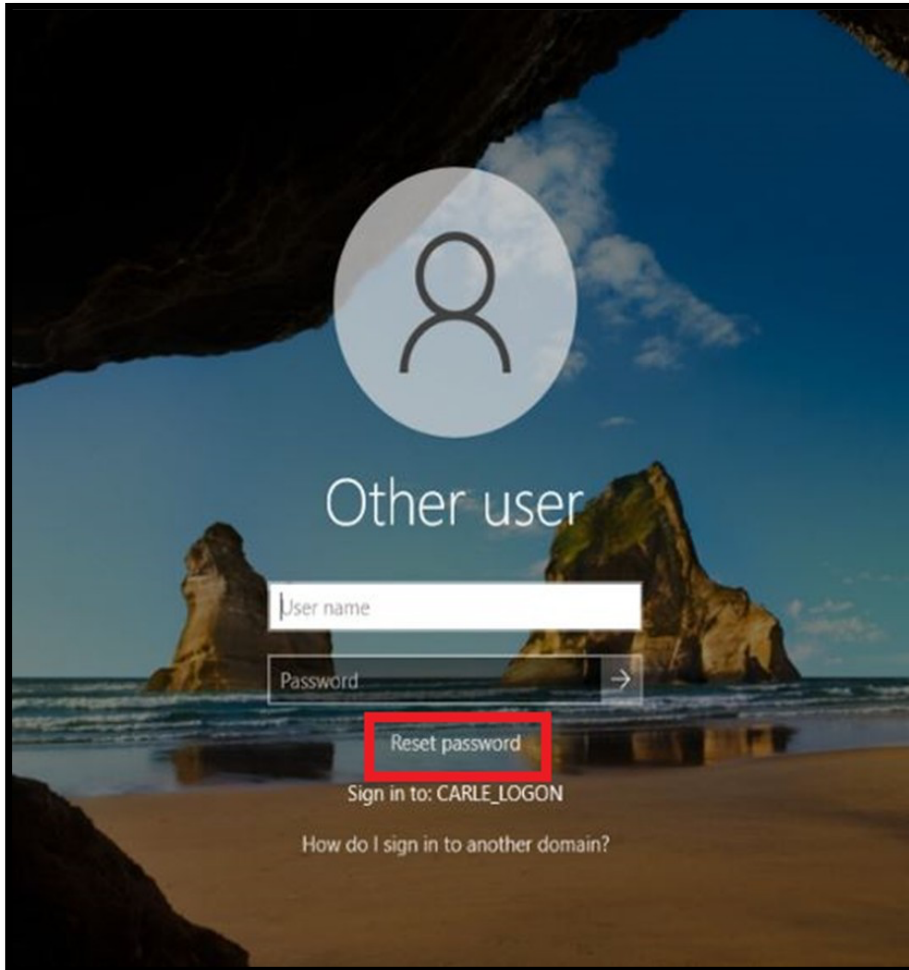


Forgotten Password Reset or Account Unlock:

1. If you need to unlock your account or reset your password, navigate to <https://passwordreset.carle.com> and select the “Forgotten Password Reset or Account Unlock” button. If you are on a company workstation and connected to the internal network, you may also click “Reset Password” on your Windows login screen as shown below. Note that this method will not work if you connect to the internal network via the VPN. If you are unable to use the self-service password reset process, please contact the IT Service Desk.



2. Enter your company email address and the generated captcha image on your screen and click "Next".

Microsoft

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. *

 Microsoft

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- 3.** Enter the phone number that you created when registering your account and click "Text".

CarleHealth

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
- ☐ Call my office phone
- ☐ Answer my security questions
- ☐ Approve a notification on my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****90) below. You will then receive a text message with a verification code which can be used to reset your password.

123-456-7890

Text

[Cancel](#)

- 4.** Enter the code sent to your phone and click "Next". If you need assistance, please continue to call the IT Service Desk as the "Contact your Administrator" link is currently non-functional.

