

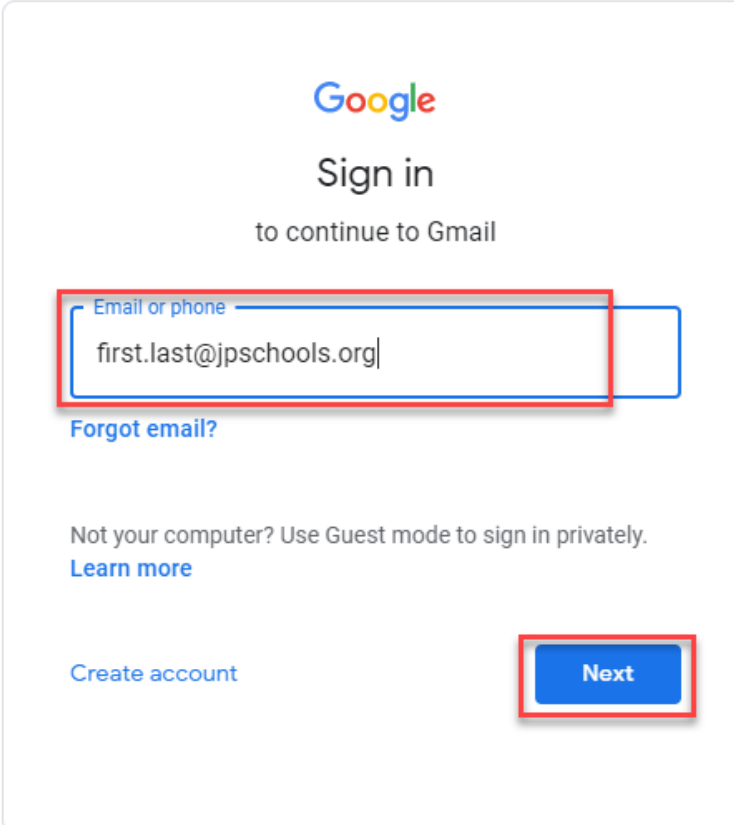
How to use Self-Service Password Reset

There are 2 ways to reset your password using the Self-Service Password Reset feature.

1. You can go directly to the Self-Service Password Reset page by typing the following web address in any web browser: <https://passwordreset.microsoftonline.com>

If you select step, skip to step 5 otherwise, continue as follows.

2. Go to the sign-in page for any G-suite application, such as gmail.com. Click "Next".



Google

Sign in
to continue to Gmail

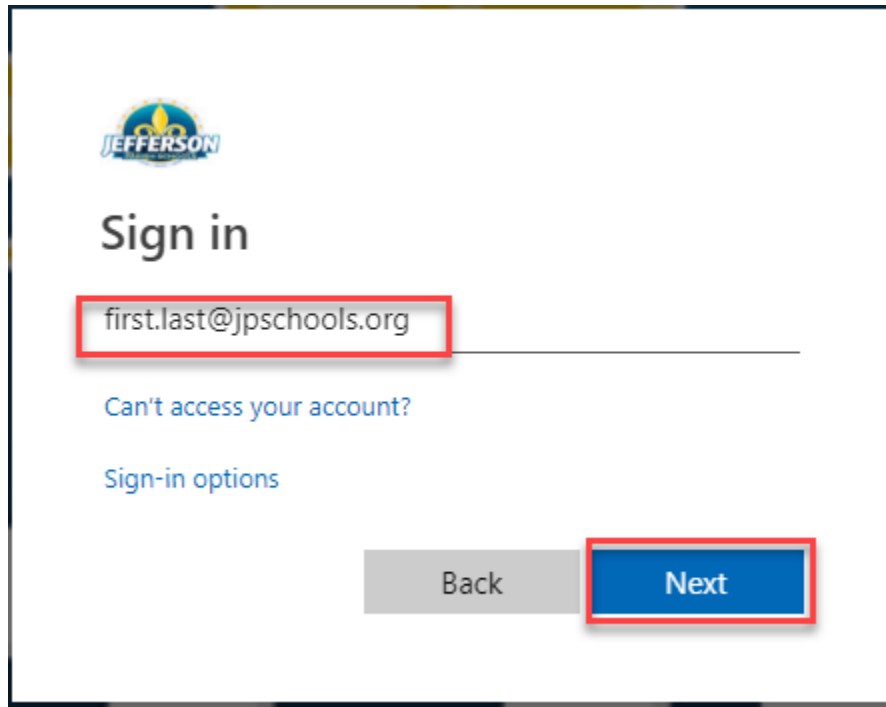
Email or phone


[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately.
[Learn more](#)

