



Reset your Microsoft Account Password

Follow the instructions below to reset the password for your Microsoft account (QAstudentid@qahe365.com).

1. Click the link or scan the QR code

<https://aka.ms/sspr>



2. Enter your username for your Microsoft account and enter the characters in the picture shown

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: *

qa2test@qahe365.com

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



334HdN3
334HdN3

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

Next Cancel

3. Select your first verification step (text or call to your registered mobile number), enter the mobile number you registered with for MFA

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

☐ Approve a notification on my authenticator app

☐ Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****27) 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

Cancel



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

☐ Approve a notification on my authenticator app

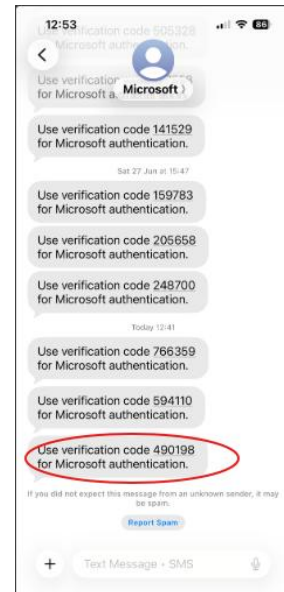
☐ Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****27) below. You will then receive a text message with a verification code which can be used to reset your password.

0795125427

Text

Cancel



Company branding image

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

☐ Approve a notification on my authenticator app

☐ Enter a code from my authenticator app

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

490198

Next

Cancel

4. Select your second verification step (Microsoft Authenticator App) get notification or

Microsoft

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:

☒ Approve a notification on my authenticator app

☐ Enter a code from my authenticator app

Send a notification to your authenticator app on your mobile device.

Send Notification

Cancel



Microsoft

Get back into your account

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

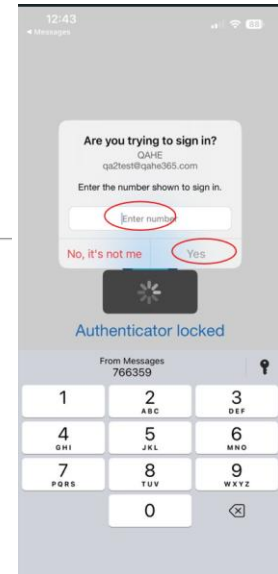
Please choose the second contact method we should use for verification:

- ☒ Approve a notification on my authenticator app
- ☐ Enter a code from my authenticator app

Approve the notification we're sending to your app by entering the number shown below.

59

[Cancel](#)



enter the one-time password code

Microsoft

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:

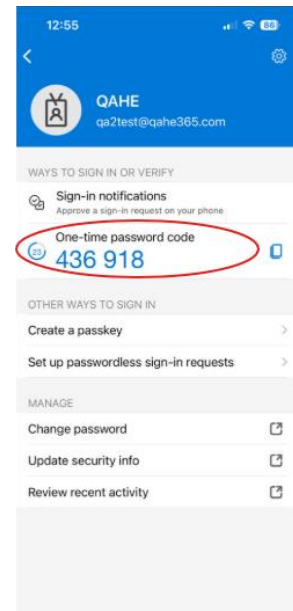
- ☐ Approve a notification on my authenticator app
- ☒ Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

436918

Next

[Cancel](#)



5. Choose a new password

It must be a minimum of **14 characters long**.

It should include at least **three** of the following conditions outlined below:

- 1 x Uppercase letter
- 1 x Lowercase letter
- 1 x Number (0-9)
- 1 x non-alphanumeric character (~!@#\$%^&* _-+= `|{}[];:'"<>.,?/)



Microsoft

Get back into your account

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

* Enter new password:

strong

* Confirm new password:

Finish [Cancel](#)

Microsoft

Get back into your account

✓ Your password has been reset