CarleHealth

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
- ☐ Call my office phone
- ☐ Answer my security questions
- ☐ Approve a notification on my authenticator app

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

Enter your verification code

Next [Try again](#) [Contact your administrator](#)

[Cancel](#)

5. After you successfully verify your phone recovery option, repeat that process with one of the options listed. The authenticator app is the preferred option due to increased security and ease of use.



Get back into your account

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

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

☒ Call my office phone

☐ Answer my security questions

☐ Approve a notification on my authenticator app

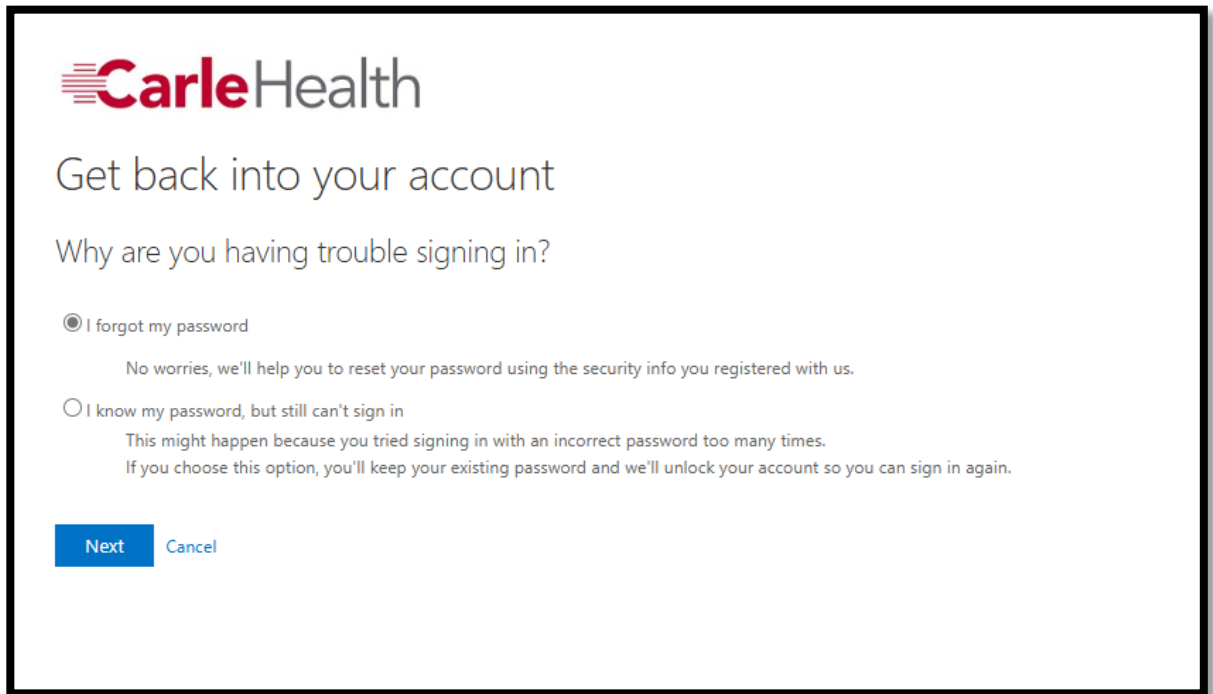
In order to protect your account, we need you to enter your complete office phone number (*****00) below. Omit the extension. You will then receive a call. Please answer it to continue.

Enter your phone number

Call

[Cancel](#)

6. Select “I forgot my password” to reset your password or “I know my password, but still can’t sign in” to unlock your account if you know your password and click “Next”.



The image shows a web form for CarleHealth account recovery. At the top is the CarleHealth logo. Below it is the heading "Get back into your account" and the question "Why are you having trouble signing in?". There are two radio button options. The first option, "I forgot my password", is selected and has a subtext: "No worries, we'll help you to reset your password using the security info you registered with us." The second option is "I know my password, but still can't sign in", with subtext: "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." At the bottom left are two buttons: "Next" (highlighted in blue) and "Cancel".

CarleHealth

Get back into your account

Why are you having trouble signing in?

