

Reset your WSU Tech password using security info

If you forgot your WSU Tech 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 or school password.

How to reset or unlock your password for a work or school account

If you can't access your WSU Tech account, it could be because either:

- Your password isn't working and you want to reset it, or
- You know your password, but your account is locked out and you need to unlock it.

1. In the **Enter password** screen, select **Forgot my password**.

The image shows two screenshots of the WSU Tech login process. The top screenshot is the 'Enter Username & Password' screen, featuring the WSU TECH logo and a shield icon. It has fields for 'Username' and 'Password', a yellow 'Log In' button, and a red circle around the 'Reset Password/First Time Login' link. The bottom screenshot is the Microsoft account selection screen, with the Microsoft logo and the text 'Which type of account do you need help with?'. It has a search bar for 'Email, phone, or Skype', a 'Next' button, and two account options: 'Work or school account' (with a red circle) and 'Personal account'. A 'Back' button is at the bottom right.

- In the Get back into your account screen, type your **WSU Tech** account (for example, your email address), prove you aren't a robot by entering the characters you see on the screen, and then select 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: *

- Select one of the methods to verify your identity and change your password and add the requested information.. Depending on how your administrator has set up your organization, you might need to go through this process a second time, adding info for a second verification step. If you want to know more about one of the methods, they're detailed in the "Reset methods" section of this article.

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:

Text my mobile phone

Call my mobile phone

Call my office phone

In order to protect your account, we need you to enter your complete mobile phone number (*****71) below. You will then receive a text message with a verification code which can be used to reset your password.

Microsoft

Get back into your account

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

* Enter new password: _____

* Confirm new password: _____

Finish Cancel

4. Finally, enter your new password. Afterwards, you should be ready to login to your account.
 - Additionally, your new password might need to meet certain strength requirements. Strong passwords typically have 8 to 16 characters, including upper and lowercase characters, at least one number, and at least one special character.