


# Forgotten Password -- Reset “Campus Service” Password

**Note: Completing these steps will update all Campus Service Passwords**

(Email, D2L, WebAdvisor, PASSHE Portal, Windows Desktop PC Login, Office 365 Online)

1) Access <https://myapps.microsoft.com>

2) You should see the logo for Mansfield &  Microsoft

Work or school, or personal Microsoft account



@mansfield.edu

Sign in Back

Can't access your account?

What kind of account do you have?

Personal account

Work or school account



3) Select “Can’t Access your Account?”

*If you don't see this option, click on the ... associated with any account that is showing. Then select Forget.*

4) Select **Work or School Account**

Microsoft

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.

Next Cancel

5) Verify your Email Address in the User ID box.

6) **Type the characters exactly as they appear and click Next.**

Verification choices should appear – (see screenshot below):

If the verification panel displays only one verification option (see screenshot below) that means you didn't set up alternative methods when you first registered your Office 365 account. **If you have no alternative options listed, contact the MU HelpDesk for assistance.**

## Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input type="radio"/> Email my alternate email	In order to protect your account, we need you to enter your complete mobile phone number (*****31) below. You will then receive a text message with a verification code which can be used to reset your password.
<input checked="" type="radio"/> Text my mobile phone	
<input type="radio"/> Call my mobile phone	
<input type="radio"/> Answer my security questions	

### 7) Enter the Old Password, \*Create a New Password, Confirm the New Password & Submit.

User ID  
@mansfield.edu

Old password

Create new password

Confirm new password

#### \*Password Change Requirements

1. Password must be at least 8 characters in length.
2. Must be different than your previous 3 passwords.
3. Must not contain significant portions of your user account or full name.
4. Must have 3 of the 4 characteristics below:
  - Lowercase character(s)
  - Uppercase character(s)
  - Numeric character(s)
  - Special character(s), such as ! @ # \$ % ^ & \*

Reminder: You will have to change your password every 90 days.

**Completing these steps will update all Campus Service Passwords (Email, D2L, WebAdvisor, PASSHE Portal, Windows Desktop PC Login, Office 365 Online)**