



## Resetting Your Password with Multi-Factor Authentication (MFA)

### *Purpose*

This SOP describes the process for resetting a forgotten password using multi-factor authentication (MFA).

### *Scope*

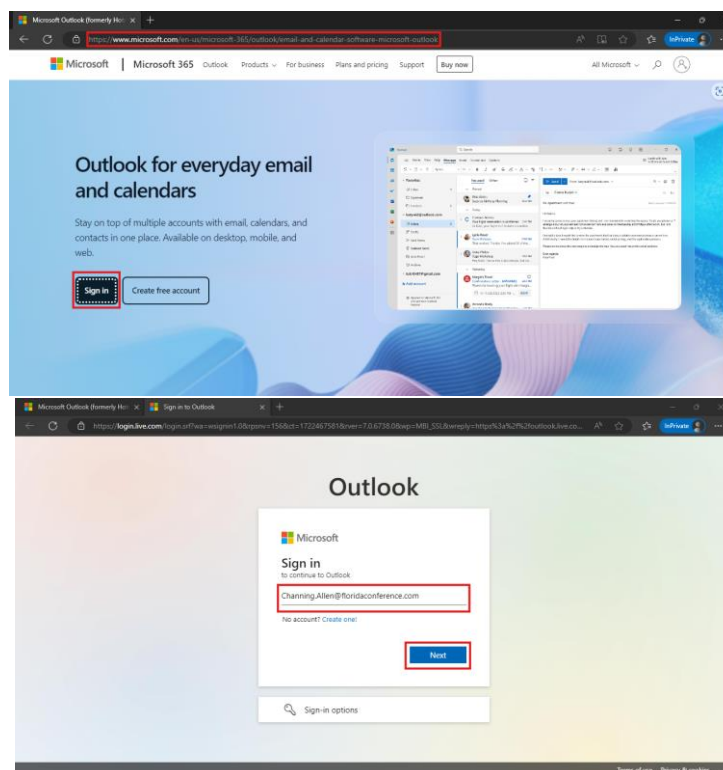
This procedure applies to all employees who need to reset their password for their Outlook.com or Microsoft 365 account.

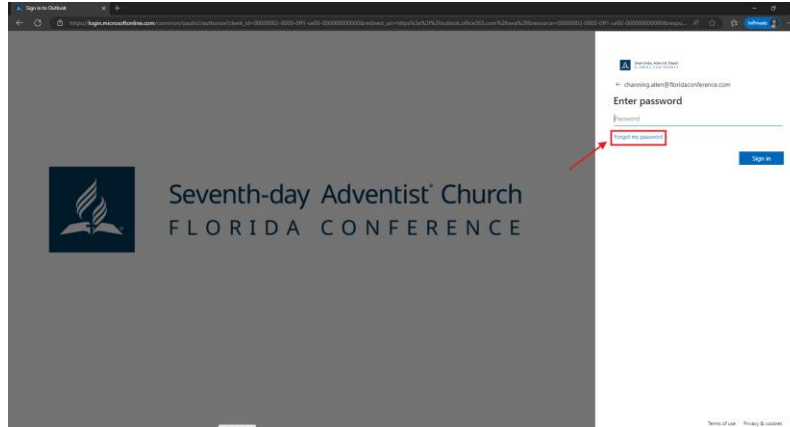
### *Responsibility*

It is the responsibility of each employee to follow these instructions to ensure a secure password reset.

### Step 1: Go to the Password Reset Page

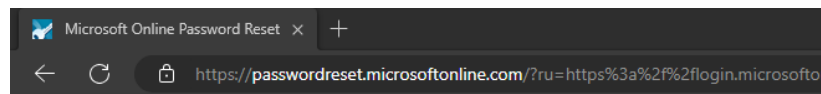
1. Open your preferred web browser (e.g., Google Chrome, Mozilla Firefox, Microsoft Edge).
2. In the address bar, type [www.outlook.com](http://www.outlook.com) and press Enter.
3. On the Outlook.com homepage, you will see a sign-in box.
4. Enter your Outlook email address provided by your employer.
5. Click Next.
6. Click “Forget my Password”





### Step 2: Enter Your User Information

1. On the password reset page, enter your email address associated with your Outlook.com or Microsoft 365 account.
2. Enter the characters shown in the CAPTCHA image to verify that you are not a robot.
3. Click Next.



