

## Password Reset Instructions

Community Partners and Microsoft have activated a self-service password reset tool for you to use when you require a password reset. Resetting your password through Office 365 will allow you to be able to reset your password from anywhere on any device and have the password sync back to our local network within a few minutes.

*\*IMPORTANT – If you have a company laptop and reset your password from home or any other off-network location, your Office 365 (Email and OneDrive) password will be reset but the password you use to log into your laptop will not change until the next time you connect to the CP network.*

1. Go to <https://passwordreset.microsoftonline.com/> or go to the CP Website, scroll to the bottom of the page and click IT Support and then choose PSS Reset. A window similar to the following appears.

### Microsoft

## Get back into your account

### Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

\* User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

2. Enter your cp-cto.org email address as the User ID and enter the characters displayed in the verification image and click Next.

## Microsoft

# Get back into your account

**verification step 1** > choose a new password

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Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*42) below. You will then receive a text message with a verification code which can be used to reset your password.

Text

Cancel

3. Choose a verification method based on the contact information and security information you configured in the [PSS Registration](#).

Microsoft

## Get back into your account

**verification step 1** > choose a new password

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Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Answer my security questions

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

Next

Try again

Contact your administrator

[Cancel](#)

4. If you choose the alternate email or mobile phone options, you will need to enter the verification code that you receive via email, text or call. If you choose the security questions option, you will need to provide the correct answer to three security questions.

Microsoft

## Get back into your account

verification step 1 ✓ > **choose a new password**

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\* Enter new password:

 \*

\* Confirm new password:

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Finish

Cancel

5. Once your identity is verified, you can enter a new password. Password requirements are as follows:
  - Minimum of six characters in length
  - Must contain at least 3 of the following 4 character types: uppercase letter, lowercase letter, number, special character (\$, !, #, %)
  - Must not contain a significant portion of the user's username or full name
  - Must not be one of the prior three passwords used

Microsoft

## Get back into your account

✓ Your password has been reset