

How to Log In & Reset Your Email Password for Microsoft

Navigate to <https://outlook.office365.com/mail/>

Password details

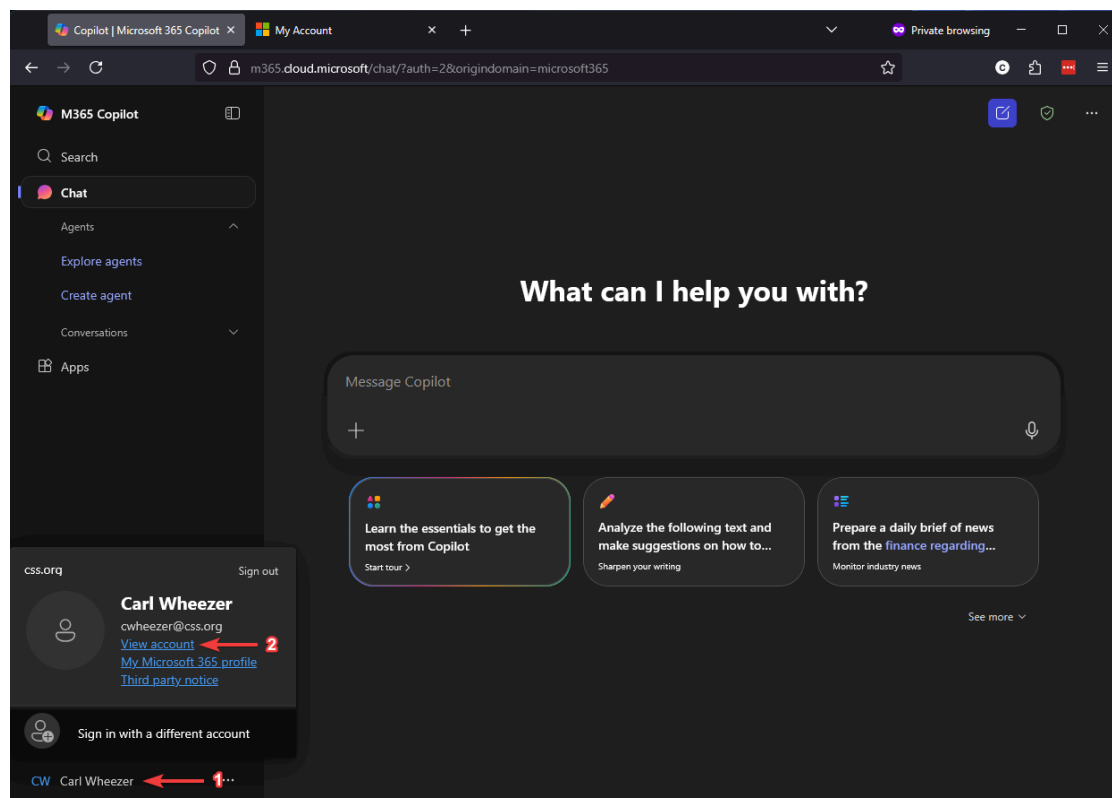
When you first sign in, your username is your CSS email address. The password will be “Welcome#####” where the #s are replaced by the 6 digits of your birthday.

Example:

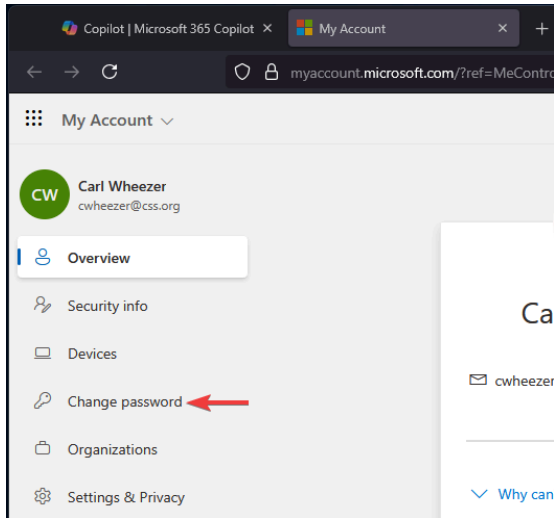
Username: userexample@css.org

Password: Welcome010100 (Birthday: January 1st, 2000)

