



Remote Password Reset Through Office 365

Step 1-Navigate to <https://webmail.paulsmiths.edu> to trigger the process:
You must click 'forgot password' link and satisfy the recaptcha character entry.



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.

Next

Cancel

Step 2-Register three security questions:

After proceeding with the 'Next' button, clicking the 'register for self-service password reset' link will bring you to a Microsoft page with a link to bring you back to the login page for authentication. See below.



Get back into your account

We're sorry

You can't reset your own password because you haven't registered for password reset.

If you can't sign in, you must [contact your administrator to reset your password](#) for you.

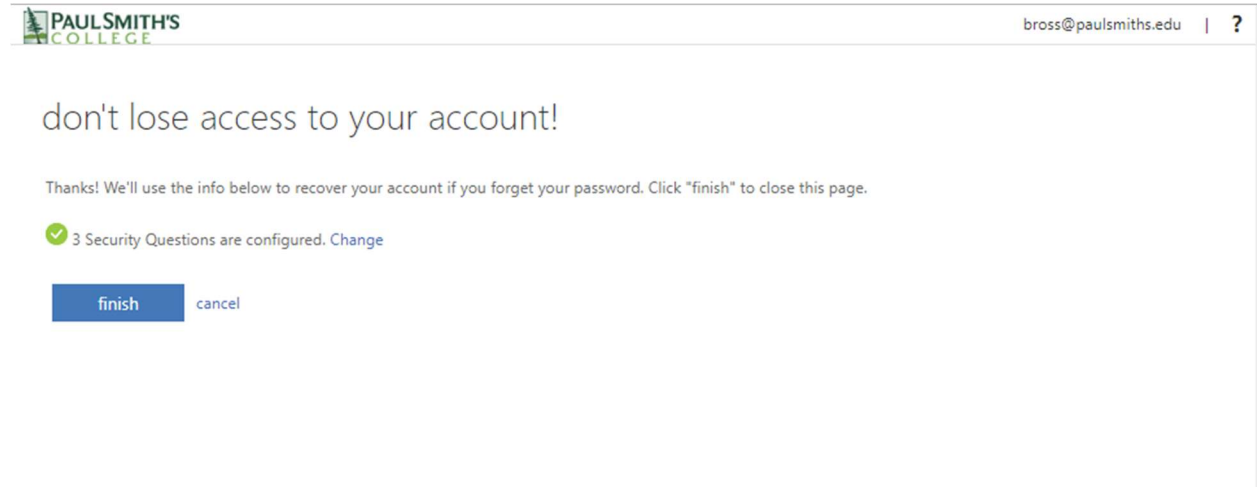
After you can sign in again, [register for self-service password reset](#), to make sure that you're able to reset your own password in the future.

[Show additional details](#)

You must log in with your current credentials at this stage. After logging out of webmail you are able to click the 'forgot password' link which will now prompt for security question registration. See below.

A screenshot of a Microsoft account security warning page. The page header includes the Paul Smith's College logo on the left and the email address "bross@paulsmiths.edu" with a help icon on the right. The main heading is "don't lose access to your account!". Below this, a message states: "To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 1 of the options below." A red warning icon is followed by the text: "Security Questions are not configured. Set them up now". At the bottom of the main content area are two buttons: "finish" and "cancel". The footer contains "©2019 Microsoft Legal | Privacy" on the left and "Your session will expire in 13:18" on the right.

You must click 'Set them up now', choose three questions with corresponding answers and click 'finish'. This will sign you in to the Office 365 portal again, see below.



The screenshot shows the top of a web browser window. On the left is the Paul Smith's College logo. On the right is the email address 'bross@paulsmiths.edu' and a question mark icon. The main content area has the heading 'don't lose access to your account!'. Below it is a message: 'Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.' A green checkmark icon is followed by the text '3 Security Questions are configured. Change'. At the bottom are two buttons: 'finish' (highlighted in blue) and 'cancel'.

At this point you are now successfully registered and can take advantage of the remote password reset option.

Step 3-Reset or unlock an account:

Any future clicks of the Office 365 'forgot password' link will result in the following process:

Satisfy the Recaptcha characters:



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Answer your three security questions:



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Answer my security questions

What is your oldest sibling's middle name?

What is your favorite food?

What was the first and last name of your childhood best friend?

Next

[Contact your administrator](#)

[Cancel](#)

Choose your new password:



Get back into your account

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

* Enter new password:

This information is required.

* Confirm new password:

Finish

Cancel

Use your new password:



Get back into your account

✓ Your password has been reset

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

If at any point you are experiencing issues with this process, please either stop by the IT Helpdesk, call us at 518-327-6465 or email us at helpdesk@paulsmiths.edu.