Reset your work or school password using security info

If you forgot your work or school password or never got a password from your organization, you can use your security info and your mobile device to reset your work or school password.

If you know your password and you want to change it, see the [Change your password steps](#) sections of this article.

How to reset your password for a work or school account

If you can't access your account, it could be because either:

- Your password isn't working, and you want to reset it, or
- You know your password, but your account is locked out and you need to unlock it.

To reset your password and get back into your account

1. In the **Enter password** screen, select **Forgot my password**.
2. In the **Get back into your account** screen, type your work or school **User ID** (for example, your email address), prove you aren't a robot by entering the characters you see on the screen, and then select **Next**.

Get back into your account

Who are you?

To recover ... entering your user ID and the characters in the pictur...
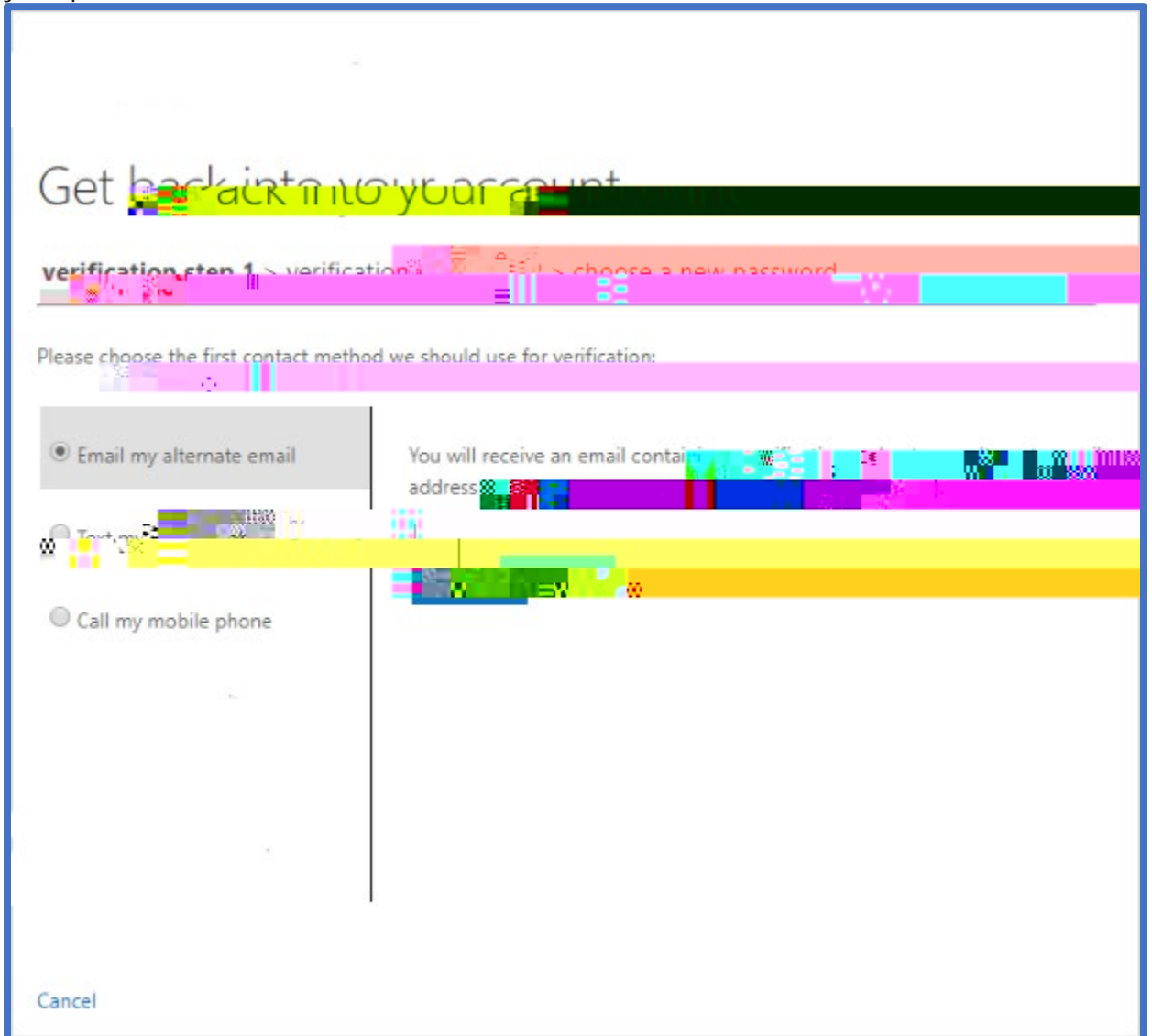
User ID:

alain@contoso.c...

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

DYYS3J

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

Next   Cancel

Note: Choose one of the following methods to verify your identity and change your password.

Note

You must have previously set up your mobile device for verification using at least one of these methods.

Additionally, your new password will need to meet certain strength requirements. Strong passwords typically have 8 to 16 characters, including upper and lowercase characters, at least one number or at least one special character.

- **Reset your password using an email address.** Sends an email to the email address you previously set up in two-step verification or security info.

1. Select **Email my alternate email**, and then select **Email**.
2. Type the verification code from the email into the box, and then select **Next**.
3. Type and confirm your new password, and then select **Finish**.

- **Reset your password using a phone number.** Sends a text message to the phone number you previously set up in security info.

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  1. Select **Call my mobile phone**, type your phone number, and then select **Call**.
  2. Answer the phone call and follow the instructions to verify your identity, and then select **Next**.
  3. Type and confirm your new password, and then select **Finish**.

After resetting your password, you might get a confirmation email that comes from an account like, "Microsoft on behalf of <