How to Reset Your Password
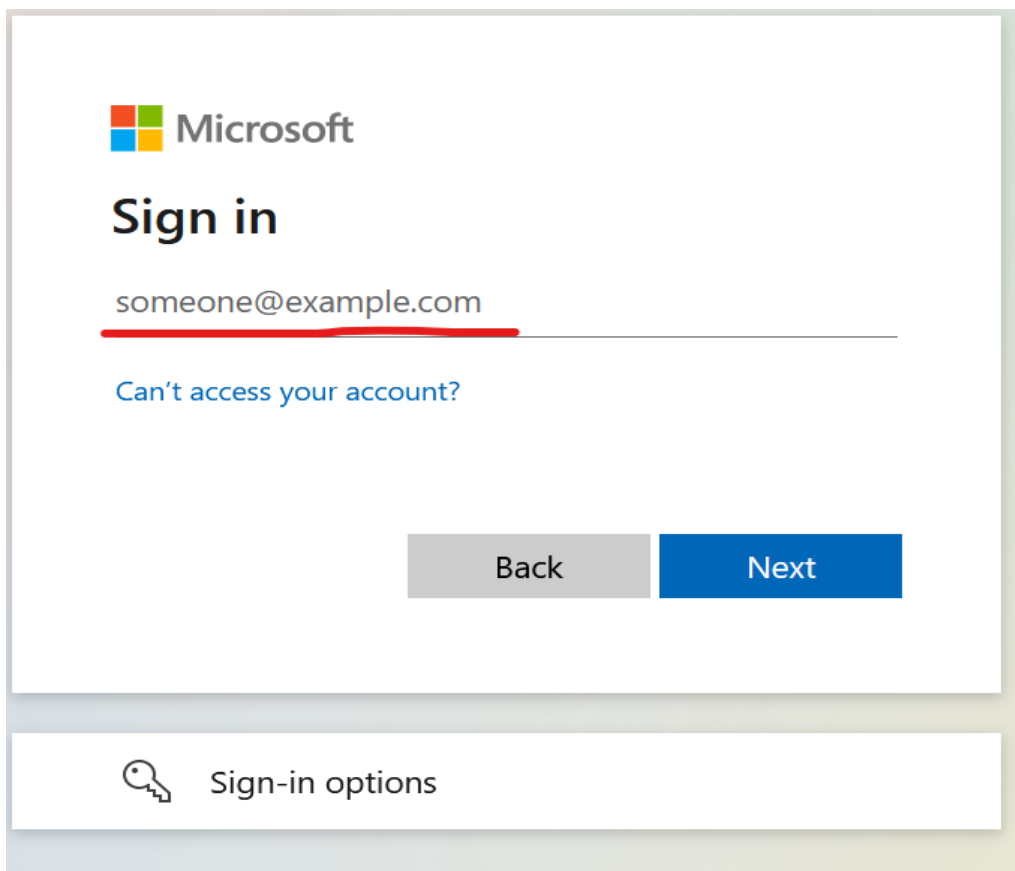
User Guide

Resetting Forgotten Password
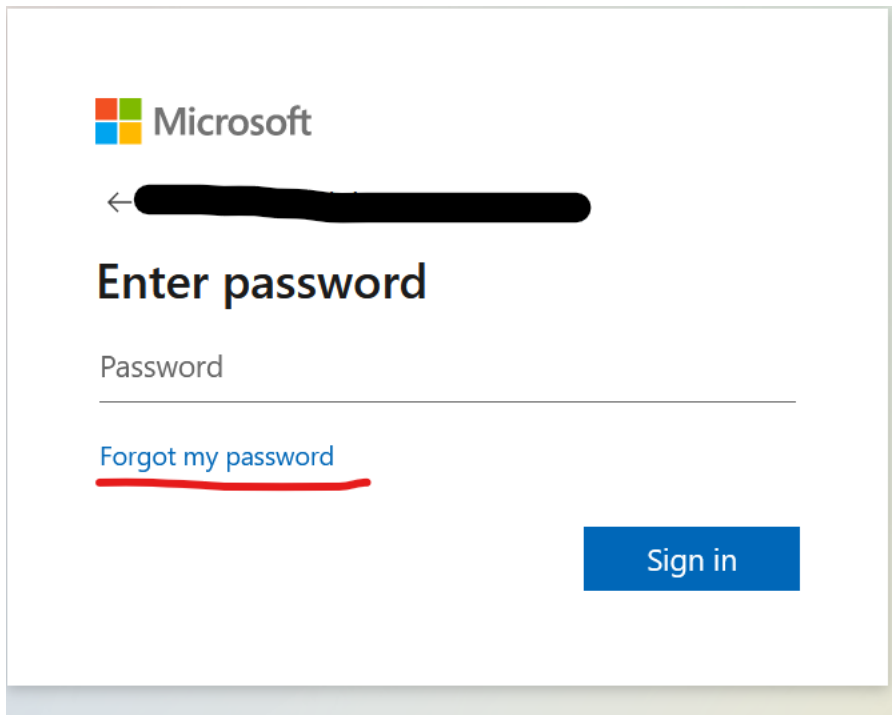
To reset your password, you can:

