

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](#)