If you forgot your password, never got a password, or have been locked out of your account, you can use your security info and your mobile device to reset your work password.

Microsoft Password Reset Site
https://passwordreset.microsoftonline.com

I forgot my password
1. If needed, review the video on Self-Service Password Reset/Change
2. Go to https://passwordreset.microsoftonline.com
3. On the "Get back into your account - Who are you?" screen, use your email address for the User ID and prove you are not a robot by entering the captcha characters
4. Select "I forgot my password"
5. On the "Get back into your account - verification" screen, choose a method to verify your identity. Most of you will have MFA set up and should see that as a choice for verification
6. Congratulations, you are back into your account

I know my password - I am locked out
1. If needed, review the video on Self-Service Password Reset/Change
2. Go to https://passwordreset.microsoftonline.com
3. On the "Get back into your account - Who are you?" screen, use your email address for the User ID and prove you are not a robot by entering the captcha characters
4. Select "I know my password - I am locked out"
5. On the "Get back into your account - verification" screen, choose a method to verify your identity. Most of you will have MFA set up and should see that as a choice for verification
6. Congratulations, you are back into your account

Network Password Complexity
1. If you exceed 5 attempts to log in, you will be automatically locked out for 24 hours
   a. IF you are locked out for this reason, please have a co-worker or supervisor put a Northstar ticket in for you
2. Passwords expire after 90 days
3. Cannot use last 15 passwords
4. Password must be 8 characters composed of the following:
   • Uppercase letters of European languages
   • Lowercase letters of European languages
   • Digits (0 through 9)
   • Non-alphanumeric characters (special characters): ~!@#$%^&*_-=`\|(){}[]:;"'<>,.?/

Devices
Please remember to change your password on your mobile devices. Additional attempts with an older password will automatically lock you out of the network

Workstation Lock-Out
If you are locked out from your workstation – visit Service Center video on workstation passwords