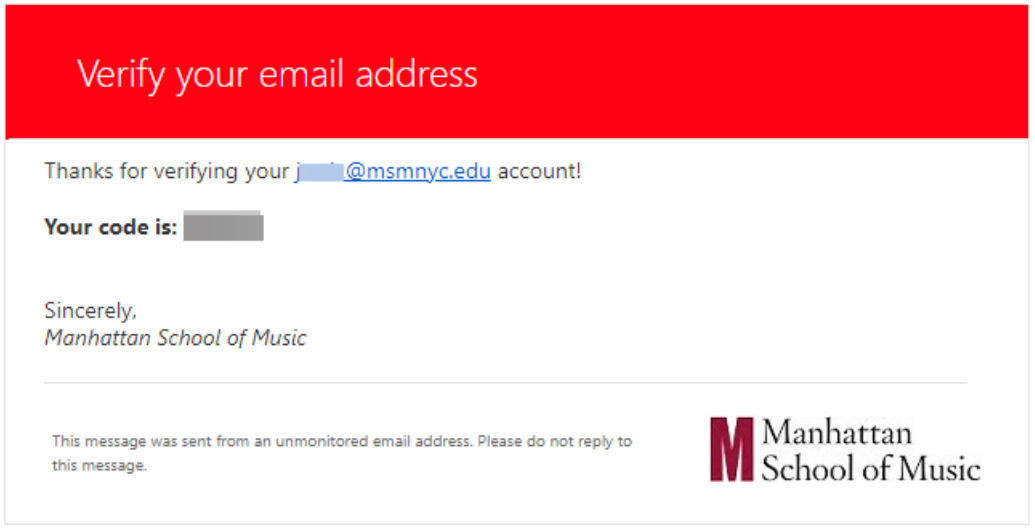
Microsoft on behalf of Manhattan School of Music <msonlineservicesteam@microsoftonline.com>
to me



Enter the code from the email in the field requesting it

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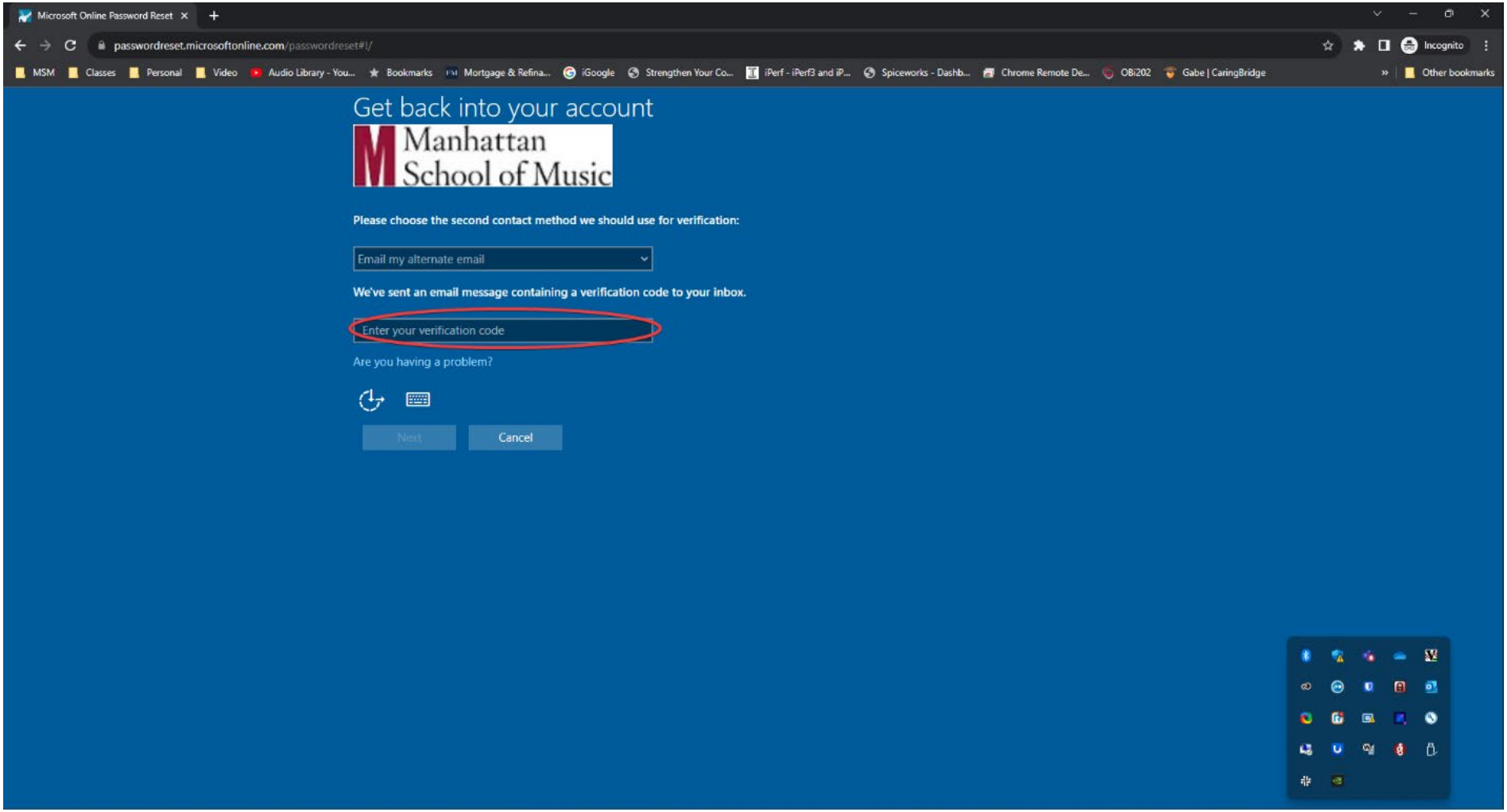

