

How to Reset Your Password

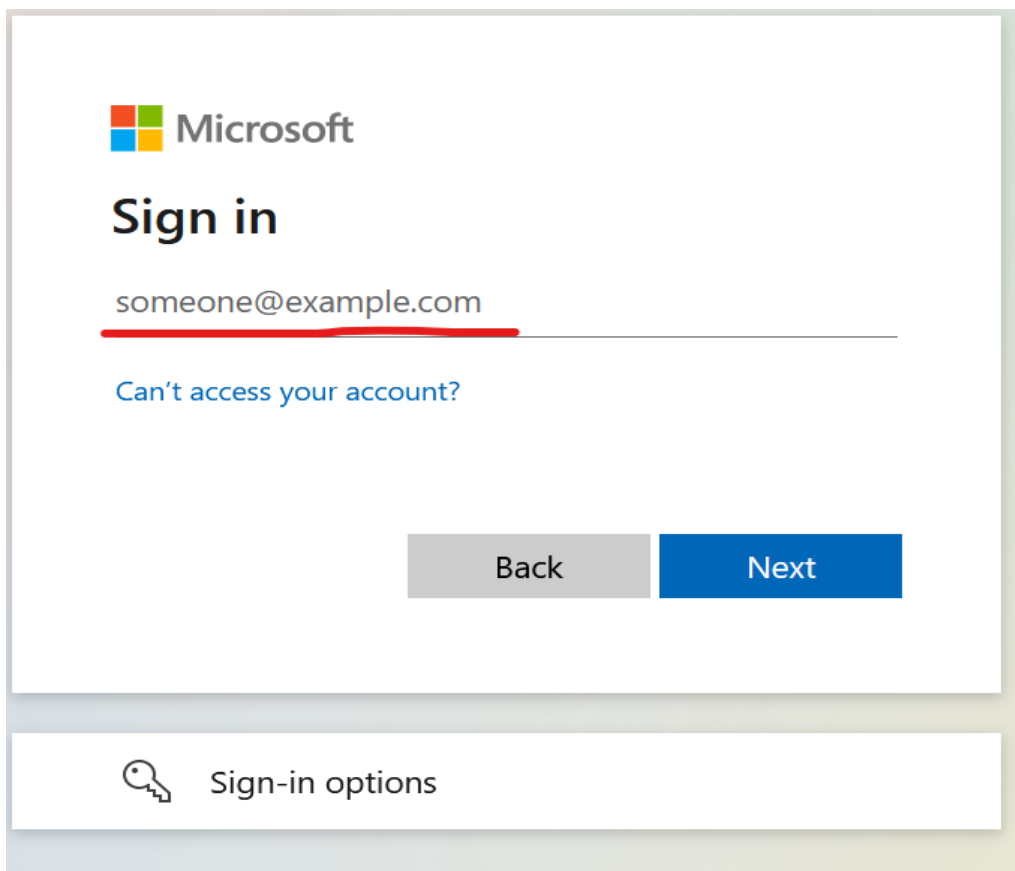
User Guide

Resetting Forgotten Password

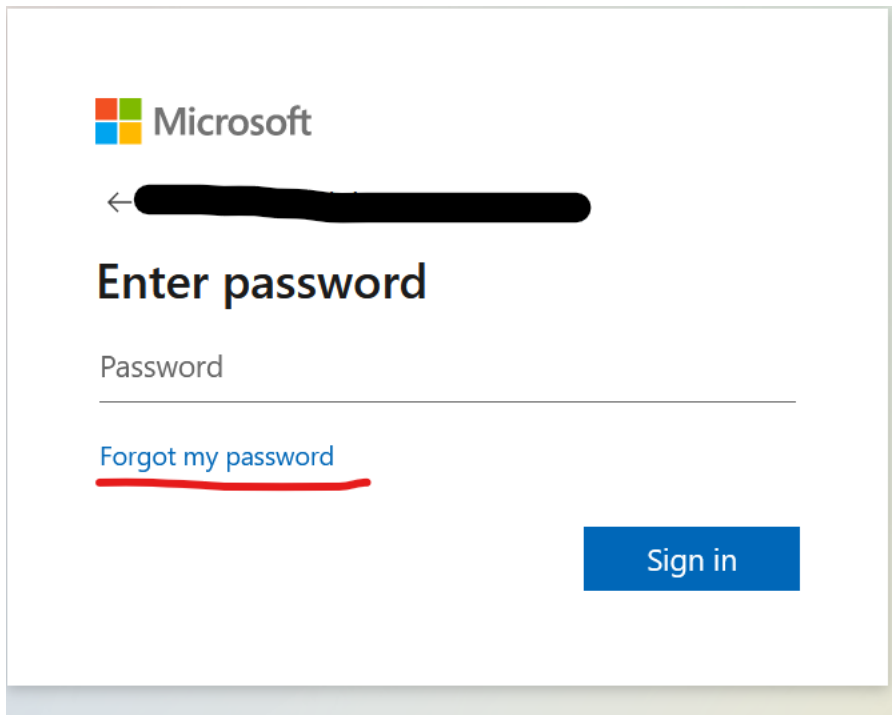
To reset your password, you can:

