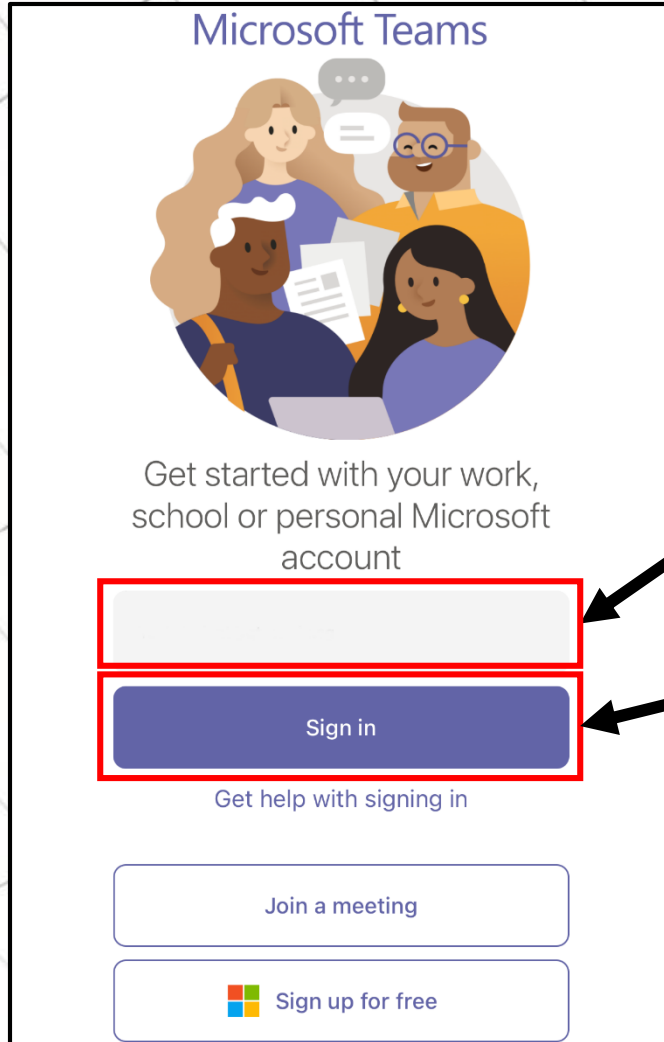


How to Reset Your Password



Mobile Screen

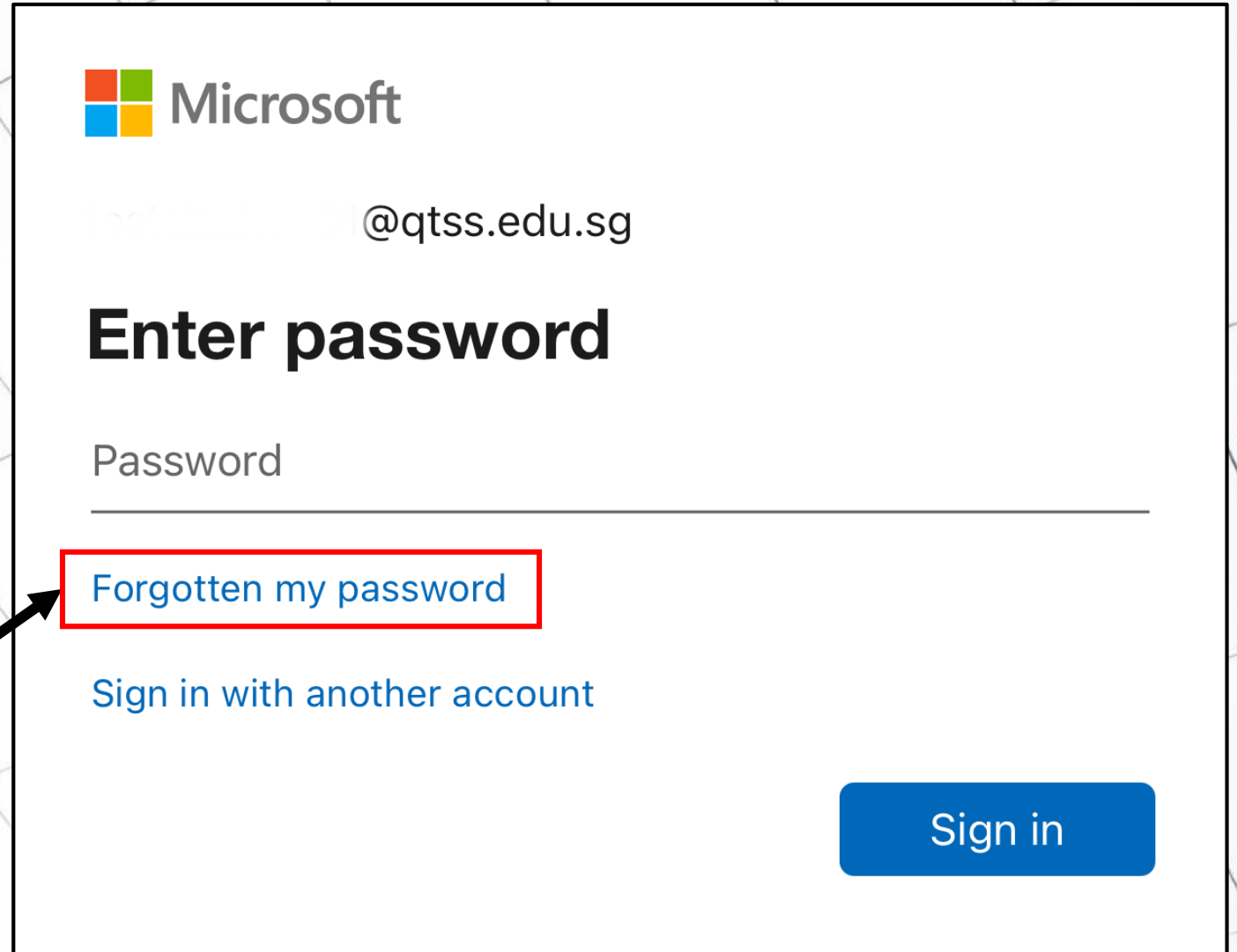
1. Open the installed app

2. Enter your user name

3. Click "Sign in"

Click “Forgotten my password”

**Click
“Forgotten my
Password”**



 Microsoft

@qtss.edu.sg

Enter password

Password

[Forgotten my password](#)

[Sign in with another account](#)

[Sign in](#)

Mobile Screen

Enter User Name

1. Enter your user name

Microsoft

Get back into your account

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:

