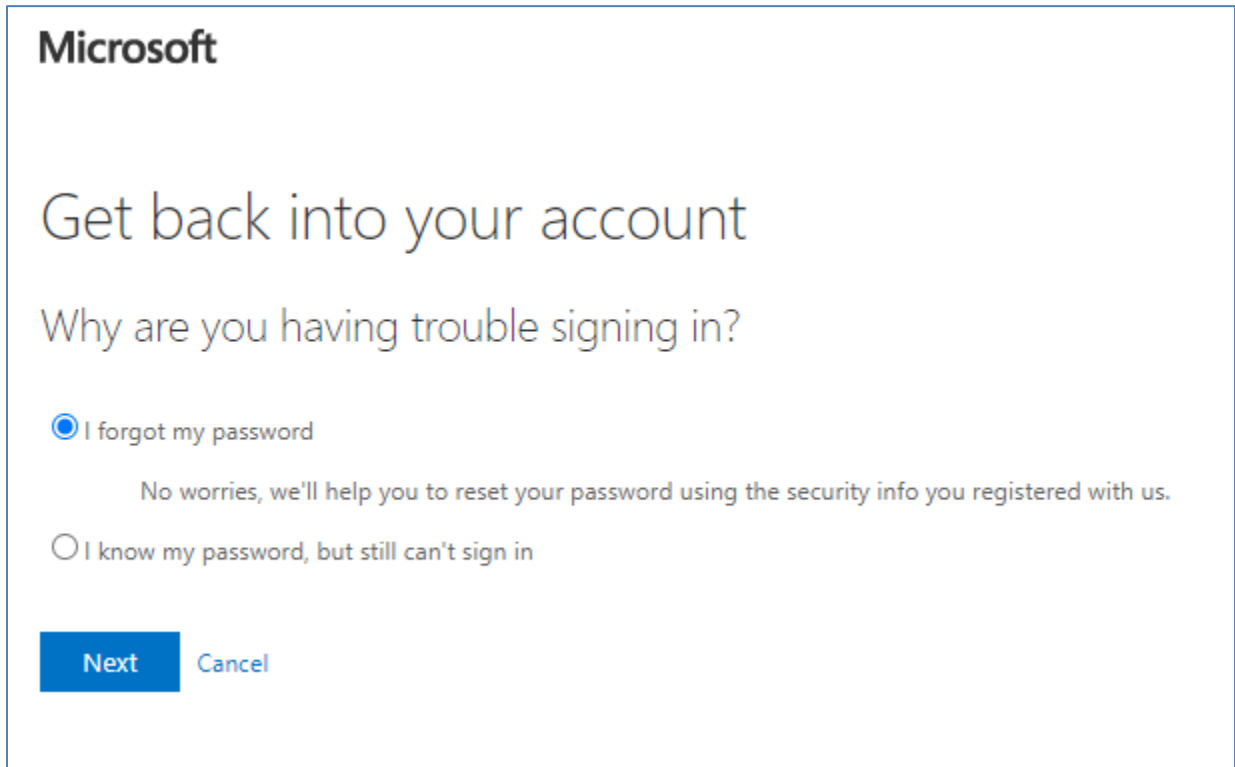


### **How to Reset Your Password While Working Remotely or Unlocking Your Account**

1. To reset your password, to navigate to the following website:
  - a. [passwordreset.microsoftonline.com](https://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

☐ Text my mobile phone

☐ Call my mobile phone

☐ Answer my security questions

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

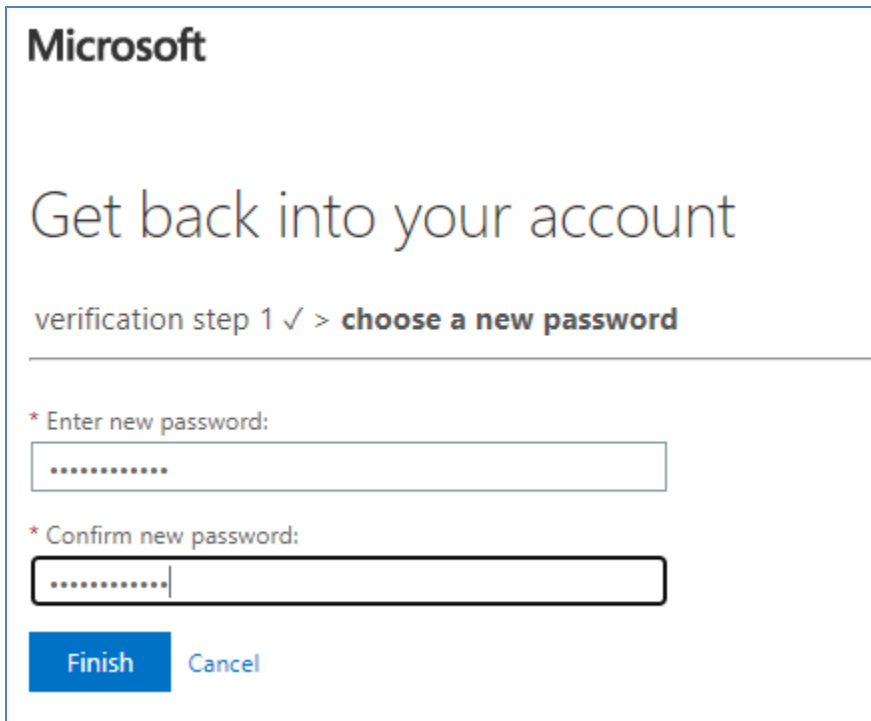
Email

[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**

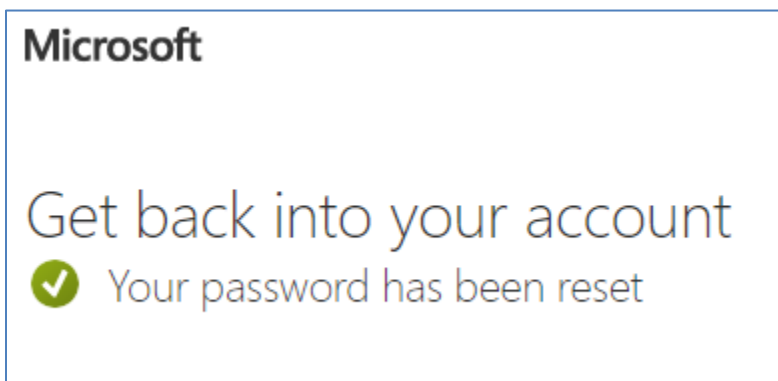
---

\* 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.