- Go directly to https://passwordreset.microsoftonline.com/, or
- Go to the PASRR Portal Login Page https://www.masspasrr.org/
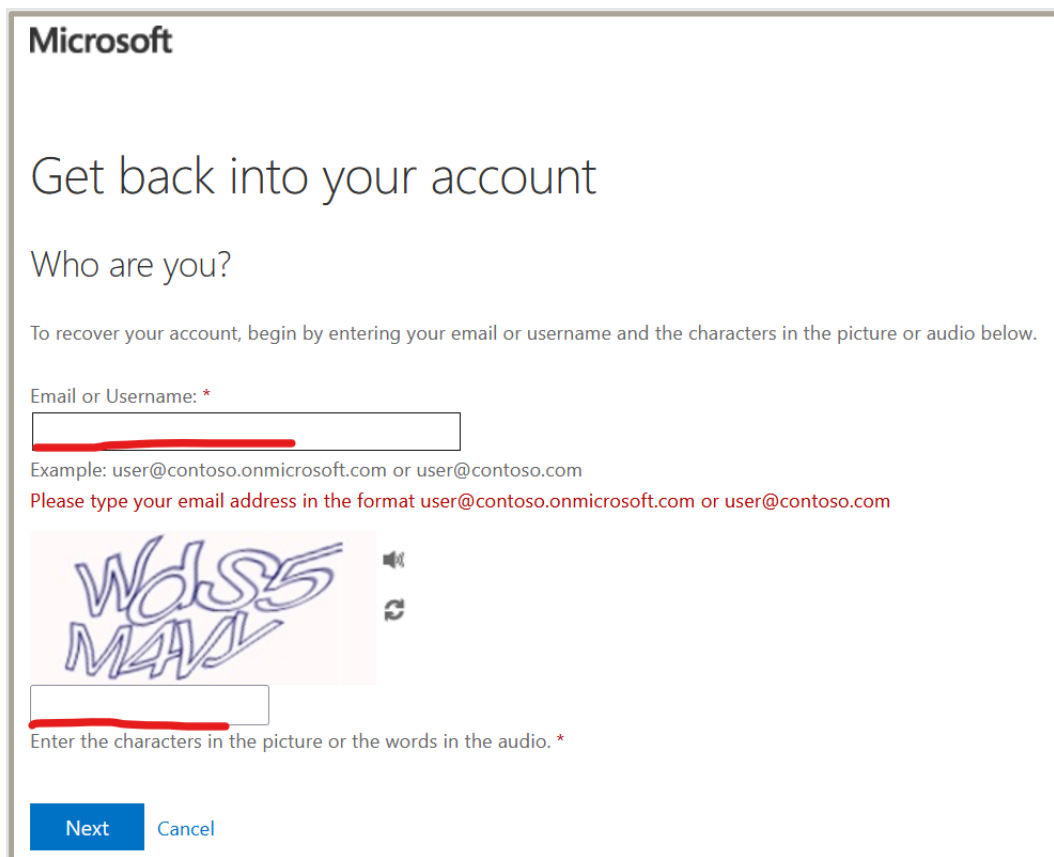
1. Sign in with your PASRR Username and click the "Next" button.

2. Click on the "Forgot my password" link, highlighted below.

Microsoft

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Enter password

Password

Forgot my password

Sign in

3. On the "Get back into your account" page, fill in your PASRR Username and enter the characters as shown in the picture. Click on the "Next" button.

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com
Please type your email address in the format user@contoso.onmicrosoft.com or user@contoso.com

