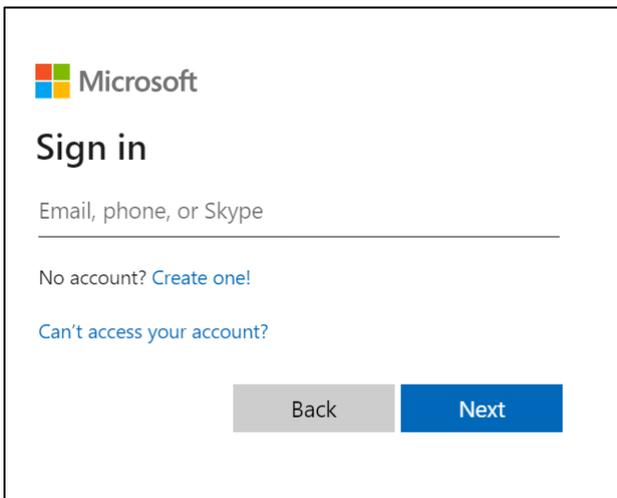


How to reset a forgotten Hood College account password



Microsoft
Sign in

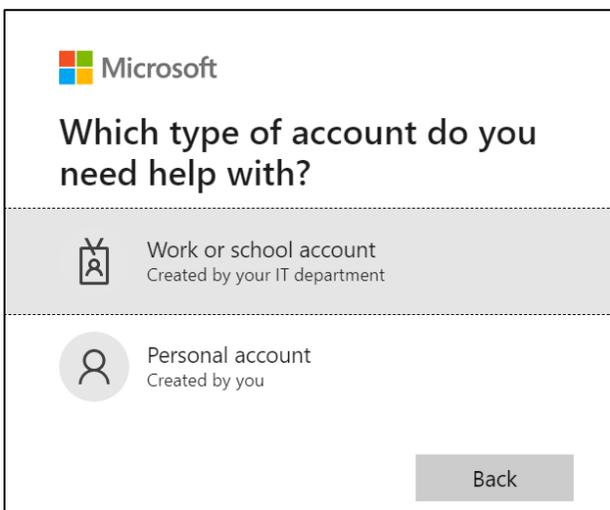
Email, phone, or Skype

No account? [Create one!](#)

[Can't access your account?](#)

Back Next

Click the link **Can't access your account?**



Microsoft

Which type of account do you need help with?

 Work or school account
Created by your IT department

 Personal account
Created by you

Back

If asked, click **Work or School account**



 HOOD COLLEGE

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. *

Next Cancel

Enter your Hood email address and then enter the characters shown in the image



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

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****79) below. You will then receive a text message with a verification code which can be used to reset your password.

Select either **Text my mobile phone** (or **Call my mobile phone**), enter the phone number associated with your account, and then click **Text (or Call)**.

(NOTE: If you no longer have access to the phone/phone number associated with your account or you never linked a phone number to your account, please contact the IT Helpdesk at 301-6963622 or helpdesk@hood.edu)



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

Call my office phone

Answer my security questions

Enter a code from my authenticator app

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

Enter the texted to your phone (or answer the phone call), and then click **Next**



Get back into your account

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

* Enter new password:

* Confirm new password:

Enter and confirm a new password.

Please make sure your new password meets the following requirements:

Is at least 12 characters in length

Contains both upper and lowercase letters

Contains at least one number (0 through 9) OR at least one symbol (!, #, \$, %)

Does not contain your username, first or last name

Different from previously used passwords

Once you have entered a new password, click **Finish**



Get back into your account

Your password has been reset

To sign in with your new password, [click here](#).

You should now be able to login with your newly created password.

Click the **Click Here** link