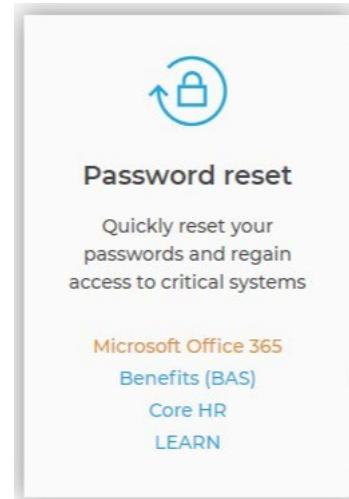




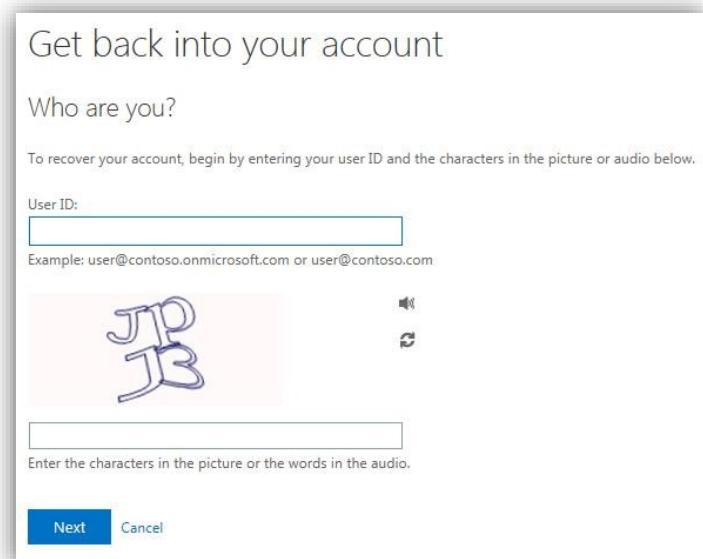
Reset your Office 365 password

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.



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.

