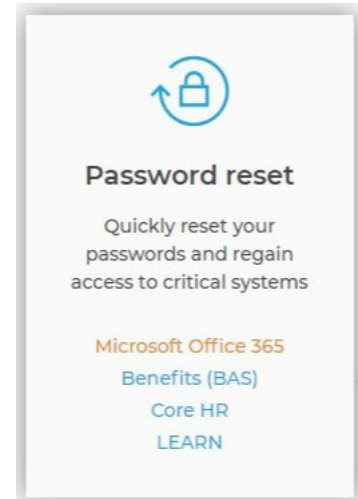


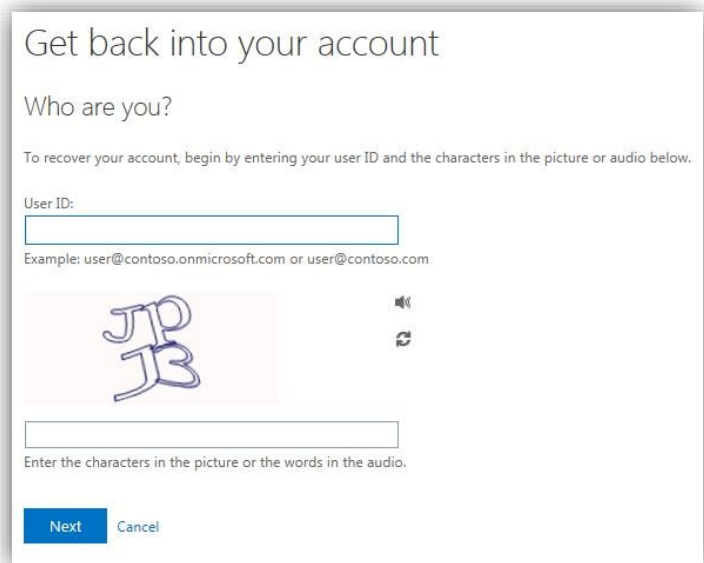
Reset your Office 365 password

1. Go to <http://servicedesk.ok.gov>. Under **Password Reset**, select **Microsoft Office 365** to reset your password for your email account and computer.

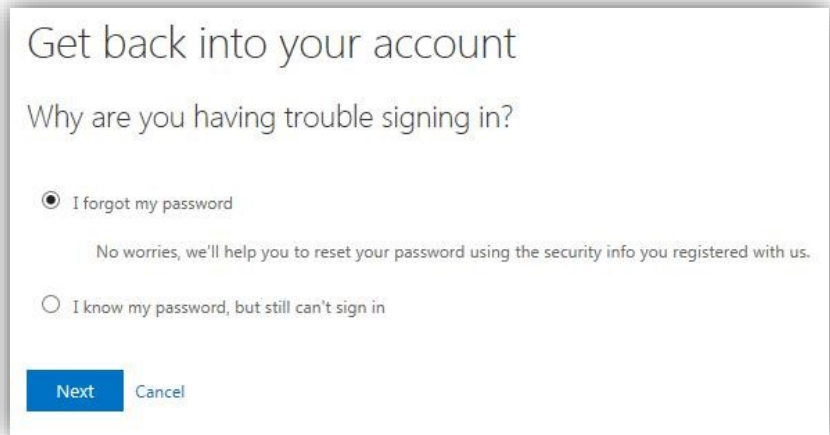


2. Enter your email* in the **User ID** field and enter the displayed CAPTCHA in the second field. Select **Next**.

*Use your UPN email address if that is how you login to O365 normally. For example, OKDHS employees would use u#@okdhs.org.

A screenshot of a Microsoft account recovery page titled "Get back into your account". It asks "Who are you?" and provides instructions: "To recover your account, begin by entering your user ID and the characters in the picture or audio below." There is a text input field for "User ID:" with an example: "user@contoso.onmicrosoft.com or user@contoso.com". Below this is a CAPTCHA image showing the letters "JP" and "JB" in a stylized font. To the right of the CAPTCHA are icons for audio and refresh. Below the CAPTCHA is another text input field with the instruction: "Enter the characters in the picture or the words in the audio." At the bottom are "Next" and "Cancel" buttons.

3. Select **I forgot my password**, then select **Next**.
 - a. If you have been locked out of your account, select **I know my password but still can't sign in**.



Get back into your account

Why are you having trouble signing in?

