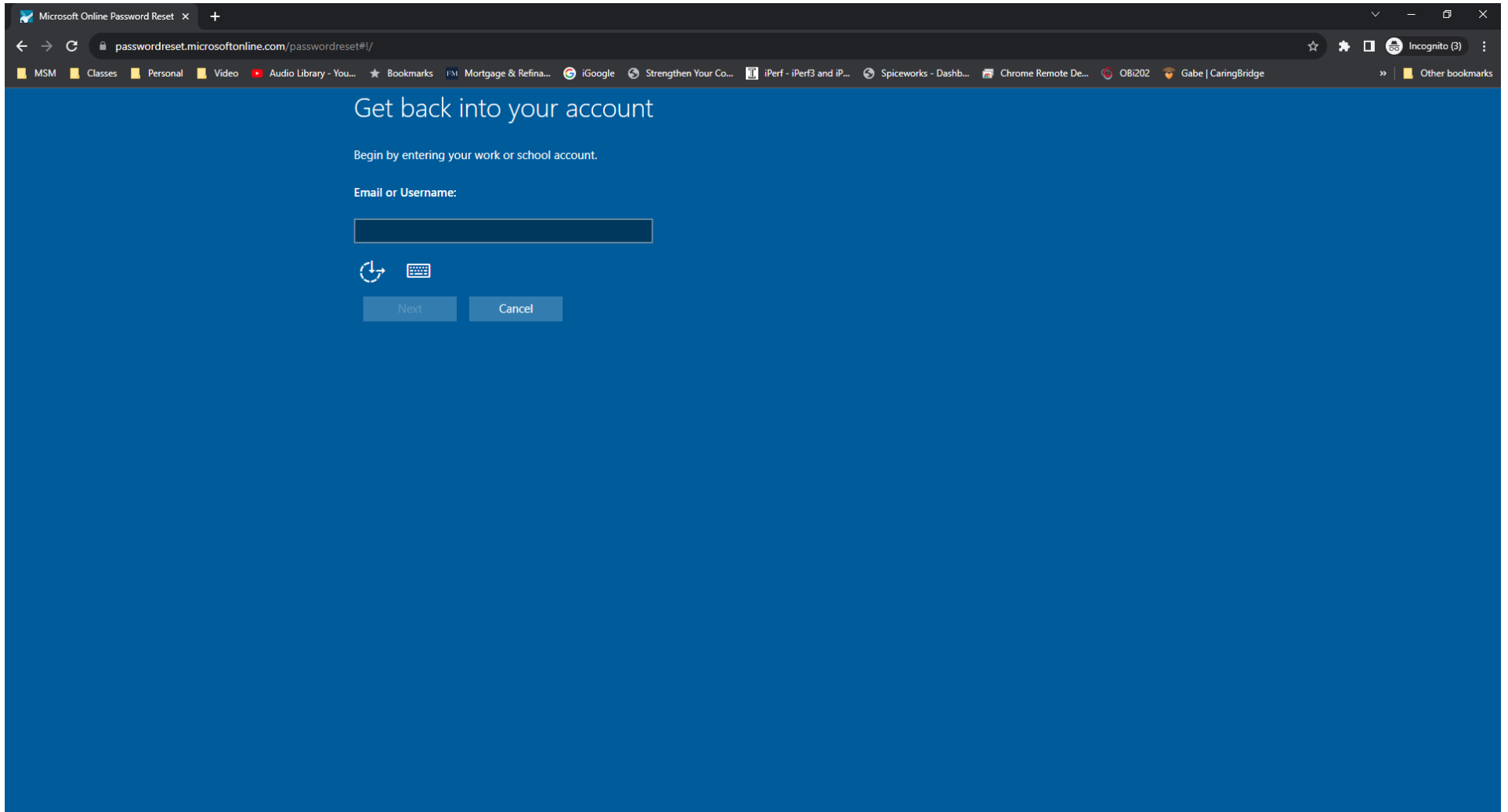


Go to the Self Service Password Reset site: <https://passwordreset.microsoftonline.com/passwordreset>



The screenshot shows a web browser window with the address bar displaying `passwordreset.microsoftonline.com/passwordreset#/`. The browser's bookmark bar includes links for MSM, Classes, Personal, Video, Audio Library, Bookmarks, Mortgage & Refina..., iGoogle, Strengthen Your Co..., iPerf - iPerf3 and iP..., Spiceworks - Dashb..., Chrome Remote De..., OBi202, Gabe | CaringBridge, and Other bookmarks. The main content area has a blue background with the heading "Get back into your account". Below this, it says "Begin by entering your work or school account." and "Email or Username:". There is a text input field for the email or username. Below the input field are icons for a refresh button and a keyboard icon. At the bottom of the input section are two buttons: "Next" and "Cancel".

