

"I registered with Microsoft's self-service password reset service – but (now that I can't remember my MS Society email account password) how do I actually use it?"

Forgetting the password for your MS Society email account is annoying but, if you're registered with Microsoft's self-service password reset service, you'll be able to get back into your account without help.

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Follow the simple and secure process below:

- o Go to <https://passwordreset.microsoftonline.com/> and you'll see the screen below:

Who are you?

To recover your account, begin by entering your email address or username and the characters in the picture or audio below.

Email or Username:

voltest@mssociety.org.uk

Example: user@contoso.onmicrosoft.com or user@contoso.com



← Audio option



← Reset characters if unclear

Enter the characters in the picture or the words in the audio.

Next

Cancel

- o Enter your MS Society email address into the 'Email or Username' box.
- o Type the characters you can see into the second box – or choose the audio option and type in all the words you hear. You'll then see the screen below:

## Get back into your account

verification step 1 > choose a new password

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Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*93) 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

Depending on the information you've registered with the service, you can request a call or text on your mobile phone, or to receive an email to your personal account.

- Click on your preferred option on the left of the screen.
- Enter your personal email address or mobile phone number and click on the grey box below.

Depending on the option you've chosen, the grey box will display 'Email', 'Text' or 'Call'. The system will send you a six-digit verification code.

You'll then see the screen below:

Microsoft

## Get back into your account

verification step 1 > choose a new password

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Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

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

Next

Try again

Contact your administrator

- o Enter the six-digit verification code into the box, click on 'Next' and you'll then see the box below:

## Get back into your account

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

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\* Enter new password:

strong

\* Confirm new password:

Finish

Cancel

- o Enter, and then confirm, a strong new password for your MS Society email account, and click 'Finish'.

You can [find tips on how to create a strong password here](#).

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And now you've reset the password and can log into your MS Society email account!

If you need any help, the Volunteer Support Team will be happy to assist.

**VOLUNTEER SUPPORT TEAM**

[volunteersupport@mssociety.org.uk](mailto:volunteersupport@mssociety.org.uk)

0300 500 8084 – option #3

(9am-5pm, Mon-Fri except bank holidays)