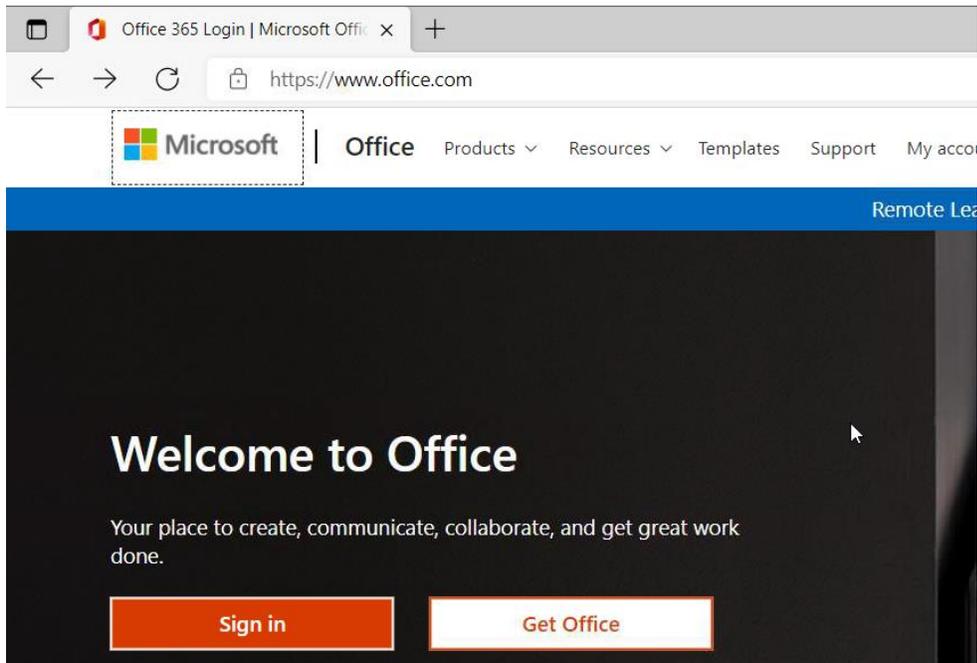


## SELF SERVICE PASSWORD RESET

If you've forgotten your password, you can reset it by following this guide. Please note that resetting your password using this method will give you immediate access to your email, but it may take a few minutes to synchronize the changes back to our servers for logging into our Citrix system.

Using any modern web browser, go to [www.office.com](https://www.office.com) and click **Sign in**



A pop-up window asks you to sign into your Microsoft 365 account. Enter your UCP email address then click **Next**.

Your UCP email address is in the following format [FirstName.LastName@ucpcentralpa.org](mailto:FirstName.LastName@ucpcentralpa.org). If you do not know your UCP email address, consult your supervisor.



## Sign in

test.test@ucpcentralpa.org

No account? [Create one!](#)

[Can't access your account?](#)

Next

Now click on **Forgot my password**



← test.test@ucpcentralpa.org

## Enter password

Password

[Forgot my password](#)

Sign in

Enter the characters show in the image (this is a sample image, and will different each time you come to this screen), then click **Next**

**Microsoft**

## Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

**Next**

Cancel

Next, you'll be prompted to verify your identity by providing a second authentication method. This multifactor authentication (MFA) process protects your account against a hacking attempt.

### Microsoft

## Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

<input checked="" type="radio"/> Email my alternate email	You will receive an email containing a verification code at your alternate email address (t. *****) 
<input type="radio"/> Text my mobile phone	
<input type="radio"/> Call my mobile phone	
<input type="radio"/> Call my office phone	
<input type="radio"/> Approve a notification on my authenticator app	
<input type="radio"/> Enter a code from my authenticator app	

Once you've passed the verification, you can now set your password, and click **Finish**

These are requirements for a valid password

- Are at least 12 characters in length
- Contain characters from **at least three of the four** types:
  - UPPER CASE LETTERS (A,B,C...)
  - lower case letters (a,b,c...)
  - Numeric (0,1,2,3...)
  - Non-alphanumeric (!,@,#,\$,%,&...)
- Cannot contain your username
- Is not the same as any of your past 3 passwords

### Microsoft

## Get back into your account

verification step 1 ✓ > **choose a new password**

\* Enter new password:

\* Confirm new password:

**Finish** Cancel