Type in your MSM email then click Next

Microsoft Online Password Reset

passwordreset.microsoftonline.com/passwordreset#/

Get back into your account

M Manhattan
School of Music

Begin by entering your work or school account.

Email or Username:

j@msmnyc.edu

Next Cancel

Select I forgot my password and click Next

Microsoft Online Password Reset

passwordreset.microsoftonline.com/passwordreset#/

Get back into your account

M Manhattan School of Music

Why are you having trouble signing in?

☒ I forgot my password

☐ I know my password, but still can't sign in

Choose this option to keep your existing password and unlock your account

Next Cancel

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

Microsoft Online Password Reset

passwordreset.microsoftonline.com/passwordreset#/

Get back into your account

M Manhattan School of Music

Please choose the contact method we should use for verification:

Text my mobile phone

We've sent you a text message containing a verification code to your phone.

Try again

Contact your administrator

Next Cancel

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

Microsoft Online Password Reset

passwordreset.microsoftonline.com/passwordreset#/

MSM Classes Personal Video Audio Library - You... Bookmarks Mortgage & Refina... iGoogle Strengthen Your Co... iPerf - iPerf3 and iP... Spiceworks - Dashb... Chrome Remote De... OBi202 Gabe | CaringBridge Other bookmarks

Get back into your account

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 2nd method you wish to authenticate

The screenshot shows a web browser window with the address bar displaying "passwordreset.microsoftonline.com/passwordreset#/". The page has a blue background and features the Manhattan School of Music logo at the top. The main heading is "Get back into your account". Below this, a message states: "Please choose the second contact method we should use for verification:". A dropdown menu is open, showing "Email my alternate email" as the selected option. A confirmation message follows: "We've sent an email message containing a verification code to your inbox." Below this is a white rectangular input field for the verification code. At the bottom, there is a link "Are you having a problem?" with a circular arrow icon and a keyboard icon. Two buttons, "Next" and "Cancel", are located at the bottom of the form.

Microsoft Online Password Reset

passwordreset.microsoftonline.com/passwordreset#/

Get back into your account

M 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

Microsoft Online Password Reset

passwordreset.microsoftonline.com/passwordreset#/

Get back into your account

M Manhattan
School of Music

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

Email my alternate email

What email would you like to use for verification?

jl*****@gmail.com

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

Next Cancel

You should receive an email that looks like the email below



Microsoft on behalf of Manhattan School of Music <msonlineserviceteam@microsoftonline.com>

to me ▼

Verify your email address

Thanks for verifying your [j\[REDACTED\]@msmny.edu](mailto:j[REDACTED]@msmny.edu) account!

Your code is: [REDACTED]

Sincerely,
Manhattan School of Music

This message was sent from an unmonitored email address. Please do not reply to this message.

M Manhattan
School of Music


Enter the code from the email in the field requesting it

Microsoft Online Password Reset x +

passwordreset.microsoftonline.com/passwordreset#/l/

MSM Classes Personal Video Audio Library - You... Bookmarks Mortgage & Refina... iGoogle Strengthen Your Co... iPerf - iPerf3 and IP... Spiceworks - Dashb... Chrome Remote De... OS/202 Gabe | CaringBridge Other bookmarks

Get back into your account



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.

Enter your verification code

Are you having a problem?

Next Cancel





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

The screenshot shows a web browser window with the address bar displaying "passwordreset.microsoftonline.com/passwordreset#/". The page has a blue background and features the Manhattan School of Music logo at the top. Below the logo, the text "Get back into your account" is visible. The main content area contains the following elements:

- "Create a new password"
- "Enter new password:" followed by a text input field.
- "Confirm new password:" followed by a text input field.
- Refresh and keyboard icons.
- "Next" and "Cancel" buttons.

In the bottom right corner of the browser window, a Windows taskbar is visible, showing a grid of application icons.

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