



STUDENT FORGOTTEN PASSWORD RESET PROCESS

If you are an actively enrolled student and have forgotten your VCOM password, and are unable to log into your email, here's how you can reset your password on your own without having to contact IT!

Please note that this DOES require that you have completed the Self Service Password Reset configuration steps as previously instructed. If you have not completed this setup and you forget your password, you will have to call in or stop by to get your password reset.

- 1.) Browse to <https://passwordreset.microsoftonline.com>

- 2.) Fill in your email account in the username@vcom.edu format. Do NOT include any campus designation (i.e. vt/carolinas/auburn/ulm). Complete the captcha box and hit Next.



← → ↻ Secure | <https://passwordreset.microsoftonline.com>

Microsoft

Get back into your account

Who are you?

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

User ID:

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



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

3.) Click the “I forgot my password” option and hit Next .

← → ↻ Secure | <https://passwordreset.microsoftonline.com>

Microsoft

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

4.) Pick one of the options listed. You should pick the 2 options that you completed during the MFA setup process. In this example, we will use our mobile phone for a text and then answer security questions.



← → ↻ Secure | https://passwordreset.microsoftonline.com

Microsoft

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:

<input checked="" type="radio"/> Text my mobile phone	In order to protect your account, we need you to enter your complete mobile phone number (*****21) below. You will then receive a text message with a verification code which can be used to reset your password.
<input type="radio"/> Call my mobile phone	
<input type="radio"/> Answer my security questions	

Enter your phone number

Text

Cancel

5.) Retrieve the verification code that was sent to you via text, enter it into the box and click Next.

← → ↻ Secure | https://passwordreset.microsoftonline.com

Microsoft

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:

<input checked="" type="radio"/> Text my mobile phone	We've sent you a text message containing a verification code to your phone.
<input type="radio"/> Call my mobile phone	
<input type="radio"/> Answer my security questions	

Enter your verification code

Next Try again Contact your administrator

Cancel



6.) Complete Step 2 of the verification process. This will automatically pick the other option you completed during the MFA setup process. In this example, that was the security questions, so answer those and click Next.

7.) Select your new password. Please remember that your password will still be bound by the normal requirements which can be reviewed at <http://www.vcom.edu/students/password-requirements> .



Microsoft

Get back into your account

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

* Enter new password:

* Confirm new password:

Finish Cancel

8.) You're done!

Microsoft

Get back into your account

✓ Your password has been reset

9.) You may now go back to your regular email login page at <http://outlook.com/owa/vcom.edu> . Once you've logged in, you should see a notification email that your password has been changed.



Your Edward Via College of Osteopathic Medicine password has been reset



Microsoft Online Services Team <msonlineserviceteam@microsoftonline.com>

Today, 8:18 AM

Password Reset



Reply all

To help protect your privacy, some content in this message has been blocked. To re-enable the blocked features, [click here](#).

To always show content from this sender, [click here](#).

Password reset notification

The password on your account has recently been reset. If you performed this password reset, then this message is for your information only.

- **User ID:** passwordreset@vcom.edu

If you are not sure you or your administrator performed this password reset, then you should contact your administrator immediately.

Remember: Make sure you update all of your devices (phones, tablets, and PCs) with your new password!

Sincerely,
The Azure Active Directory Team

Microsoft Corporation | One Microsoft Way Redmond, WA 98052-6399

This message was sent from an unmonitored email address. Please do not reply to this message.

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