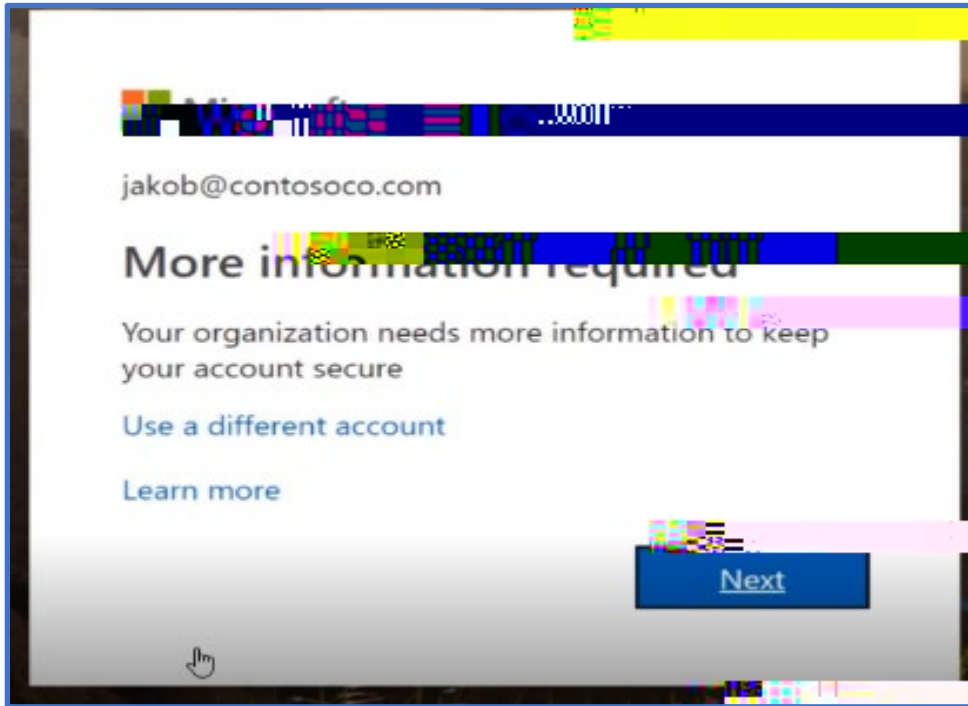


Self Service Password Reset Notification

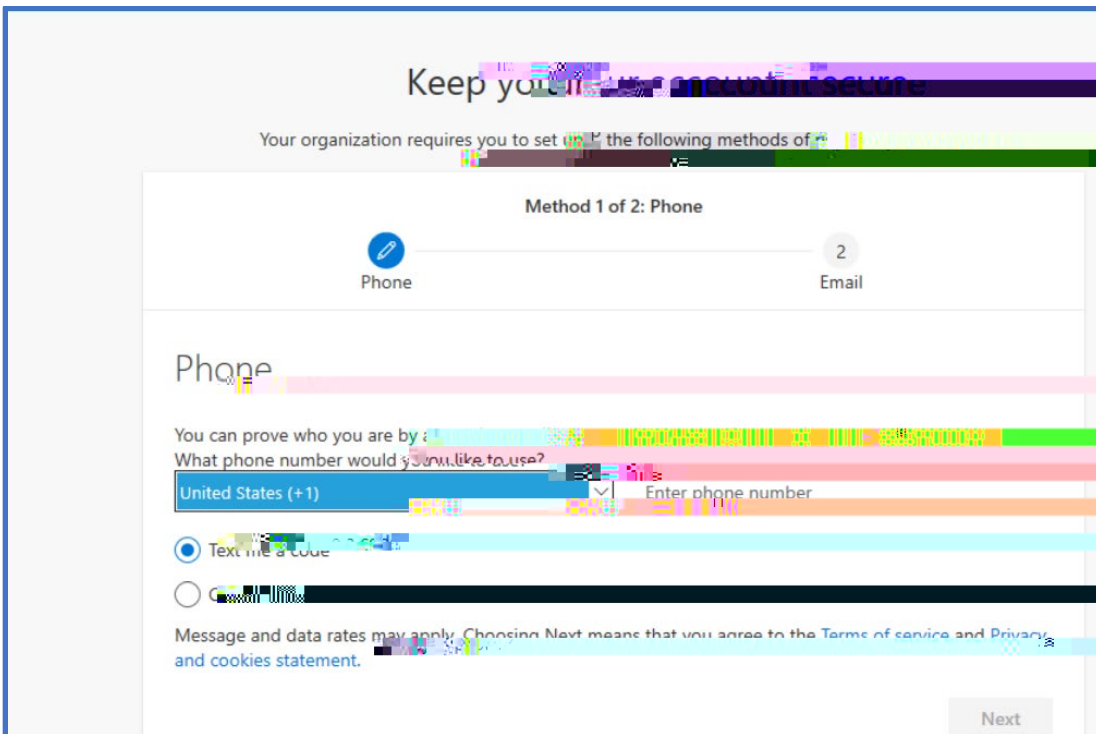
***** Password synchronization after a password change may take up to 15 minutes to complete. It may take up to 15 minutes for you to be able to sign into your account after a password change.*****