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Enter your new password in the field and confirm

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 16 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

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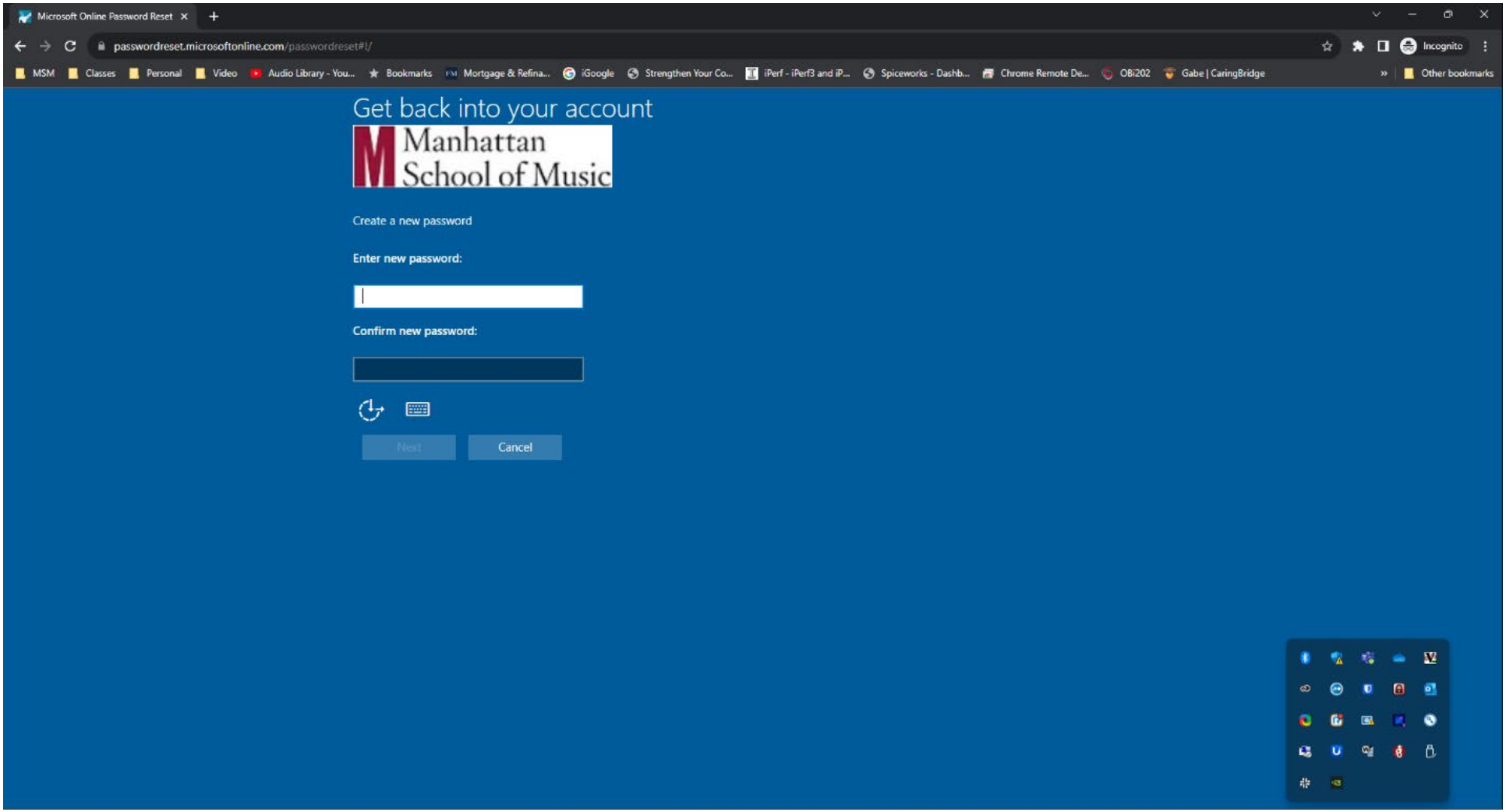

You should receive confirmation that you have successfully changed your password.