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

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.
5.) Retrieve the verification code that was sent to you via text, enter it into the box and click Next.
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](http://www.vcom.edu/students/password-requirements).
8.) You’re done!

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 <msonlineservicesteam@microsoftonline.com>

Today, 8:18 AM
Password Reset

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.

Forgot password reset v2.0 March 2019