@qtss.edu.sg

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



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

Next Cancel

2. Enter the characters you see

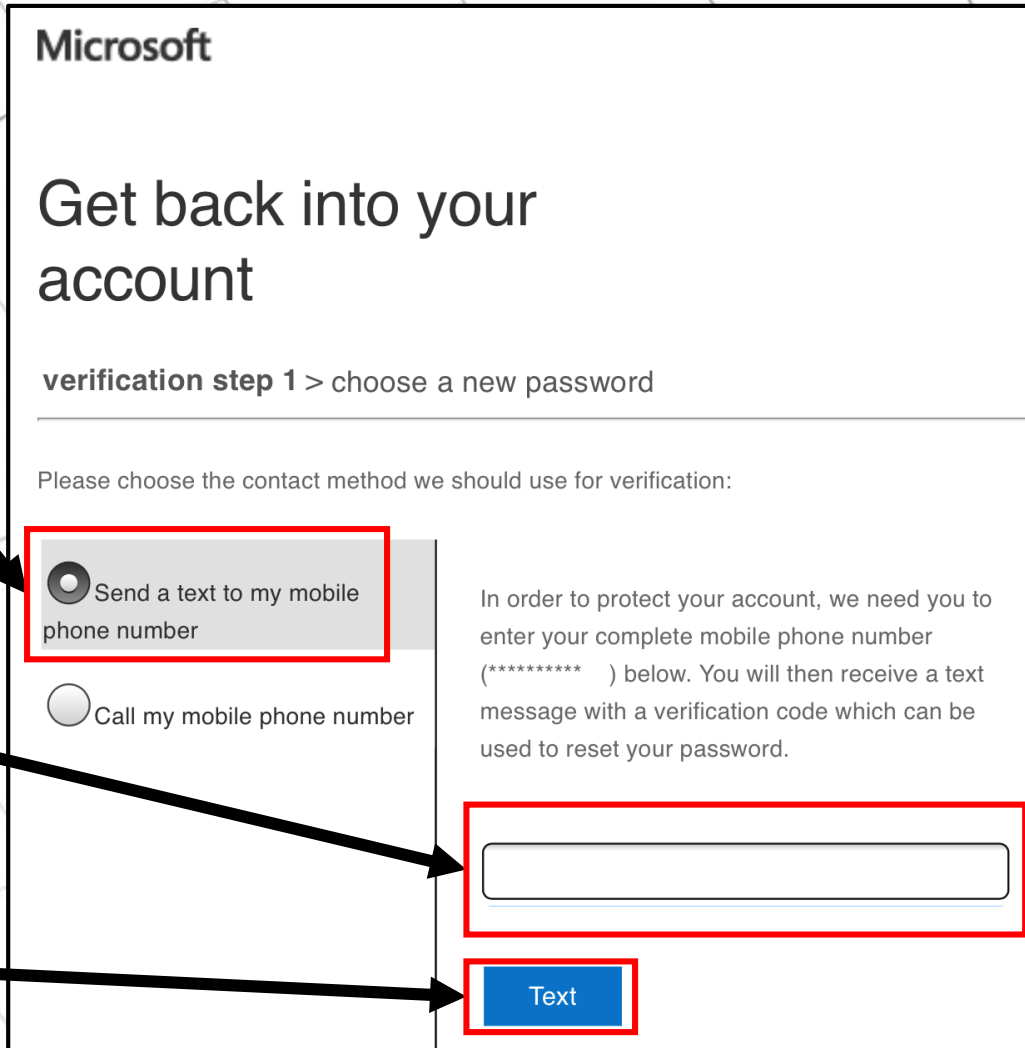
Mobile Screen

Provide Your Phone Number

1. Select “Send a text to my phone number”

2. Enter your phone number here

3. Click “Text”



The screenshot shows the Microsoft account recovery interface. At the top, the Microsoft logo is displayed. Below it, the heading "Get back into your account" is followed by the sub-header "verification step 1 > choose a new password". A horizontal line separates this header from the main content area. The main content area begins with the instruction "Please choose the contact method we should use for verification:". Below this, there are two radio button options. The first option, "Send a text to my mobile phone number", is selected and highlighted with a red rectangular box. The second option, "Call my mobile phone number", is unselected. To the right of these