

# How to use Employee Self-Service Password Reset

There is only one way to reset your password using the Self-Service Password Reset feature. *Do not* change your password within Gmail itself.

1. Go to the Self-Service Password Reset page by typing the following web address in any web browser: <https://passwordreset.microsoftonline.com>
2. Enter your email address and characters on the picture. Click "Next"



## 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.

3. Your Self-Service Password Reset option will appear, depending on which you chose during registration.
  - a. If you chose email as your authentication method:
    - i. Click *Email*



## 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

You will receive an email containing a verification code at your alternate email address (n\*\*\*\*\*@yahoo.com).

Email

Cancel

- ii. Retrieve the code from your alternative email

### Jefferson Parish Schools account email verification code



Microsoft on behalf of Jefferson Parish Schools <msonlineserviceteam@microsoftonline.com>

10:36 AM

To: first.last@yahoo.com

### Verify your email address

Thanks for verifying your first.last@jpschools.org account!

**Your code is: 025293**

Sincerely,  
Jefferson Parish Schools

This message was sent from an unmonitored email address. Please do not reply to this message.



- iii. Enter your code and click “Next”



## 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

We've sent an email message containing a verification code to your inbox.

025293

Next

[Are you having a problem?](#)

[Cancel](#)

- iv. Enter your new password and click “Finish”



## Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

\*\*\*\*\*

\* Confirm new password:

\*\*\*\*\*

Finish

[Cancel](#)

- v. Click “[click here](#)” and sign in with your new password



## Get back into your account



Your password has been reset

To sign in with your new password, [click here](#).

- b. If you chose text message as your authentication method:  
i. Enter your cell number, then click *Text*



## 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 complete mobile phone number (\*\*\*\*\*67) below. You will then receive a text message with a verification code which can be used to reset your password.

5041234567

Text

- ii. Retrieve the code from your cell phone and enter it in the verification code window and click “Next”



## 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

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

☐ Call my mobile phone

123456

Next

[Try again](#)

[Contact your administrator](#)

[Cancel](#)

- iii. Enter your new password and click “Finish”



## Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

\*\*\*\*\*

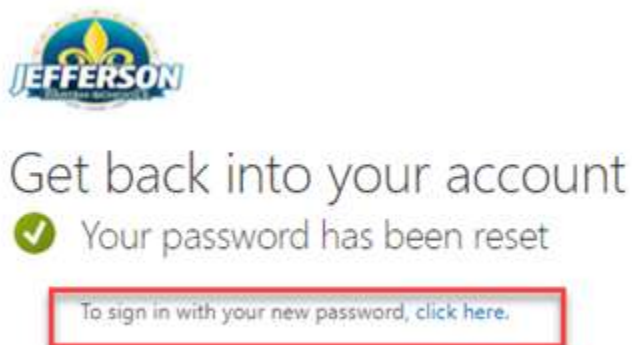
\* Confirm new password:

\*\*\*\*\*

Finish

[Cancel](#)

- iv. Click “[click here](#)” and sign in with your new password



- c. If you chose a phone call as your authentication method:
  - i. Enter your phone number, then click *Call*

A screenshot of the Jefferson Health website's verification step 1. At the top is the Jefferson Health logo. Below it, the heading "Get back into your account" is displayed. Underneath the heading is the text "verification step 1 > choose a new password". Below this is a horizontal line. Under the line is the text "Please choose the contact method we should use for verification:". Below this text are two radio button options: "Text my mobile phone" and "Call my mobile phone". The "Call my mobile phone" option is selected and highlighted with a red rectangular box. To the right of these options is a text input field containing the phone number "5041234567", which is also highlighted with a red rectangular box. Below the input field is a blue button labeled "Call", which is also highlighted with a red rectangular box. At the bottom left of the page is a blue link labeled "Cancel".

- ii. Upon answering the automated call and pressing # when prompted, you will be advanced to the next step automatically.
- iii. Enter your new password and click “Finish”



## Get back into your account

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

\* Enter new password:

\*\*\*\*\*

\* Confirm new password:

\*\*\*\*\*

Finish

Cancel

- iv. Click "[click here](#)" and sign in with your new password



## Get back into your account



Your password has been reset

To sign in with your new password, [click here](#).