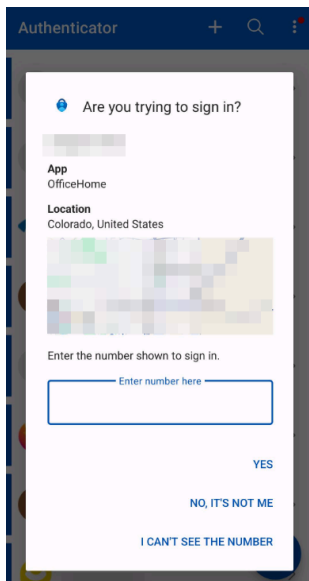
How to reset your password when you're already signed in. In your web browser, head to <https://portal.office.com/>, then in the bottom left corner, click your name, then select ‘View Account’.



Click ‘Change password’ on the left side navigation.



The next page will prompt you to enter an MFA code. This is a security feature, so nobody but you can reset your password. On your phone or wherever you have the Microsoft Authenticator app installed, you should get a notification. Or if you don't see the notification, open the Microsoft Authenticator app and swipe down to refresh. Enter the number from the sign-in page on the computer and click Yes/Approve.



Otherwise, if it asks you to enter a code rather than giving you a code, open the Microsoft Authenticator app on your phone, find your email account, and tap it to show the 6-digit code. Enter that code into the password reset page and click the 'Verify' button.

Microsoft
cwheezer@css.org

Enter code

Enter the code displayed in the authenticator app on your mobile device

Code

[More information](#)

←

css.org
cwheezer@css.org

One-time passwords enabled
You can use the one-time password codes generated by this app to verify your sign-ins

One-time password code
 19 **928 563**

On this next page, enter the new password you'd like to use and click 'Submit'. If the change was successful, you will see a message saying that, then you're good to go! Remember: Computer passwords and email passwords are synced together. If you reset your email password, it will also reset your computer password with it.

Success, password changed

You can now use your new password when you next sign in.