options, a paragraph explains that a complete mobile phone number (represented by asterisks) must be entered to receive a verification code. Below this text is a text input field, also highlighted with a red rectangular box. At the bottom right of the form is a blue button labeled "Text", which is also highlighted with a red rectangular box. Three black arrows originate from the instructional text boxes on the left and point to the selected radio button, the input field, and the "Text" button respectively.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Send a text to my mobile phone number

☐ Call my mobile phone number

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

Text

Mobile Screen

Enter Verification Code

Microsoft

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

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

Enter your verification code

Next

Mobile Screen

1. Check your phone's SMS and enter verification code send

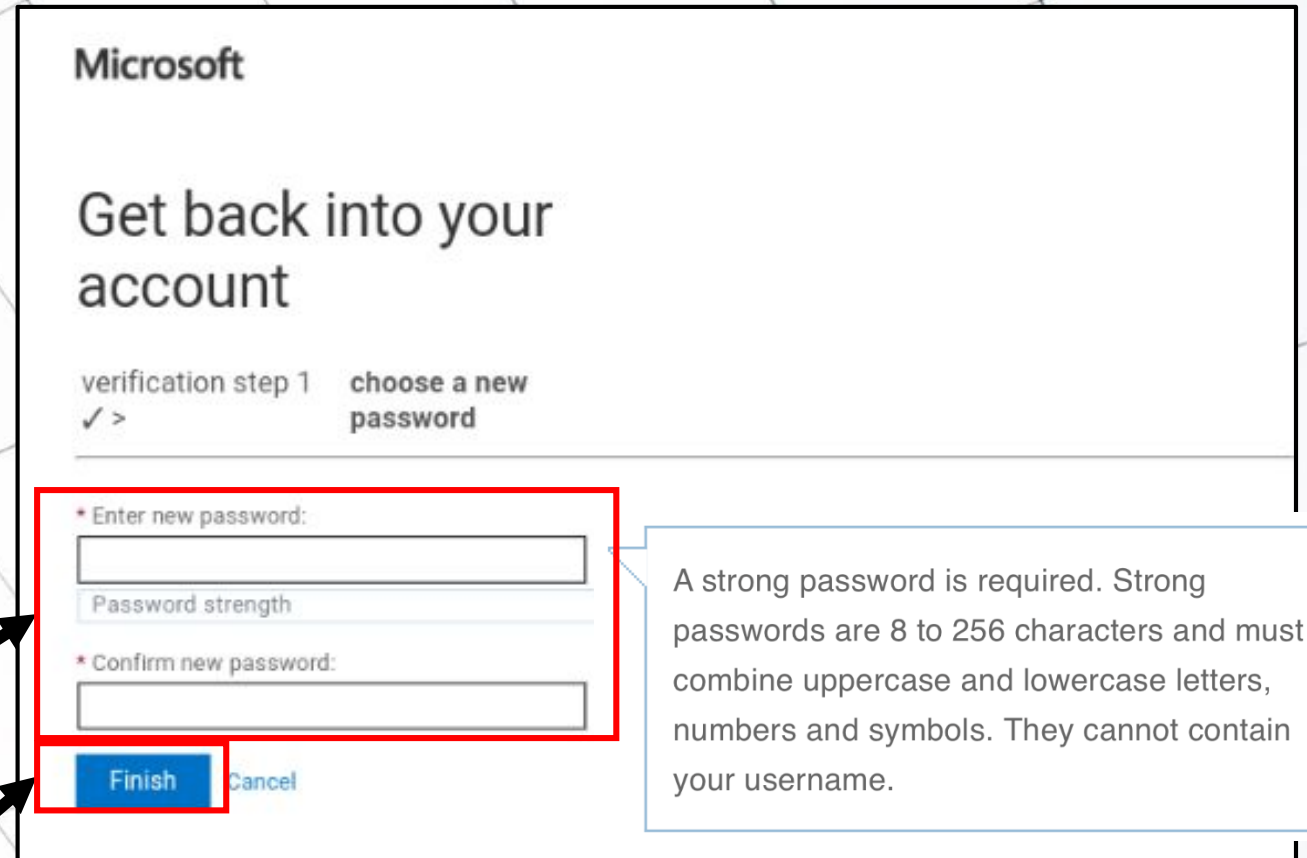
2. Click "Next"