- Go directly to <https://passwordreset.microsoftonline.com/>, or
- Go to the PASRR Portal Login Page <https://www.masspasrr.org/>

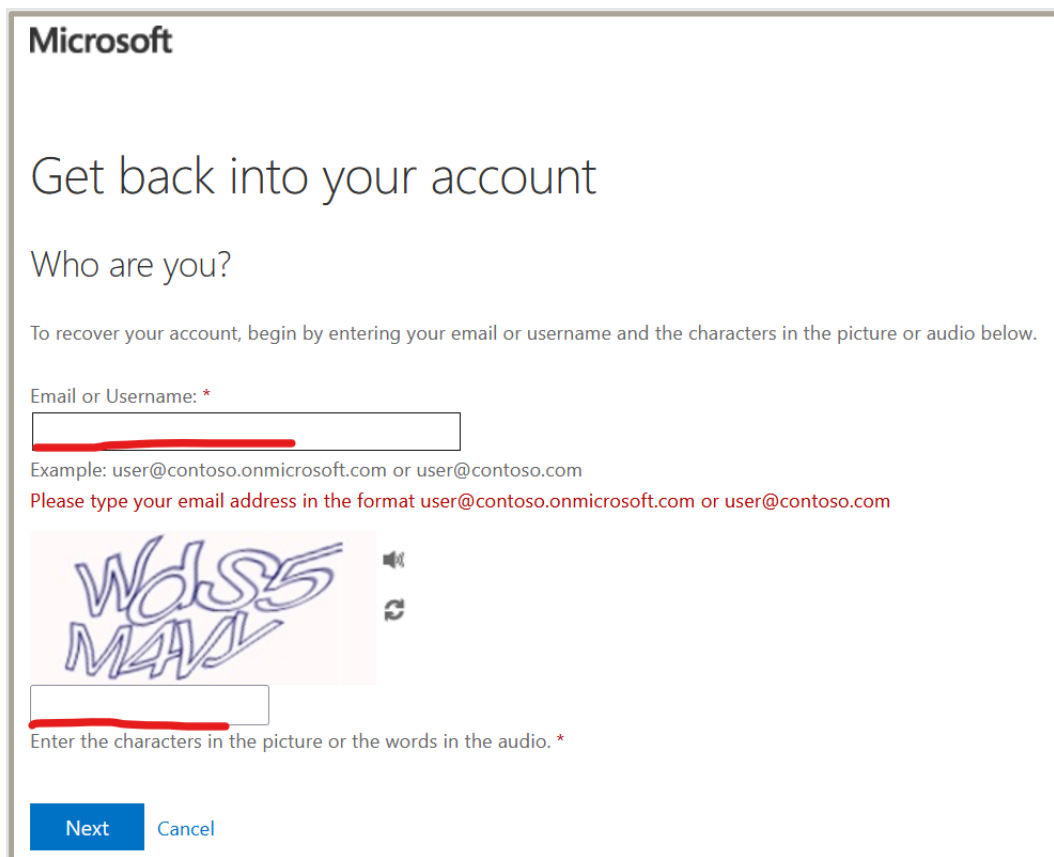
1. Sign in with your PASRR Username and click the "Next" button.

A screenshot of the Microsoft Sign in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed in a large, bold font. Underneath "Sign in" is a text input field containing the email address "someone@example.com". A red underline is visible under the input field. Below the input field is a blue link that says "Can't access your account?". At the bottom of the sign-in area are two buttons: a grey "Back" button and a blue "Next" button. Below the sign-in area is a section titled "Sign-in options" with a key icon to its left.