The next time you sign into your account you will receive the following message:

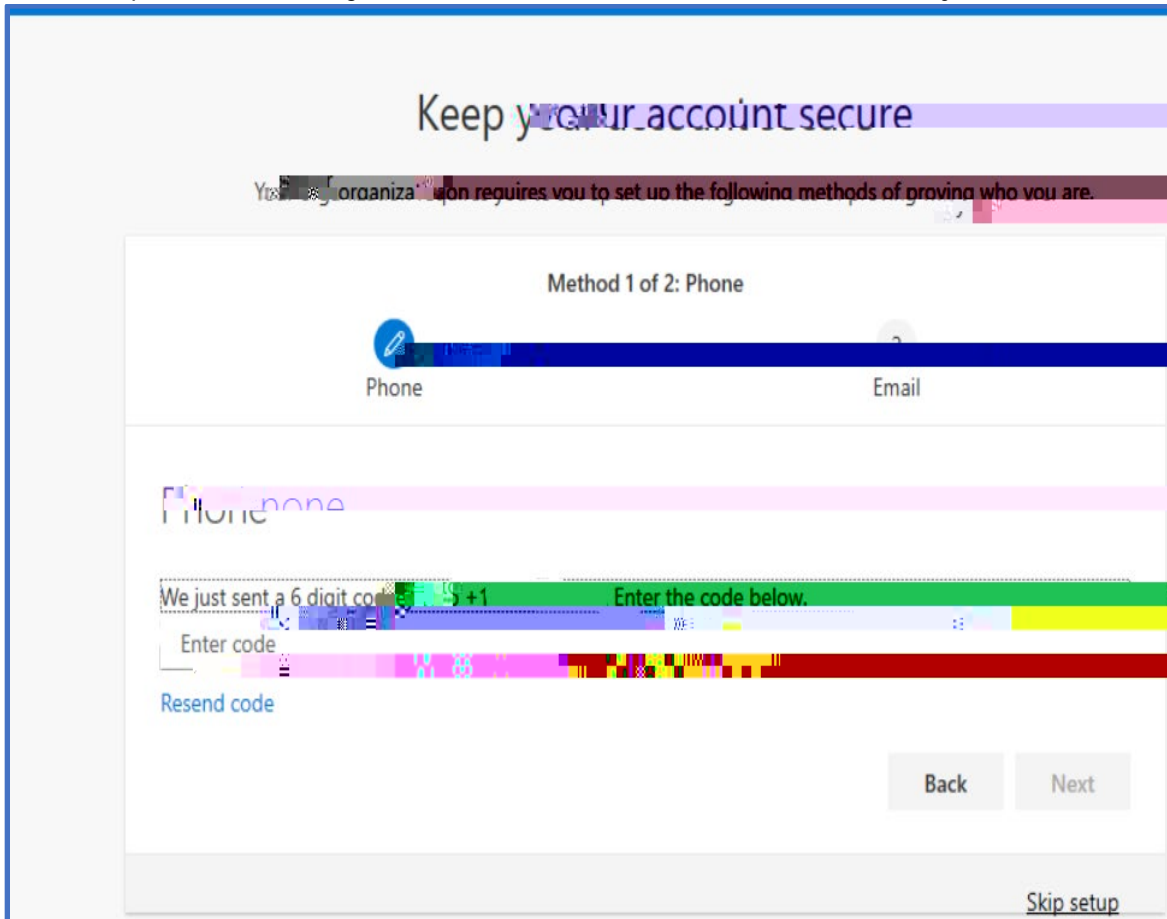
1.



