

Microsoft

Get back into your account

Who are you?

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

User ID:

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



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

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

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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](#)

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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****88) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

[Cancel](#)

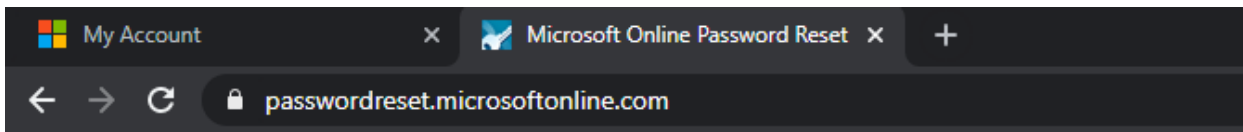
Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<p><input type="radio"/> Text my mobile phone</p> <p><input type="radio"/> Call my mobile phone</p> <p><input checked="" type="radio"/> Enter a code from my authenticator app</p>	<p>Enter the code displayed in your authenticator app.</p> <input type="text" value="Enter your verification code"/> <input type="button" value="Next"/>
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[Cancel](#)



Get back into your account

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

* Enter new password:

* Confirm new password:

[Cancel](#)

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Get back into your account

✔ Your password has been reset