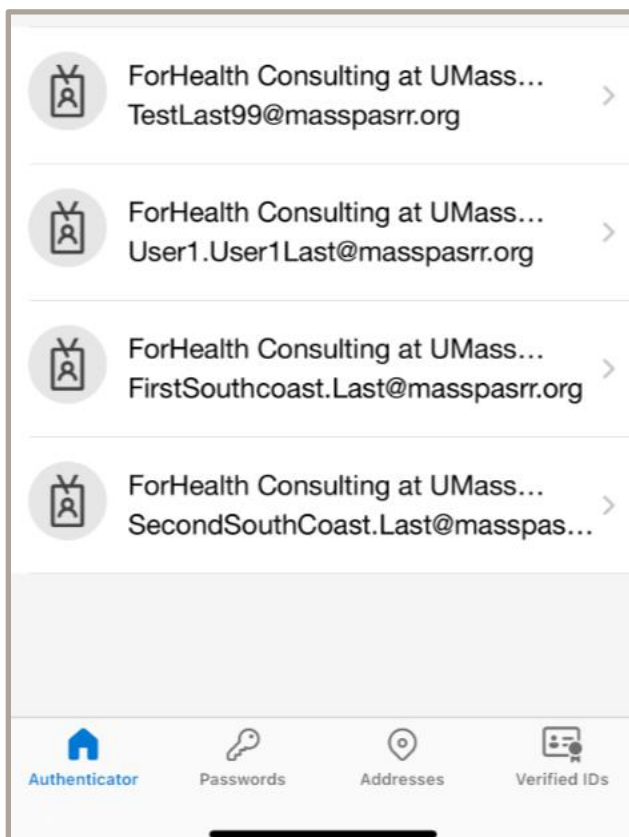
- Click on the "Forgot my password" link, highlighted below.



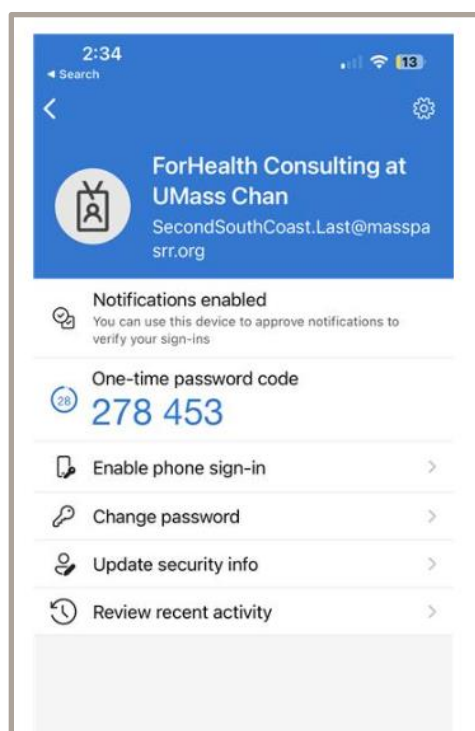
- On the "Get back into your account" page, fill in your PASRR Username and enter the characters as shown in the picture. Click on the "Next" button.



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.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

Enter your verification code

Next

Cancel

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

Click the "Finish" button when done.

Microsoft

Get back into your account

verification step 1 ✓ > choose a new password

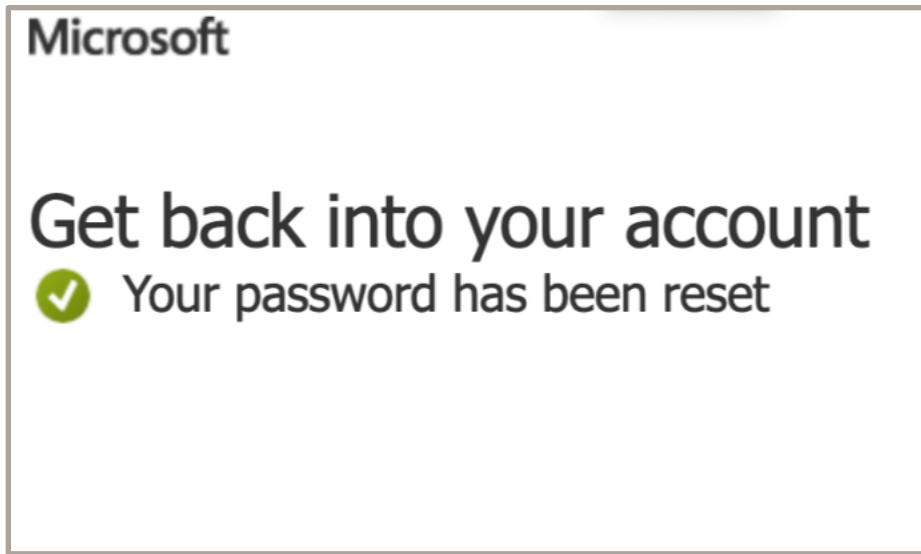
* Enter new password:

strong

* Confirm new password:

Finish Cancel

9. Your password is successfully reset.



10. Return to the PASRR Portal Login Page and enter your username and new password.