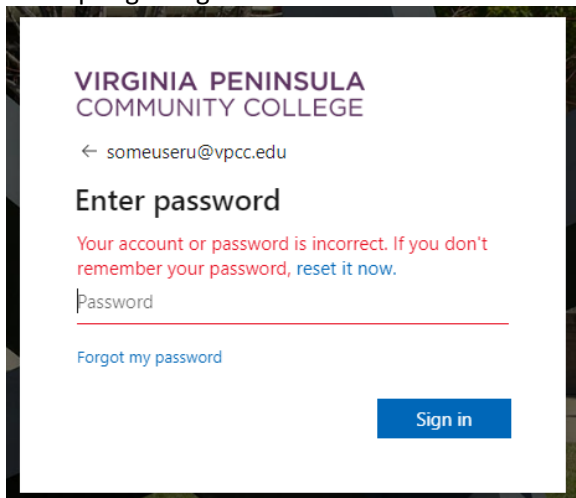


Reset your password in Microsoft 365

If you have successfully completed the initial sign in and MFA setup you can easily reset a forgotten password. If you have not successfully completed the initial sign in, you will need to contact the VPCC helpdesk at x2709 for a password reset.

To reset a forgotten password, choose either **reset it now** or **Forgot my password** as show below when attempting to sign in at office.com.



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← someuseru@vpcc.edu

Enter password

Your account or password is incorrect. If you don't remember your password, [reset it now](#).

password

[Forgot my password](#)

Sign in

You will then be prompted to input your **VPCC username** and **enter the characters** shown in the picture. Select **Next** when completed.

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Get back into your account

Who are you?

To recover your account, begin by entering your email or username:

Email or Username: *

someuseru@vpcc.edu

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



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

Next Cancel

Next, choose one of the four options for the first verification method. You will need to use the mobile number and authenticator app that you provided during your initial MFA setup. The phone number can only be the number that you used during your MFA setup. Note that it will give you the last two digits as a hint.

In each choice below you will be asked to enter in a verification code (not shown here).

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Virginia Peninsula Community College branding image

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

Approve a notification on my authenticator app

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****64) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Cancel

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****64) below. You will then receive a call. Please answer it to continue.

Enter your phone number

Call

<input type="radio"/> Text my mobile phone <input type="radio"/> Call my mobile phone <input checked="" type="radio"/> Approve a notification on my authenticator app <input type="radio"/> Enter a code from my authenticator app	Send a notification to your authenticator app on your mobile device. <input type="button" value="Send Notification"/>
---	--

<input type="radio"/> Text my mobile phone <input type="radio"/> Call my mobile phone <input type="radio"/> Approve a notification on my authenticator app <input checked="" type="radio"/> Enter a code from my authenticator app	Enter the code displayed in your authenticator app. <input type="text" value="Enter your verification code"/> <input type="button" value="Next"/>
---	---

Your second verification choices when depend on what you chose in the previous step. In the example provided here, authenticator was chosen above so now the mobile phone choice is presented here. Choose one, enter the information, and select **Next**.

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:

<input checked="" type="radio"/> Text my mobile phone <input type="radio"/> Call my mobile phone	In order to protect your account, we need you to enter your complete mobile phone number (*****64) below. You will then receive a text message with a verification code which can be used to reset your password. <input type="text" value="Enter your phone number"/> <input type="button" value="Text"/>
---	--

Enter in the verification code you receive and select **Next**.

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

<input checked="" type="radio"/> Text my mobile phone <input type="radio"/> Call my mobile phone	We've sent you a text message containing a verification code to your phone. <input type="text" value="433368"/> <input type="button" value="Next"/> Try again Contact your administrator
---	--

Finally, enter in your new password and select **Finish**.

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

* Enter new password:

* Confirm new password:

Finish

Cancel

If you receive:

This password does not meet the length, complexity, age, or history requirements of your corporate password policy.

Your password does not meet the requirements set below or it has been within five days of your last password change.

- Password must not contain the user's account name or parts of the user's full name that exceed two consecutive characters.
- Cannot re-use previous passwords.
- Be at least thirteen characters in length.
- Contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphabetic characters (@ # \$ % ^ & * - _ ! + = [] { } | \ : ' , . ? / ` ~ " () ; < >)

Passwords must be reset every 180 days.