Change your password

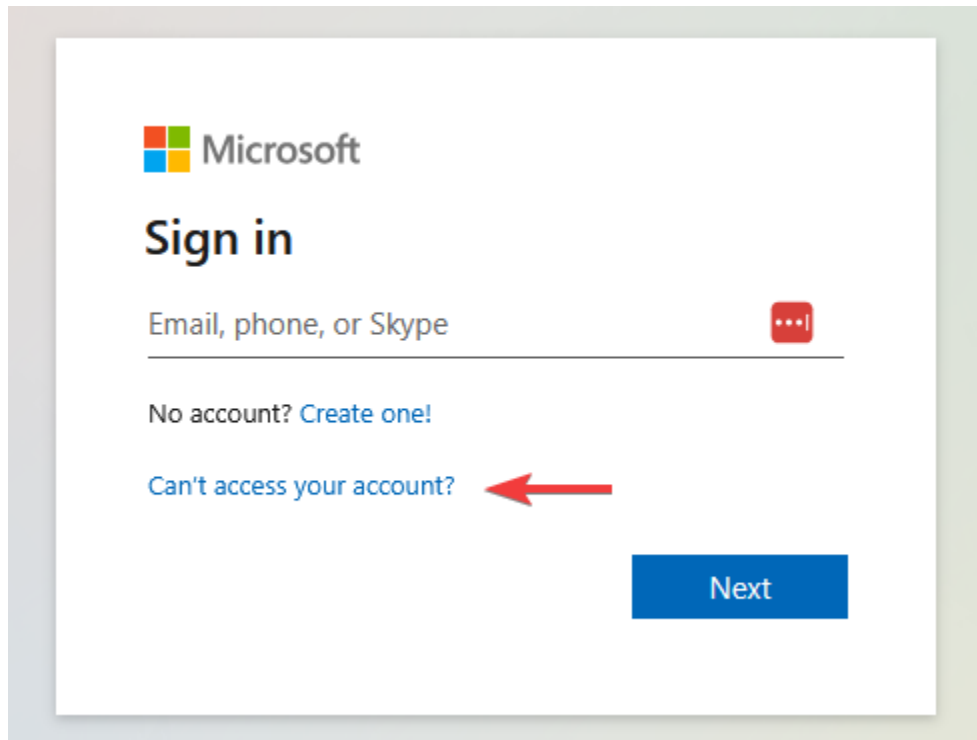
User ID
cwheezer@css.org

New password

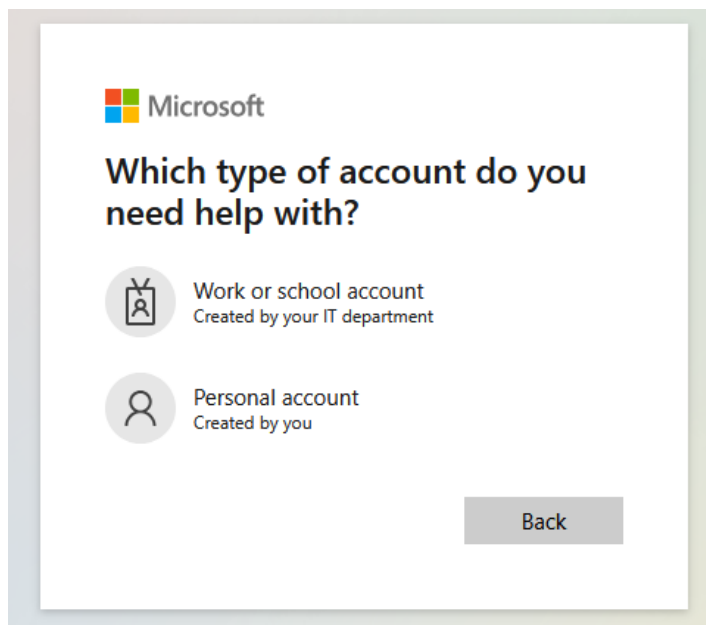
Confirm new password

How to reset your password when you're not already signed in.

If you are not already signed into Microsoft 365, in your web browser, head to <https://portal.office.com/>, then click the 'Can't access your account?' link.



Click 'Work or School Account'



Then enter your email and the captcha.

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: *

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



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

Next

Cancel

Select the option for 'I forgot my password', then click 'Next.'

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

The next screen then prompts for an MFA code from your Microsoft Authenticator app. This is a security feature, so only you can reset your password.

Get back into your account

verification step 1 > choose a new password

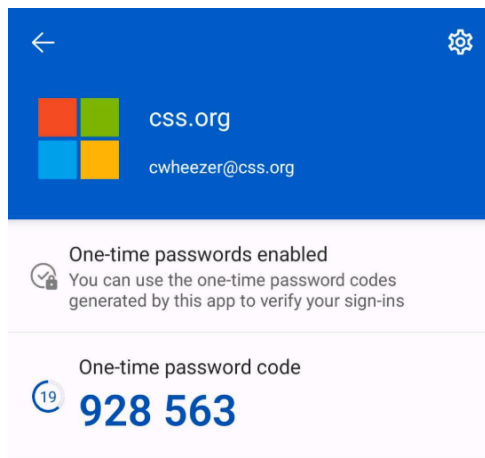
Please choose the contact method we should use for verification:

☒ Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

Next

On your phone or wherever you have the Microsoft Authenticator app, find your account and tap it to see a 6-digit code, then enter that code in the password reset webpage and click 'Next'.



On the next page, enter your new password, then click 'Finish.'

Get back into your account

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

* Enter new password:

* Confirm new password:

Finish

Cancel

If the change was successful, you will see a message saying that, then you're good to go! Remember: Computer passwords and email passwords are synced together. If you reset your email password, it will also reset your computer password with it.

Get back into your account

✓ Your password has been reset

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