☒ I forgot my password

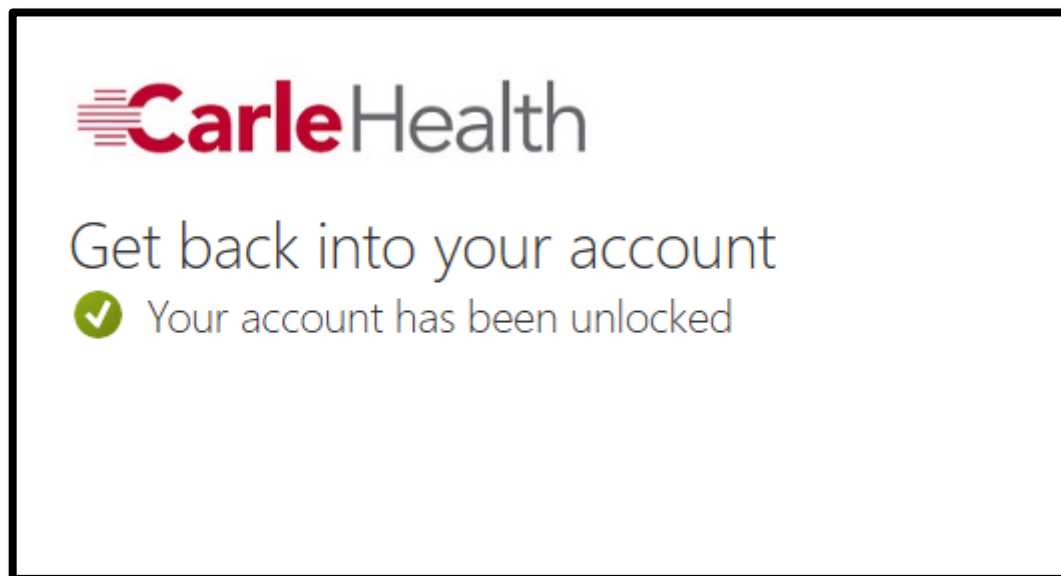
No worries, we'll help you to reset your password using the security info you registered with us.

☐ 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

7. If you selected “I know my password, but still can’t sign in” you will see the following prompt. Attempt to log back into <https://portal.office.com>.



The image shows a confirmation screen from CarleHealth. It features the CarleHealth logo at the top, followed by the heading "Get back into your account". Below this is a green checkmark icon and the text "Your account has been unlocked".

CarleHealth

Get back into your account

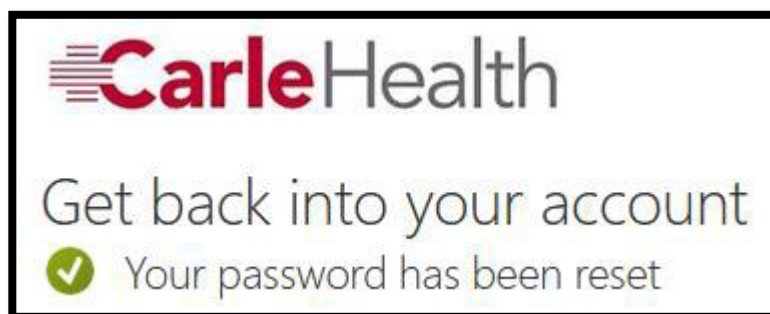
✓ Your account has been unlocked

8. If you selected "I forgot my password", enter a new password and click "Finish".



The screenshot shows the CarleHealth login page with the heading "Get back into your account". Below the heading is a progress bar indicating the current step: "verification step 1 ✓ > verification step 2 ✓ > **choose a new password**". The form contains two password input fields, each preceded by an asterisk and a label: "* Enter new password:" and "* Confirm new password:". Both fields are filled with dots. At the bottom of the form are two buttons: "Finish" (highlighted in blue) and "Cancel".

9. You will see this screen confirming that the process has been completed if you reset your password.



10. Attempt to log back into <https://portal.office.com> to validate that your password has been reset.