



How to Reset Your Password While Working Remotely or Unlocking Your Account

1. To reset your password, to navigate to the following website:
 - a. passwordreset.microsoftonline.com
 - b. Enter your email address and the characters on the screen as instructed.
 - c. Click Next.

2. If you've forgotten your password select "I forgot my password". If you believe your account is locked, choose "I know my password but still can't sign in".
 - a. Click Next.

Microsoft

Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

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

Next

[Cancel](#)

3. Follow the prompts to get back into your account. You will need to validate two of the three verification methods (email, phone, security questions).





Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

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

Email my alternate email

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

Text my mobile phone

Call my mobile phone

Answer my security questions

Email

[Cancel](#)

4. Once you authenticate, you will be prompted to choose a new password.

a. Enter the new password and click Finish.

Note: CML's password policy requires a 14 (minimum)-character password containing three of the following:

- **Upper case letter**
- **Lower case letter**
- **Number**
- **Symbol.**





Microsoft

Get back into your account

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

* Enter new password:

* Confirm new password:

Finish

[Cancel](#)

5. You should see the screen below confirming your password has been reset.

Microsoft

Get back into your account



Your password has been reset

6. If you have a CML assigned laptop, your laptop will recognize your previous password until you take the additional action.

- Connect to VPN with your new password.
- Once you are connected to VPN, press Control+Alt+Del and select lock to lock your computer.
 - Enter your new password to unlock your computer.

