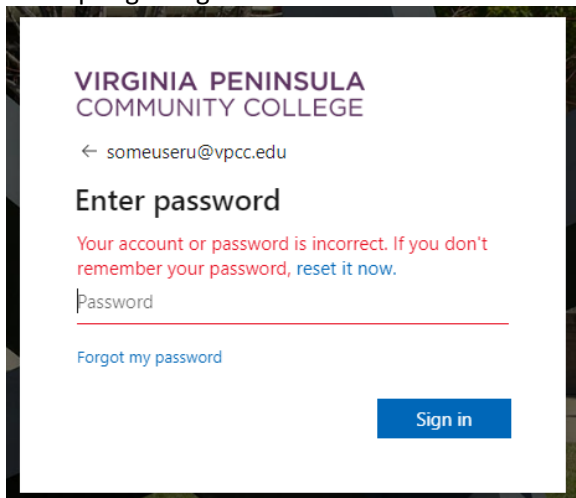# Reset your password in Microsoft 365

If you have successfully completed the initial sign in and MFA setup you can easily reset a forgotten password. If you have not successfully completed the initial sign in, you will need to contact the VPCC helpdesk at x2709 for a password reset.

To reset a forgotten password, choose either *reset it now* or *Forgot my password* as show below when attempting to sign in at office.com.

You will then be prompted to input your **VPCC username** and **enter the characters** shown in the picture. Select **Next** when completed.

Next, choose one of the four options for the first verification method. You will need to use the mobile number and authenticator app that you provided during your initial MFA setup. The phone number can only be the number that you used during your MFA setup. Note that it will give you the last two digits as a hint.

In each choice below you will be asked to enter in a verification code (not shown here).

Your second verification choices when depend on what you chose in the previous step. In the example provided here, authenticator was chosen above so now the mobile phone choice is presented here. Choose one, enter the information, and select **Next.**

Get back into your account

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

Please choose the second contact method we should use for verification:

In order to protect your account, we need you to enter your complete mobile phone number (***********64) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Enter in the verification code you receive and select **Next**.

Please choose the second contact method we should use for verification:

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

433368

Next   Try again   Contact your administrator

Finally, enter in your new password and select **Finish**.

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

* Enter new password:

* Confirm new password:

Finish   Cancel

If you receive:

This password does not meet the length, complexity, age, or history requirements of your corporate password policy.

Your password does not meet the requirements set below or it has been within five days of your last password change.

- Password must not contain the user's account name or parts of the user's full name that exceed two consecutive characters.
- Cannot re-use previous passwords.
- Be at least thirteen characters in length.
- Contain characters from three of the following four categories:
    o English uppercase characters (A through Z)
    o English lowercase characters (a through z)
    o Base 10 digits (0 through 9)
    o Non-alphabetic characters (@ # $ % ^ & * − _ ! + = [ ] { } | \ : ' , . ? / ` ~ " ( ) ; < >)

Passwords must be reset every 180 days.