

## Self-Service Password Reset


### Step-by-step

1. Navigate to <https://passwordreset.microsoftonline.com>
2. Enter BPS email address
3. Enter the characters in the picture
4. Click Next

### Screenshots

Microsoft Online Password Reset x +

← → ↻ 🏠 🔒 <https://passwordreset.microsoftonline.com>




## Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in

2 Email or Username:

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



3

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

4

5. Select I forgot my password (password reset)
6. Click Next



## Get back into your account

### Why are you having trouble signing in?

**5**

I forgot my password

No worries, we'll help you to reset your password u

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

This might happen because you tried signing in with  
If you choose this option, you'll keep your existing

**6**

Next

Cancel

7. Select preferred 1st contact method for verification



## Get back into your account

**verification step 1** > verification step 2 > choose

Please choose the first contact method we should use for verification

**7**

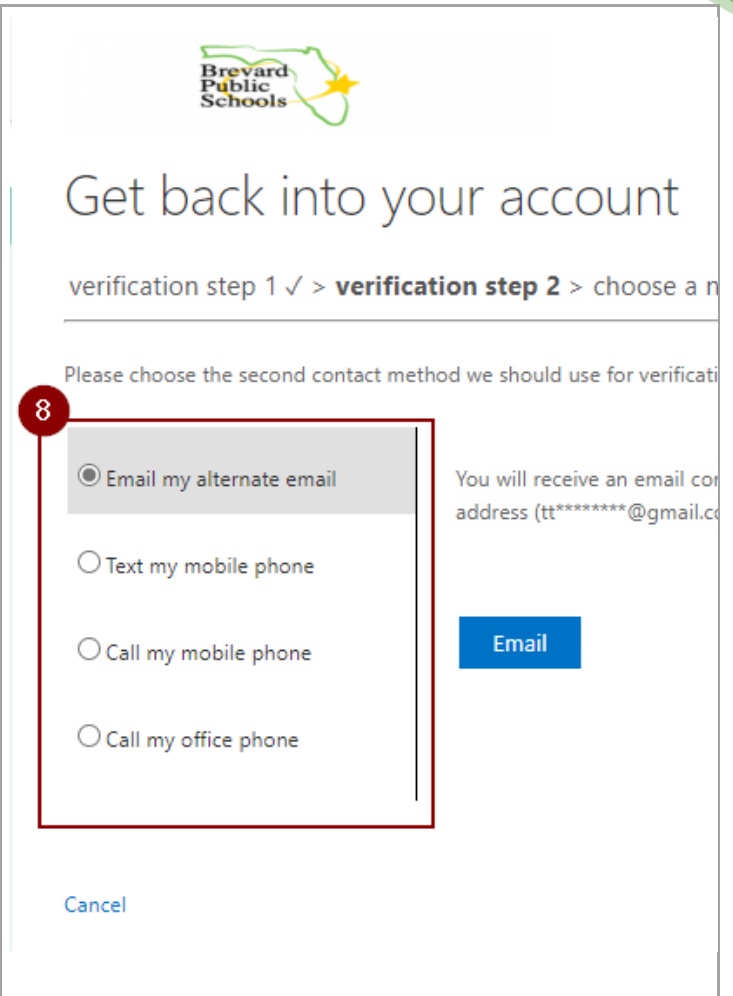
- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Call my office phone
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

You will receive an email at the email address (tt\*\*\*\*\*@)

Email

Cancel

8. Select preferred 2nd contact method for verification



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## Get back into your account

verification step 1 ✓ > **verification step 2** > choose a method

Please choose the second contact method we should use for verification

**8**

Email my alternate email

Text my mobile phone

Call my mobile phone

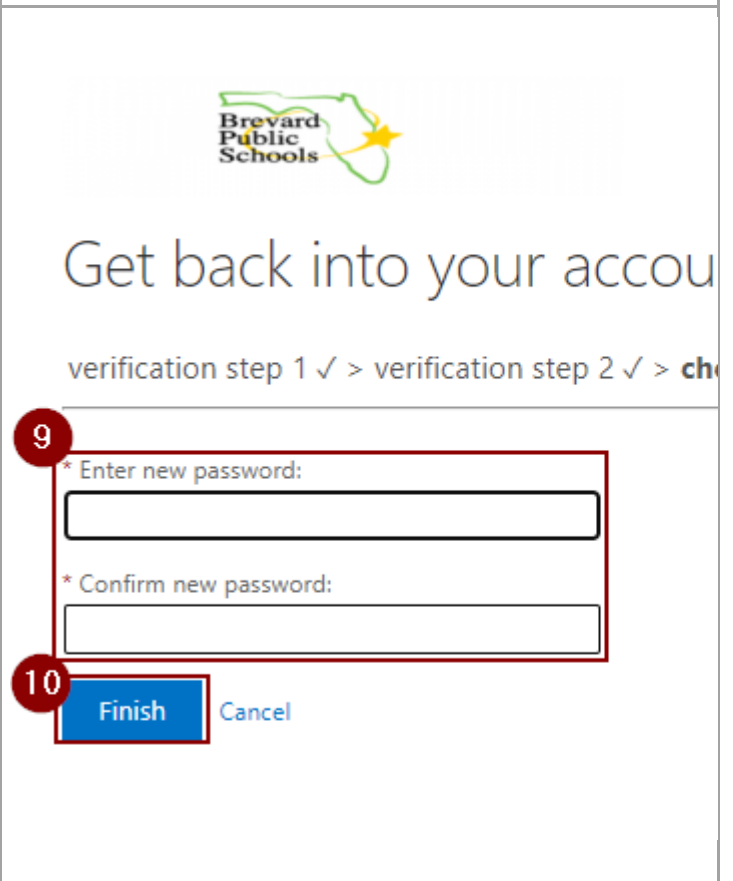
Call my office phone

You will receive an email confirmation at the address (tt\*\*\*\*\*@gmail.com)

Email

Cancel

9. Enter a new password and confirm new password  
10. Click Finish



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## Get back into your account

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

**9**

\* Enter new password:

\* Confirm new password:

**10**

Finish Cancel

11. Your password has been reset successfully!



11 Get back into your account

✓ Your password has been reset