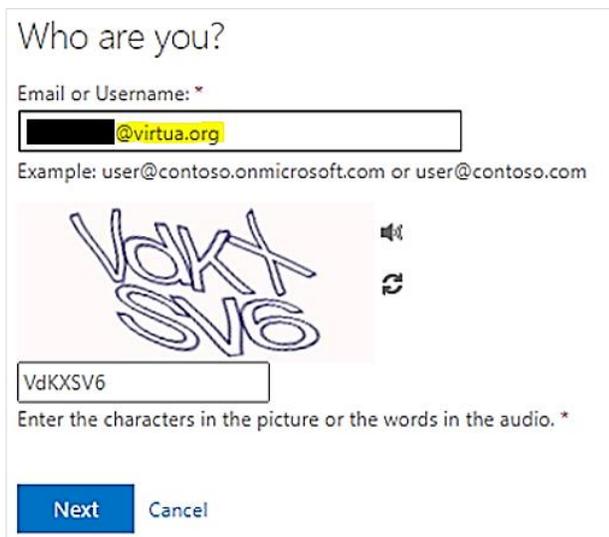
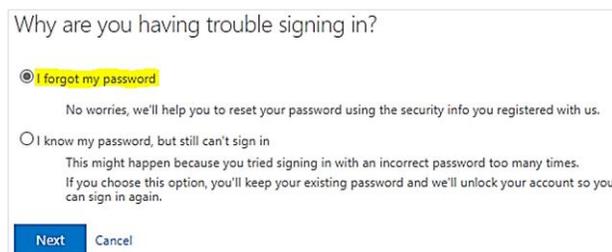


Password Reset

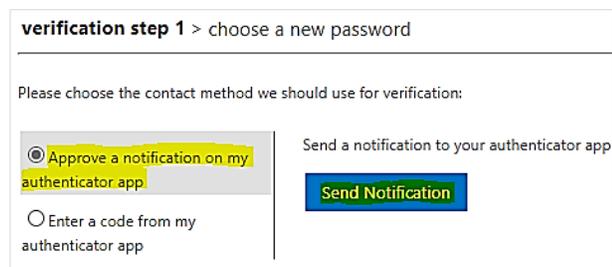
1. Go to <https://passwordreset.microsoftonline.com> in Microsoft Edge or Google Chrome.
2. Enter your Virtua email address and the characters in the image. Click **Next**.



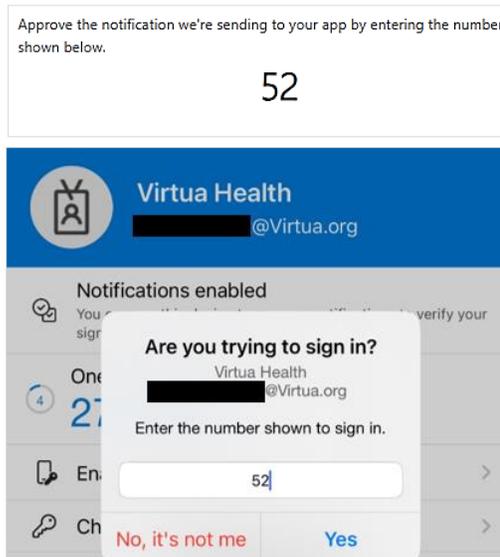
3. Choose "I forgot my password" and click **Next**.



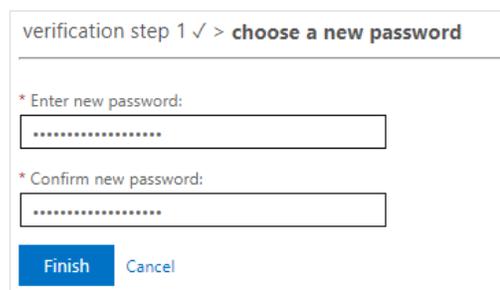
4. Choose a verification method. Virtua IT recommends approving the notification via the Microsoft Authenticator app. *Click Send Notification.*



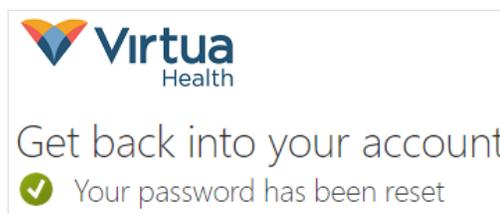
5. On your mobile device, launch the Microsoft Authenticator app and enter the numbers displayed on your computer.



6. Enter a new password twice and click **Finish**. Your new password must comply with the current Virtua password policy.

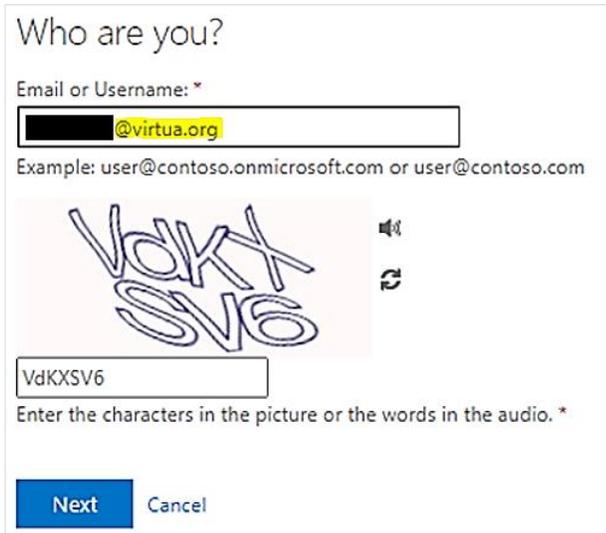


7. Wait 10-15 minutes to be prompted for re-authentication with your new password in any apps and devices.

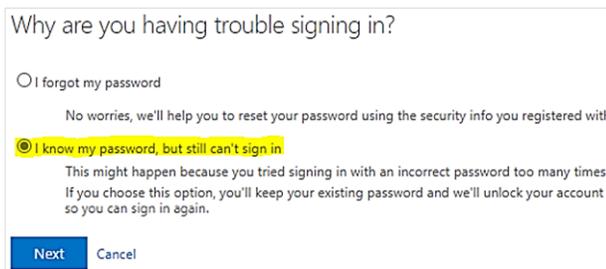


Account Unlock without Password Reset

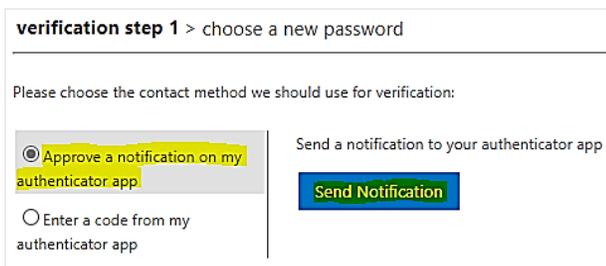
1. Go to <https://passwordreset.microsoftonline.com> in Microsoft Edge or Google Chrome.
2. Enter your Virtua email address and the characters in the image. Click *Next*.



3. 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.




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.

