

# Password reset

## PASSWORD RESET REGISTRATION

In order for the password reset site to work, you must register first. Please go to <https://account.activedirectory.windowsazure.com/passwordreset/Register.aspx>

If you are not currently logged in, you will go through the normal Palmer logon process.

Sign In



Type your user name and password.

User name:

mark.wiseley

Password:

.....

Sign In

If you are already logged in, you will be asked to confirm your password and see a screen like the one below. Then you will see the normal logon page.

## confirm your current password

In order to keep your security information private, we need you to re-enter your current password on the next page.

re-enter my password

cancel

Next, you will see the “don’t lose access to your account!” page. Please click the Change button for your Authentication Phone number and your Authentication Email and walk through the steps.

## don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 2 of the options below.

✓ Authentication Phone is set to +1 ██████████ [Change](#)

✓ Authentication Email is set to ██████████ [Change](#)

looks good

cancel

If you have any issue, please submit a help desk ticket at <https://palmer.service-now.com>

### Resetting my password

Once you have your password reset registration done you can then use the password reset page anytime. To use the site, please go here: <https://passwordreset.microsoftonline.com/> Make sure you put in your entire email address as your user id, then click next and follow the instructions.

**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