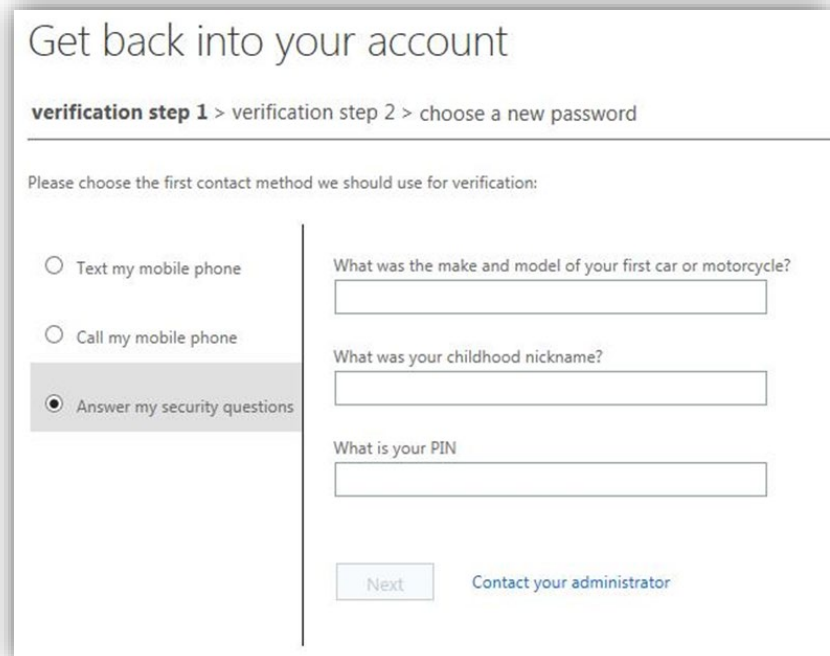
☒ I forgot my password

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

[Next](#) [Cancel](#)

4. Select one authentication method for **verification step 1**, enter the applicable information and follow the prompts.



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

☒ Answer my security questions

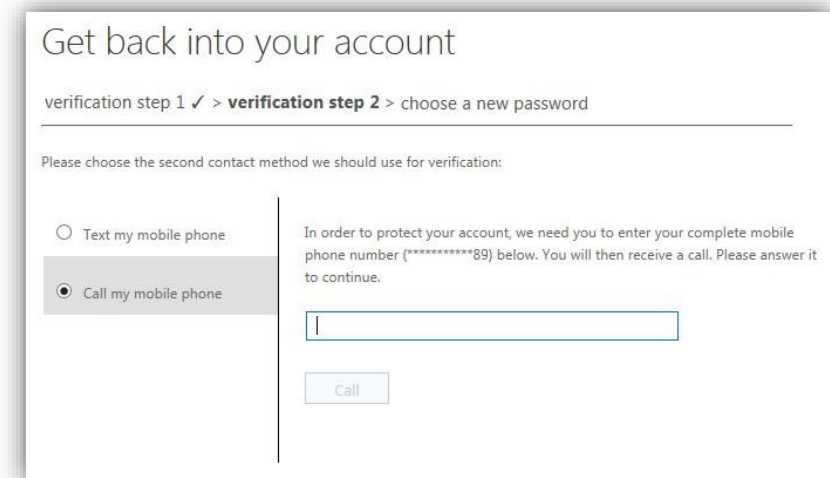
What was the make and model of your first car or motorcycle?

What was your childhood nickname?

What is your PIN

[Next](#) [Contact your administrator](#)

5. For **verification step 2**, select a second authentication method, enter the applicable information and follow the prompts.



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:

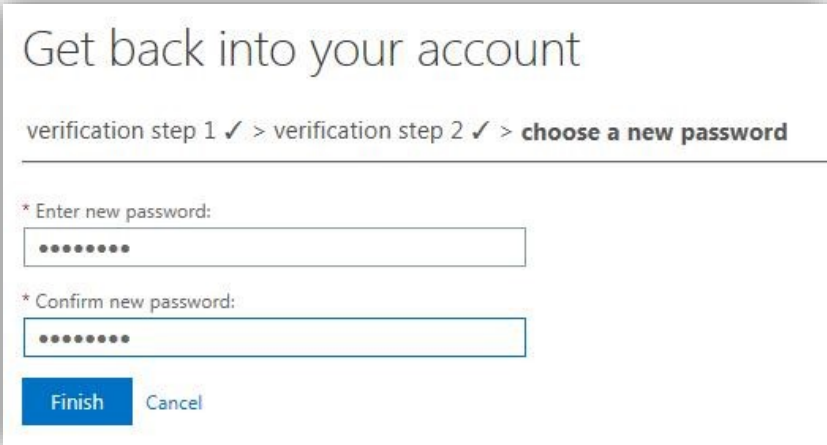
☐ Text my mobile phone

☒ Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****89) below. You will then receive a call. Please answer it to continue.

[Call](#)

6. After you have completed both verification steps, enter and confirm a new password and select **Finish**.



Get back into your account

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

* Enter new password:

* Confirm new password:

Finish Cancel

7. You will see this message when your password has been reset.

