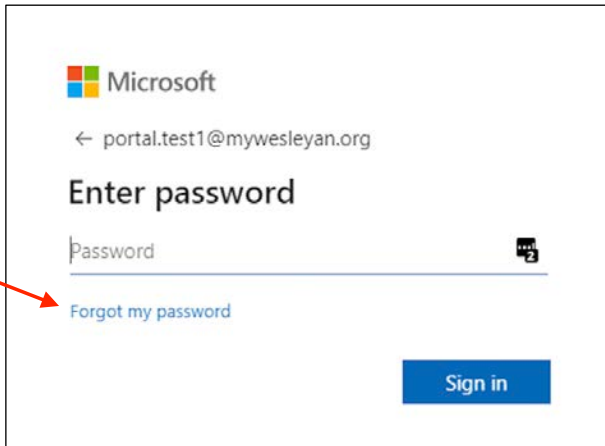



What If I Forgot My Password

Step 1

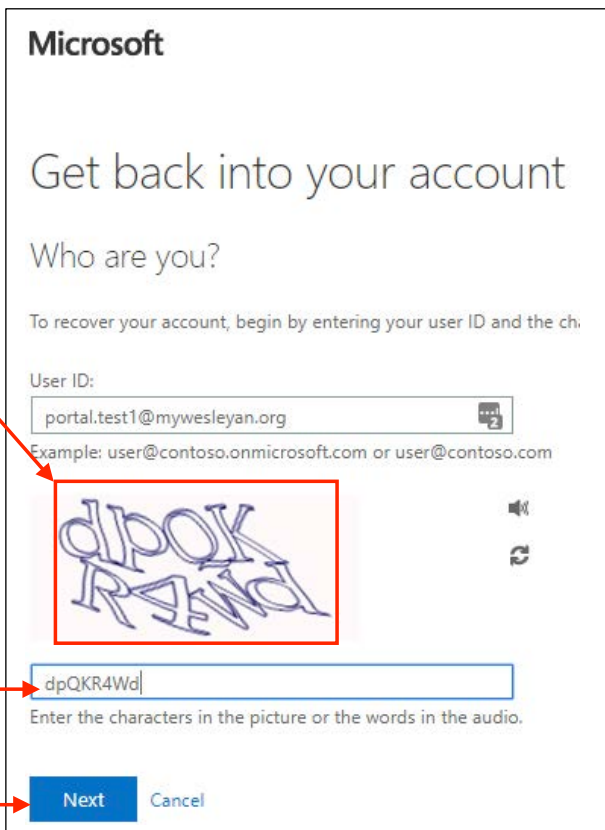
After you have entered your user ID, select **Forgot my password**





Microsoft
← portal.test1@mywesleyan.org
Enter password
Password 
[Forgot my password](#)
Sign in

Step 2

You will see a code here.



Microsoft
Get back into your account
Who are you?
To recover your account, begin by entering your user ID and the ch.
User ID:
portal.test1@mywesleyan.org 
Example: user@contoso.onmicrosoft.com or user@contoso.com

dpQKR4Wd
Enter the characters in the picture or the words in the audio.
Next Cancel

Type the code here.

Click **Next**.

Step 3

You will see one of three methods of verifying your account.

Verification Through Phone

Choose either **Text my mobile phone** or **Call my mobile phone**. If you only have a land line, select **Call my mobile phone**.

Enter your phone number here, then click **Text** or **Call**.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the 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 contact phone number (*****05) below. You will then receive a text verification code which can be used to reset your password.

317

Text

Go to your phone and locate (or listen for) your verification code.

Enter the code and click **Next**.

Now go to **Step 4**.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

Answer my security questions

We've sent you a text message containing a verification code

Enter your verification code

Next

Verification Through Email

Choose **Email my Alternate email**.

Click **Email**.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

Answer my security questions

You will receive an email containing a address (mj*****@gmail.com).

Email

Go to your email and locate your verification code.

Enter the code and click **Next**.

Now go to **Step 4**.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

Answer my security questions

We've sent an email message containing a verification co

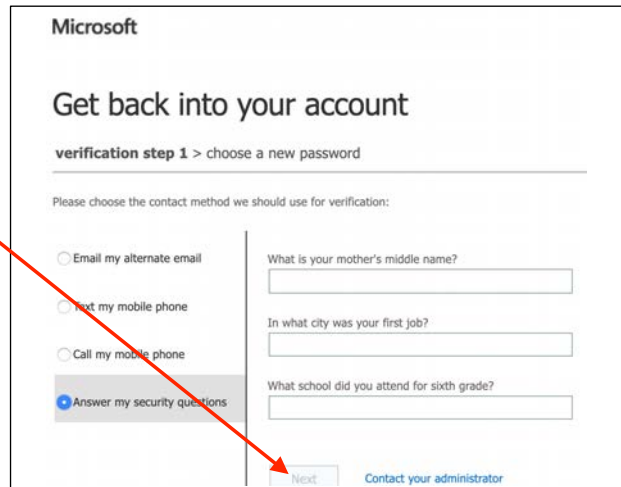
Enter your verification code

Next

[Are you having a problem?](#)

Verification Through Security Questions

Choose **Answer my security questions**, answer the questions, and click **Next**.



Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Answer my security questions

What is your mother's middle name?

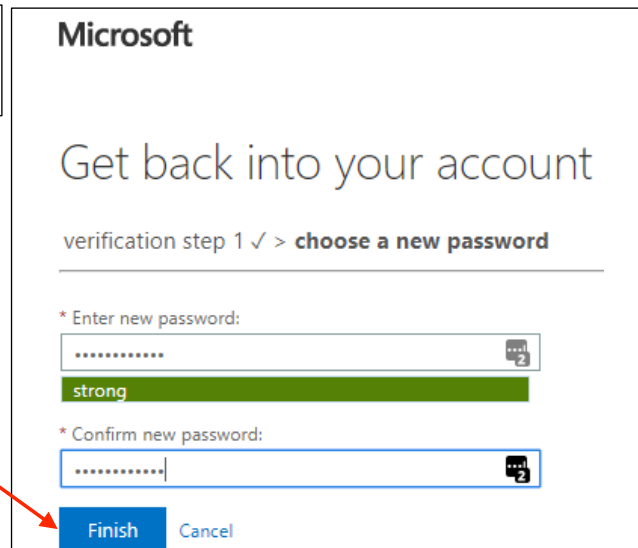
In what city was your first job?

What school did you attend for sixth grade?

[Contact your administrator](#)

Step 4

Here is where you reset your password. Click **Finish**. Now you can sign into your account.



Microsoft

Get back into your account

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

* Enter new password:

strong

* Confirm new password: