



KNOWLEDGE BASE

# Self-Service Password Reset



David A Smith  
Senior Director of IT, CIO

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## Article Information

Title

Self-Service Password Reset

Category

Password

Access URL

<https://passwordreset.microsoftonline.com/>

## Overview

If you have forgotten or need to reset your password, you can utilize the self-service password reset system to reset your password without the need to contact IT Services. The self-service password reset system can be accessed at <https://passwordreset.microsoftonline.com>. You can also access the system from the sign in pages of the single sign-on system using the **Can't access your account** or **Forgot my password** links.

Please note that the self-service password reset portal does not display Mount Mary logo until a Mount Mary email address is entered into the username field. Depending on how you access the self-service password reset system, this field may be automatically populated. Until it is, the page will display with minimal Microsoft branding.

## Requirements

You must have previously signed in using the single sign-on system and completed registration for multi-factor authentication and self-service password reset before you can utilize the system. This registration is now required during the first sign in for Mount Mary accounts, and you should be registered if you have previously signed in to a system utilizing SSO, which include Microsoft 365 and email.

You will need to complete two different multi-factor authentication verification steps in order to access the self-service password reset portal. This will require access to a device you previously registered for MFA. If you cannot complete the verification steps, please contact the Help Desk for assistance in resetting your password and re-registering for multi-factor authentication.

IT Services **cannot** bypass the requirement for multi-factor authentication if you left your registered device at home or temporarily lack access, but can assist in registering new verification methods in the event you have permanently lost access to your device.

## Using the Self-Service Password Reset System

Access the Self-Service Password Reset System at <https://passwordreset.microsoftonline.com> or by clicking the **Can't access your account** or **Forgot my password** links when attempting to sign in to a system using SSO.



← admintester@mtmary.edu

## Enter password

Password

[Forgot my password](#)



Sign in

Enter your Mount Mary email address in the **Email or username** field, and enter the displayed characters in the CAPTCHA verification box.



## Get back into your account

Who are you?

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

Email or Username: \*

admintester@mtmary.edu

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



VSGV

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

Next


Cancel

Select the **I forgot my password** option.



## 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

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel

Complete the first verification step. Available options will depend on the verification options you configured during your initial

self-service password reset registration. **Approve a notification on my authenticator app** is recommended as the first verification step.



## 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:

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

Send a notification to your authenticator app on your mobile device.

Send Notification

Complete the second verification step. **Text my mobile phone** is recommended as the second verification step.



## Get back into your account

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

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

<input checked="" type="radio"/> Text my mobile phone	<p>In order to protect your account, we need you to enter your complete mobile phone number (*****73) below. You will then receive a text message with a verification code which can be used to reset your password.</p> <input type="text" value="414"/> <input type="button" value="Text"/>
<input type="radio"/> Call my mobile phone	



## Get back into your account

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

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

<input checked="" type="radio"/> Text my mobile phone	<p>We've sent you a text message containing a verification code to your phone.</p> <input type="text" value="779485"/> <input type="button" value="Next"/>
<input type="radio"/> Call my mobile phone	

Once you have completed both verification steps,

enter a new password and confirm. Your password must conform to the university's password requirements to be accepted.



## Get back into your account

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

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\* Enter new password:

\* Confirm new password:

**Finish**

Cancel

You may receive an error message indicating that **your password contains a word, phrase or pattern that makes it easily guessable**; or that it **does not meet the length, complexity, age or history requirements** of the password policy. If you receive either error message, you must choose a different password that meets the password requirements.



## Get back into your account

Create a new password

\* Enter new password:

\* Confirm new password:

Unfortunately, your password contains a word, phrase, or pattern that makes it easily guessable. Please try again with a different password.

[Next](#) [Cancel](#)



## Get back into your account

Create a new password

\* Enter new password:

\* Confirm new password:

This password does not meet the length, complexity, age, or history requirements of your corporate password policy.

[Next](#) [Cancel](#)

You can now sign in using the new password.



## Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

recommended password manager.

Tip: If you don't already make use of a password manager to store your passwords, you should do so. Using a password manager will make it easier to keep track of passwords, and prevent the need to complete the self-service reset process. [LastPass](#) is the university's

### Related Content



IT Services Knowledge Base

Self-Service Password Reset



David A Smith  
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