

## **Password Reset**

- 1. Go to <u>https://passwordreset.microsoftonline.com</u> in Microsoft Edge or Google Chrome.
- 2. Enter your Virtua email address and the characters in the image. Click *Next*.



3. Choose "I forgot my password" and click Next.



4. Choose a verification method. Virtua IT recommends approving the notification via the Microsoft Authenticator app. *Click Send Notification*.



**5.** On your mobile device, launch the Microsoft Authenticator app and enter the numbers displayed on your computer.

Approve the notification we're sendin shown below.	g to your app by entering the number
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6. Enter a new password twice and click *Finish*. Your new password must comply with the current Virtua password policy.

verification step 1 $\checkmark$ > choose a new password		
* Enter new password:		
* Confirm new password:		
Finish Cancel		

**7.** Wait 10-15 minutes to be prompted for reauthentication with your new password in any apps and devices.





Step-by-Step Guide

## Account Unlock without Password Reset

- 1. Go to <u>https://passwordreset.microsoftonline.com</u> in Microsoft Edge or Google Chrome.
- 2. Enter your Virtua email address and the characters in the image. Click *Next*.



 Choose "I know my password, but still can't sign in" and click Next.



4. Choose a verification method. Virtua IT recommends approving the notification via the Microsoft Authenticator app. Click *Send Notification*.



**5.** On your mobile device, launch the Microsoft Authenticator app and enter the numbers displayed on your computer.

Approve the notification we're s shown below.	sending to your app by entering the number
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Notifications en You sign Are you 2 Enter the nu	abled trying to sign in? Virtua Health @Virtua.org umber shown to sign in.
🕞 En:	52
P Ch No, it's not	me Yes

6. Try to log into any affected apps or services that reported your account as locked. If you still cannot log in, wait 5-10 minutes, and try again.

