

# Self Service Password Reset Guide



To follow this guide you must have configured two verification methods at [Detroitmi.gov/SSPR](https://detroitmi.gov/SSPR)

1. Navigate to <https://passwordreset.microsoftonline.com/>

## Microsoft

### Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

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

Please type your email address in the format user@contoso.onmicrosoft.com or user@contoso.com



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

**Next** Cancel

2. Enter your email address in the User ID field and the security question, then choose **Next**.



### 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:

Email my alternate email

Enter the code displayed in your authenticator app.

Text my mobile phone

Call my mobile phone

**Next**

Enter a code from my authenticator app

3. Complete your 2 MFA verification steps, then press **Next** when complete



### Get back into your account

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

\* Enter new password:

\* Confirm new password:

**Finish** Cancel

4. Enter your new password and press **Finish**.