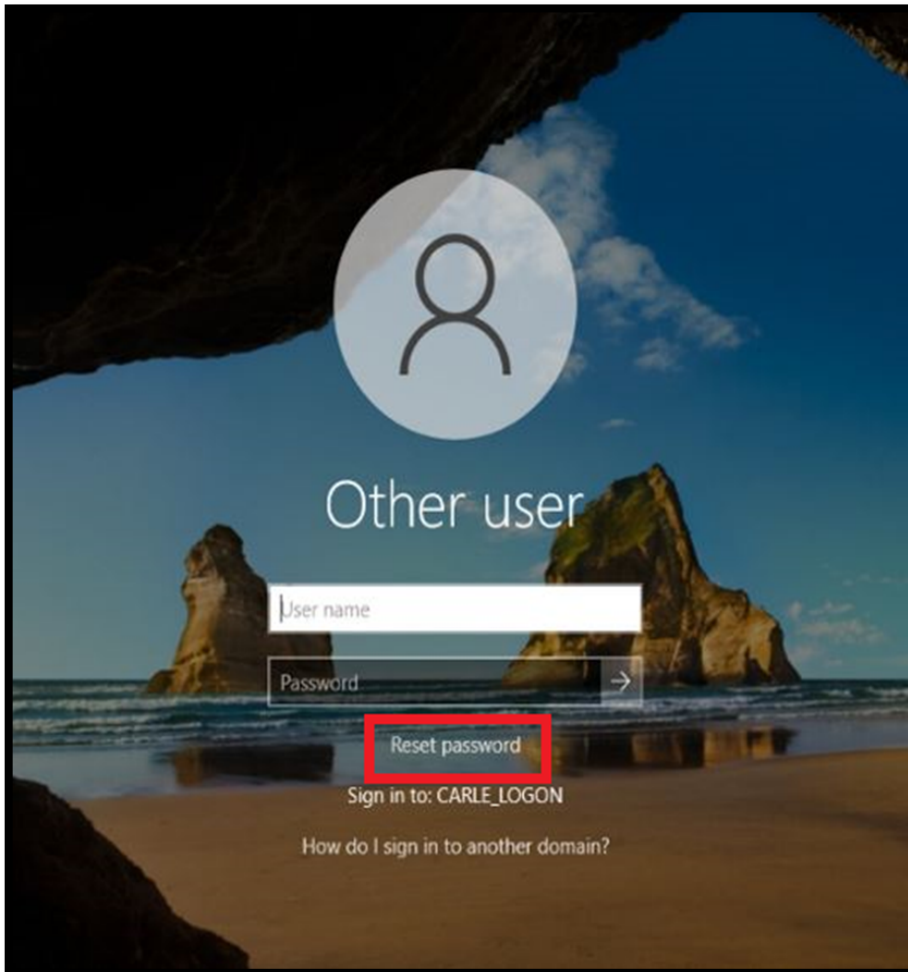


Resetting Your Password:

1. If you need to reset your password, navigate to <https://passwordreset.microsoftonline.com/>. If you are on a company workstation and connected to the internal network, you may also click “Reset Password” on your Windows login screen. 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?

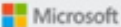
To recover your account, begin by entering your email or username and the characters in the picture or audio below.

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".

Carle Health

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.

[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.

Carle Health

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.

 [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.

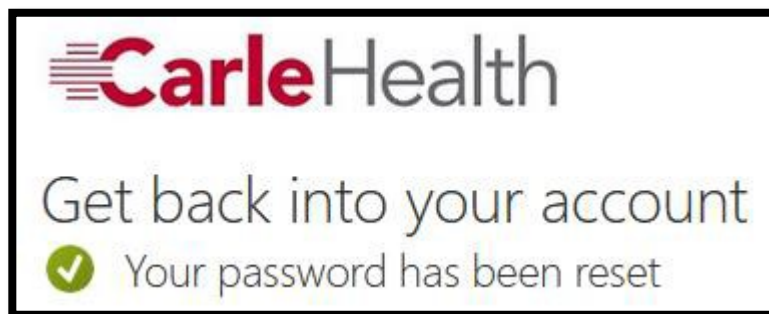
[Cancel](#)

6. Enter a new password and click "Finish".



The screenshot shows the Carle Health login page with the heading "Get back into your account". Below the heading is a progress indicator: "verification step 1 ✓ > verification step 2 ✓ > **choose a new password**". There are two password input fields: the first is labeled "* Enter new password:" and the second is labeled "* Confirm new password:". At the bottom, there are two buttons: "Finish" (highlighted in blue) and "Cancel".

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



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