

Office 365: Forgot Password

After trying to login to Office 365 with an incorrect password, click on the “**Forgot your password?**” link.

We don't recognize this user ID or password
Be sure to type the password for your work or school account. [Forgot your password?](#)

 Keep me signed in

Enter your **email address** and **captcha code** displayed on your screen.

Get back into your account

Who are you?

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

* User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



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

Select a contact method to verify 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

In order to protect your account, we need you to enter your complete mobile phone number (*****14) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Enter your verification code.

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

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

[Try again](#)

[Contact your administrator](#)

Create a new password.

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

* Enter new password:

Password strength

* Confirm new password:

Finish

Cancel

You should now be able to successfully log in to your account.