Set A New Password

NOTE: Password must be at least 8 characters and must combine uppercase and lowercase letters, number and symbols. They cannot be your user name.

1. Set a new password

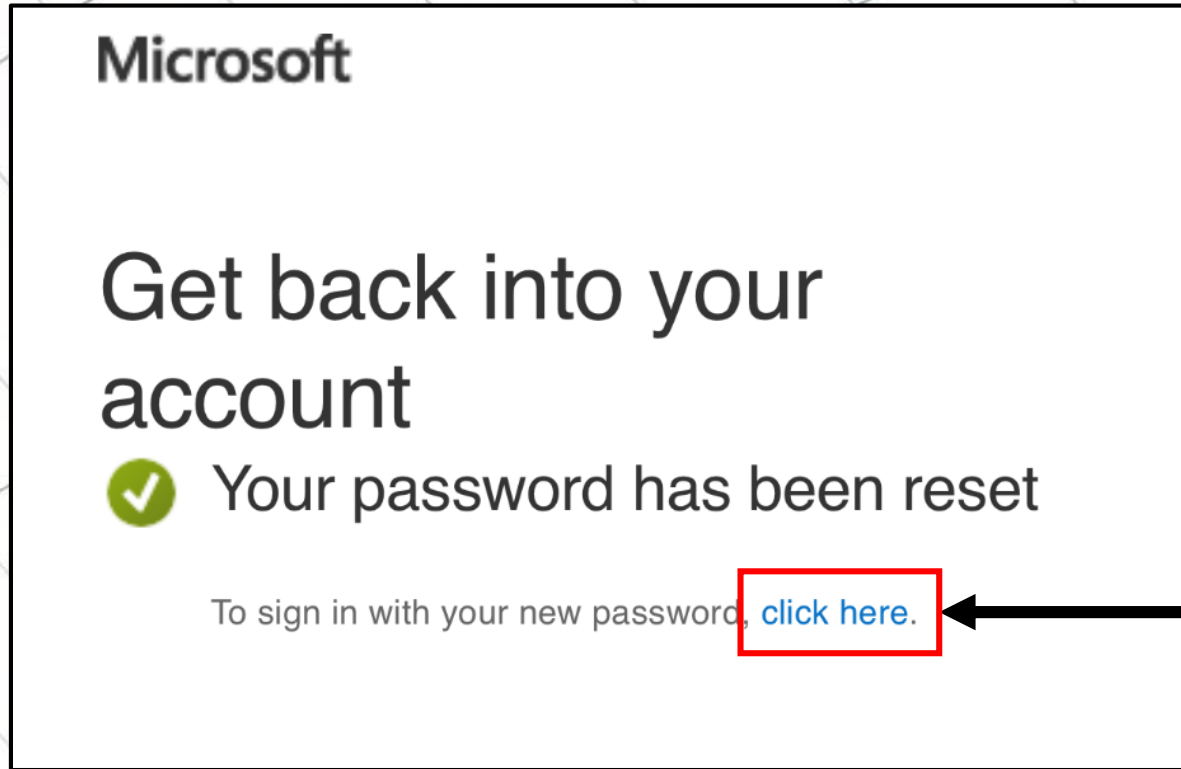
2. Click “Finish”



The screenshot shows the Microsoft account recovery interface. At the top, it says 'Microsoft' and 'Get back into your account'. Below this, it indicates 'verification step 1' with a checkmark and a right arrow, and 'choose a new password'. The main form area has two input fields: '* Enter new password:' and '* Confirm new password:'. Between these fields is a 'Password strength' indicator. At the bottom of the form are two buttons: 'Finish' (highlighted with a red box) and 'Cancel'. A blue callout box on the right provides additional instructions: 'A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers and symbols. They cannot contain your username.'

Mobile Screen

Password Reset Successful!



Mobile Screen

1. Click this to login