

Password Reset

Step by Step Instruction

1. Navigate to <https://passwordreset.microsoftonline.com/> and input your username, then complete captcha and choose **next**:

Microsoft Online Password Res: X +

← → ↻ 🏠 🔒 <https://passwordreset.microsoftonline.com> 1

FRONTEX

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: *

 2

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

 3

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

4 [Cancel](#)

2. You will be asked to perform a verification step, choose the desired authentication method (by default it's **sms code** sent to your mobile), hit **next**:

FRONTEX

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 1

Call my mobile phone

Enter a code from my authenticator app

What phone number would you like to use for verification?

Text me at *****20 2

Text me at *****65

3

[Cancel](#)

3. Now you will need to complete your phone number **prefixed with area code** in order to confirm that you are the account owner (note that the phone number has to end in the 2 digits indicated in the text) and hit **text**:



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 (*****20) below. You will then receive a text message with a verification code which can be used to reset your password.

+xx xxxxxx20 **1**

2 [Text](#) [Back](#)

[Cancel](#)

4. Enter the 6-digits verification code delivered via SMS and choose **next**:



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

We've sent you a text message containing a verification code to your phone.

123456

Next Try again Contact your administrator

Cancel

5. Now enter your **new password** (please note that it has to meet the following requirements:
- At least 12 characters
 - At least 1 digit and 1 special character
 - It has to be different than last 24 passwords
 - Please keep in mind that password can be changed once every 24h**

If you're having problems with configuring the password yourself, try using strong password generators (such as <https://passwordsgenerator.net/>):



Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

.....

* Confirm new password:

.....

Finish Cancel

6. Password has been reset successfully and can be used from now on to access the account



Get back into your account

 Your password has been reset

Please note that if you do not perform the above steps within 2 days of receiving the instruction, the account gets disabled.