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

@ mansfield.edu

Sign in Back

Can't access your account?

What kind of account do you have?

Personal account

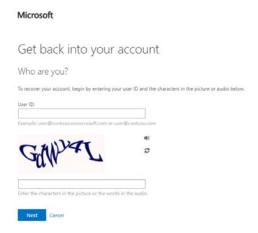
Work or school account

Work or school, or personal Microsoft 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



- 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

Please choose the contact method we should use for verification:	
Text my mobile phone	verification code which can be used to reset your password.
Call my mobile phone	Enter your phone number
Answer my security questions	Text

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



*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)