## 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. \* 



### Step 3: Verify Your Identity with MFA

1. Choose a verification method: You will be prompted to verify your identity using the MFA method you previously set up (e.g., phone number, authenticator app).
2. Follow the on-screen instructions to complete the verification process. This may involve entering a code sent to your phone or approving a notification on your authenticator app.

Microsoft Online Password Reset x +

← ↻ 🔒 <https://passwordreset.microsoftonline.com/?ru=https%3a%2f%2flogin.microsoftonline.com/>

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## Get back into your account

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

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Please choose the contact method we should use for verification:

Approve a notification on my authenticator app Send a notification to your authenticator app on your mobile device.

Enter a code from my authenticator app

[Send Notification](#)

[Cancel](#)

Microsoft Online Password Reset x +

← ↻ 🔒 <https://passwordreset.microsoftonline.com/?ru=https%3a%2f%2flogin.microsoftonline.com/>

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## Get back into your account

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

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Please choose the contact method we should use for verification:

Approve a notification on my authenticator app Approve the notification we're sending to your app by entering the number shown below.

Enter a code from my authenticator app

**87**

••

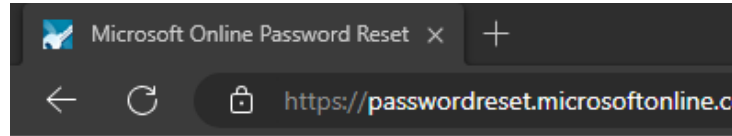
[Cancel](#)





#### Step 4: Create a New Password

1. Once your identity is verified, you will be prompted to create a new password.
2. Enter a new password that meets the password requirements.
3. Confirm the new password by entering it again.
4. Click Finish or Submit to save your new password.



## Get back into your account

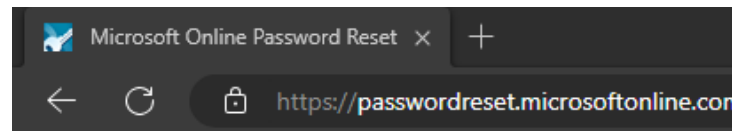
verification step 1 ✓ > **choose a new password**

\* Enter new password:

\* Confirm new password:

Finish

Cancel



## Get back into your account

✓ Your password has been reset

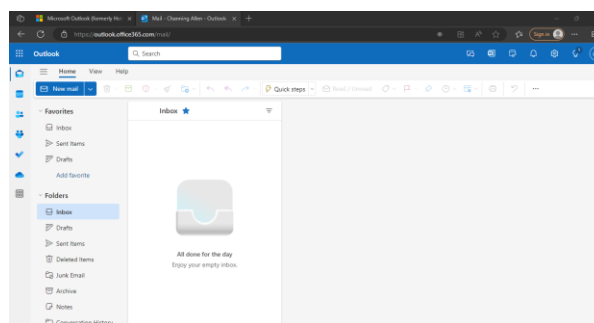
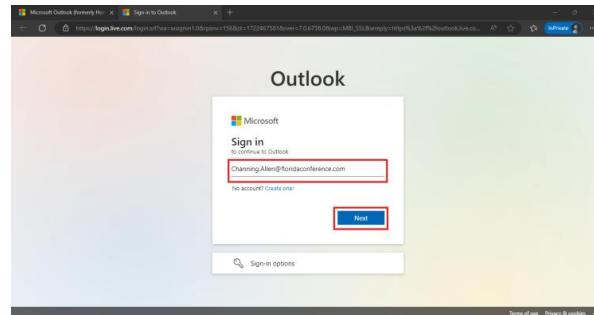
To sign in with your new password [click here.](#)





### Step 5: Sign In with Your New Password

1. Go to the Outlook.com or Microsoft 365 login page.
2. Enter your email address and your new password.
3. Click Sign in.



### Note

You can now send and receive emails. Ensure that you keep your new password and MFA information secure and do not share it with anyone. If you encounter any issues during the login or MFA setup process, please contact the IT department for assistance. (407) 644 5000 ask for the IT department.