[Create account](#) [Next](#)

- When redirected to Microsoft/Jefferson Parish Schools login page, re-enter your email address. Click "Next"





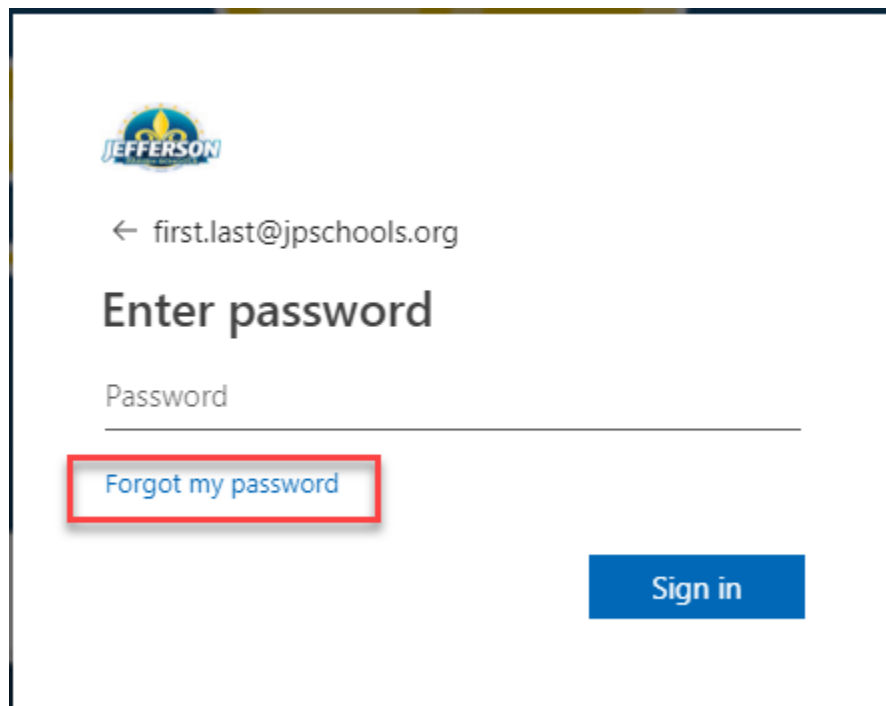
Sign in


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

[Sign-in options](#)

[Back](#) [Next](#)

- Click on "Forgot my password"





← first.last@jpschools.org

Enter password

Password

[Forgot my password](#)

[Sign in](#)

5. Enter your email address and characters on the picture. Click "Next"
-



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.

6. 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 my alternate email

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

Email

Cancel

- ii. Retrieve the code from your alternative email

Jefferson Parish Schools account email verification code



Microsoft on behalf of Jefferson Parish Schools <msonlineserviceteam@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.

025293

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



Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

- b. If you chose text message as your authentication method:
 - i. Enter your cell number, then click *Text*



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 my 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 text message with a verification code which can be used to reset your password.

5041234567

Text

- ii. Retrieve the code from your cell phone and enter it in the verification code window 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:

Text my mobile phone

We've sent you a text message containing a verification code to your phone.

Call my mobile phone

123456

Next

[Try again](#)

[Contact your administrator](#)

[Cancel](#)

- iii. 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](#)

- iv. Click “[click here](#)” and sign in with your new password



Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

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



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 my 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.

5041234567

Call

[Cancel](#)

- 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”



Get back into your account

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

* Enter new password:

* Confirm new password:

[Finish](#) [Cancel](#)

- iv. Click "[click here](#)" and sign in with your new password



Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).