How to use Employee Self-Service Password Reset

There is only one way to reset your password using the Self-Service Password Reset feature. Do not change your password within Gmail itself.

1. Go to the Self-Service Password Reset page by typing the following web address in any web browser: https://passwordreset.microsoftonline.com
2. Enter your email address and characters on the picture. Click “Next”
3. Your Self-Service Password Reset option will appear, depending on which you chose during registration.
   a. If you chose email as your authentication method:
      i. Click *Email*

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Email alternate email

You will receive an email containing a verification code at your alternate email address (j********@yahoo.com).

Email

ii. Retrieve the code from your alternative email

Jefferson Parish Schools account email verification code

Microsoft on behalf of Jefferson Parish Schools <msonlineservicesteam@microsoftonline.com>

10:36 AM

To first.last@yahoo.com

Verify your email address

Thanks for verifying your first.last@jpschools.org account!

Your code is: 025293

Sincerely,

Jefferson Parish Schools

This message was sent from an unmonitored email address. Please do not reply to this message.
iii. Enter your code and click “Next”

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Email my alternate email

We’ve sent an email message containing a verification code to your inbox.

025290

Next

Are you having a problem?

Cancel

iv. Enter your new password and click “Finish”

Get back into your account

verification step 1 ✓ > choose a new password

*Enter new password:

********

*Confirm new password:

********

Finish Cancel
v. Click "click here" and sign in with your new password

b. If you chose text message as your authentication method:
   i. Enter your cell number, then click Text
ii. Retrieve the code from your cell phone and enter it in the verification code window and click “Next”

iii. Enter your new password and click “Finish”
iv. Click “click here” and sign in with your new password

![Image of a Jefferson logo and text: Get back into your account.]

Get back into your account

Your password has been reset

To sign in with your new password, click here.

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c. If you chose a phone call as your authentication method:
   i. Enter your phone number, then click Call

![Image of a Jefferson logo and text: Get back into your account.]

Get back into your account

 verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Text my mobile phone
- Call any mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (**********67) below. You will then receive a call. Please answer it to continue.

- Enter your phone number
- Click Call

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ii. Upon answering the automated call and pressing # when prompted, you will be advanced to the next step automatically.

iii. Enter your new password and click “Finish”
iv. Click “click here” and sign in with your new password