Enter the characters in the picture or the words in the audio. *

Next   Cancel

4. If you have previously selected to use the Authenticator App to log in to the portal, open the Authenticator App and select the account you are trying to log into from the drop-down list. If you do not use the Authenticator App, please skip to Step 6.
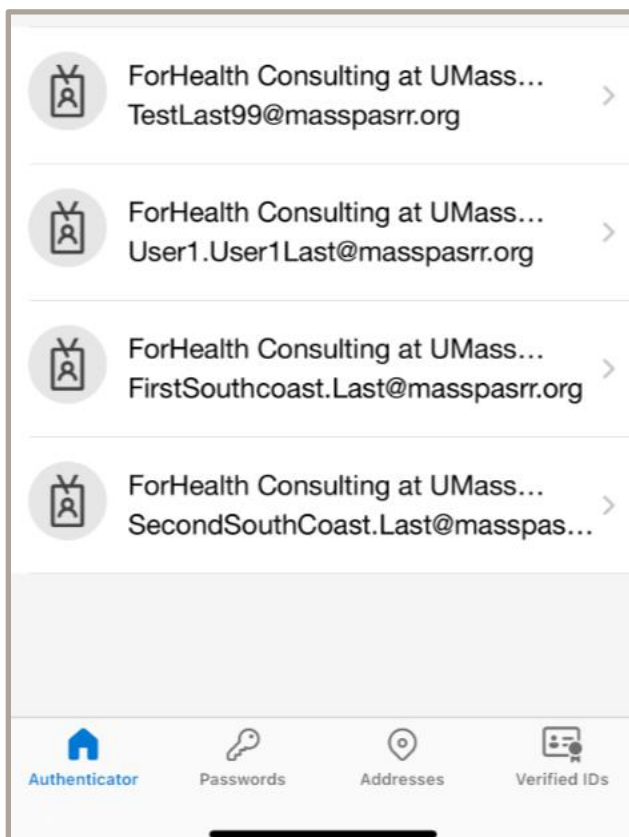
5. Authenticator App: You should see a 6-digit "One-time password code." Skip to Step 7 to enter the code.

6. If you've opted for text notification, a 6-digit code will be sent to your mobile. Alternatively, if you've chosen the call notification, you'll receive an automated call providing your code.
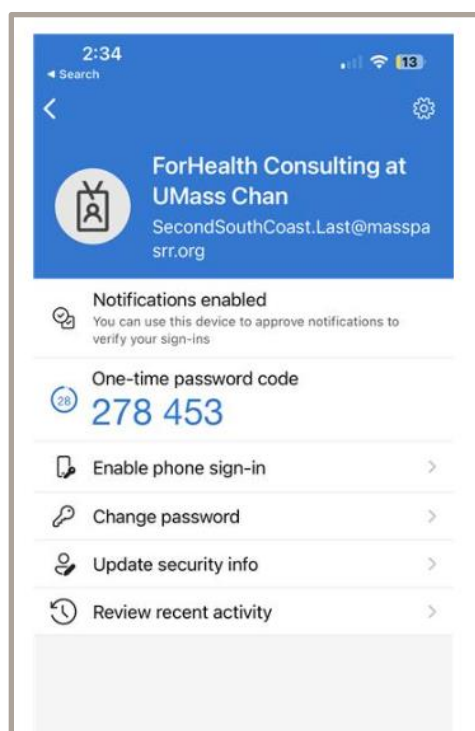
7. Enter the one-time passcode on the "Verification step 1" screen. Click the "Next" button.

8. Enter a new password. Your password must be at least eight characters long and contain three out of the following four items:
    a. Lowercase characters
    b. Uppercase characters
    c. Numbers (0-9)
    d. Symbols: @ # $ % ^ & * - _ ! + = [ ] { } | \ : ' , . ? / ` ~ " ( ) ; < >

    Click the "Finish" button when done.

9. Your password is successfully reset.
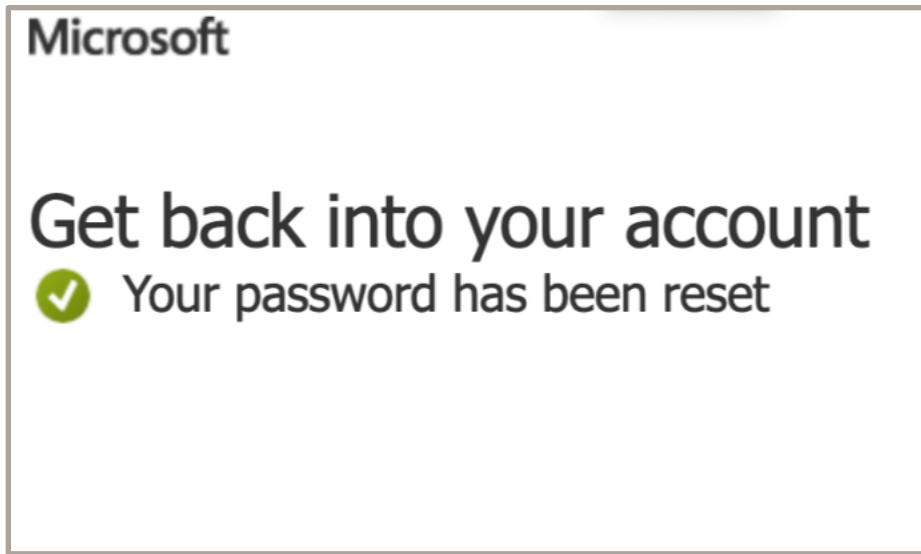
10. Return to the PASRR Portal Login Page and enter your username and new password.