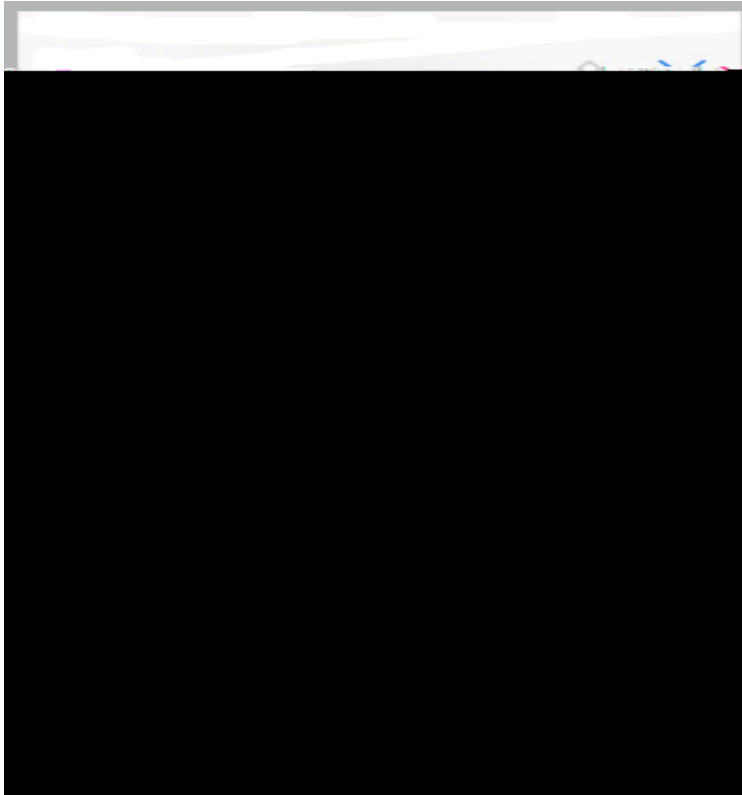
2. Enter the phone number you would like to use and choose to Text or to Call me.

A screenshot of the 'Keep your account secure' setup page. The page shows a progress indicator for 'Method 1 of 2: Phone' and 'Email'. The 'Phone' method is selected. Below the progress indicator, there is a section titled 'Phone' with the text 'You can prove who you are by:'. A dropdown menu is set to 'United States (+1)' and there is an input field for 'Enter phone number'. Below the input field, there are two radio buttons: 'Text me a code' (selected) and 'Call me'. At the bottom, there is a 'Next' button and a note: 'Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.'

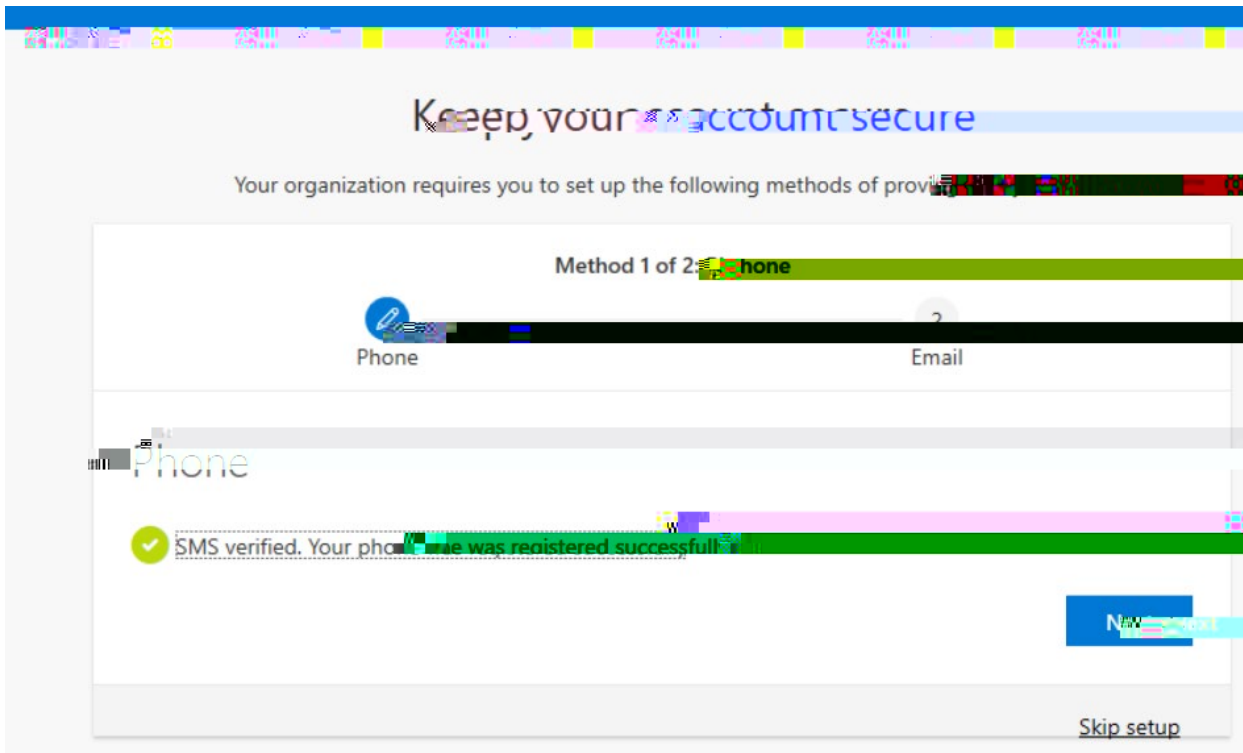
3. Check the phone for the 6 digit code and enter or enter the code from the call you receive from Microsoft.



4. Get the code from your phone.



5. Enter the code from your phone and click Next.



6. Enter the Alternate e-mail address you would like to use.

