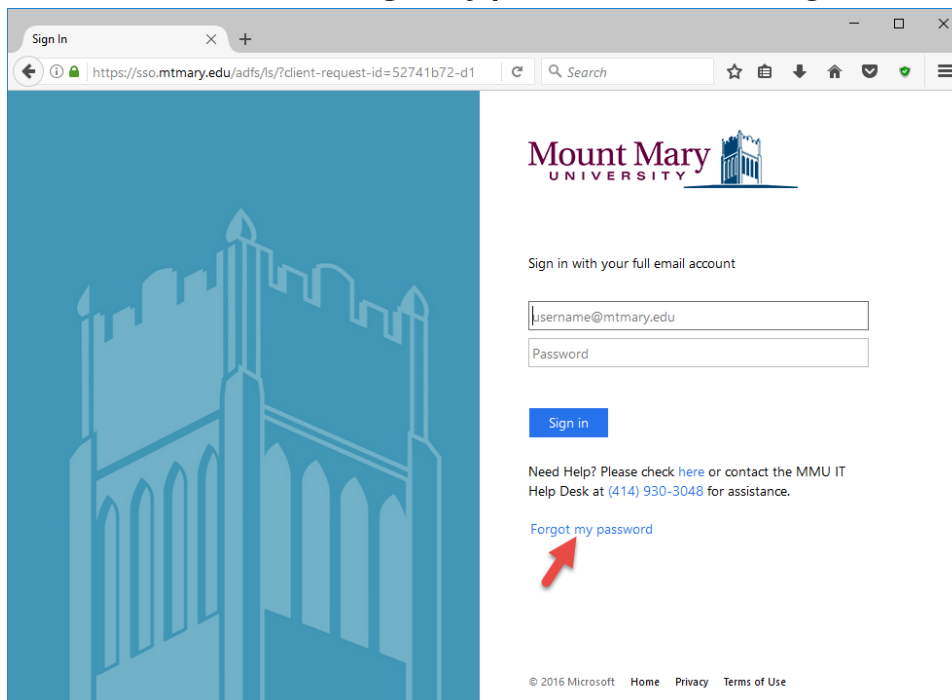


## Access the Self-Service Password Site

1. Open <https://mtmary.edu> in a web browser.
2. Click on the **Campus Mail** link in the top-right corner of the page.
3. Click the linked labelled **Forgot my password** below the Sign in button.



# Enter your Email Address

1. Enter your Mount Mary email address in the **User ID** field (1). Enter the CAPTCHA code displayed in the corresponding text field (2). Then press the **Next** button (3).

Microsoft Online Password Reset

Mount Mary UNIVERSITY

## 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:

1 ucfirmtestuser3@mtmary.edu  
Example: user@contoso.onmicrosoft.com or user@contoso.com

2 XLYK5V4W  
Enter the characters in the picture or the words in the audio.

3 Next Cancel

**Note: If you cannot read the CAPTCHA code displayed, you can click the speaker icon to hear an audio version, or press the double-arrow icon to display a different code.**

## Choose a Verification Method

1. Select the verification option you wish to use from the list on the left (1).

Microsoft Online Passwor... x +

https://passwordreset.microsoftonline.com/?whr=mtmary.edu Search

**Mount Mary UNIVERSITY**

### 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
- Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*81) 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

**Note: Some verification methods may not be available, depending on which methods you set up during your initial registration.**

**Note: You will only need to use one method of verification, even if you configured multiple methods during registration.**

# Text Message Verification

1. Enter the mobile phone number you set up when registering for self-service password reset in the textbox (1). Then press the **Text** button (2).

Microsoft Online Passwor... x +

https://passwordreset.microsoftonline.com/?whr=mtmary.edu

Mount Mary UNIVERSITY

## 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
- Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*8) below. You will then receive a text message with a verification code which can be used to reset your password.

414 **1**

**Text** **2**

Cancel

2. Enter the 6-digit verification code you received into the verification code textbox (1). Then press the **Next** button (2).

Microsoft Online Passwor... x +

https://passwordreset.microsoftonline.com/?whr=mtmary.edu

Mount Mary UNIVERSITY

## 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
- Answer my security questions

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

603644 **1**

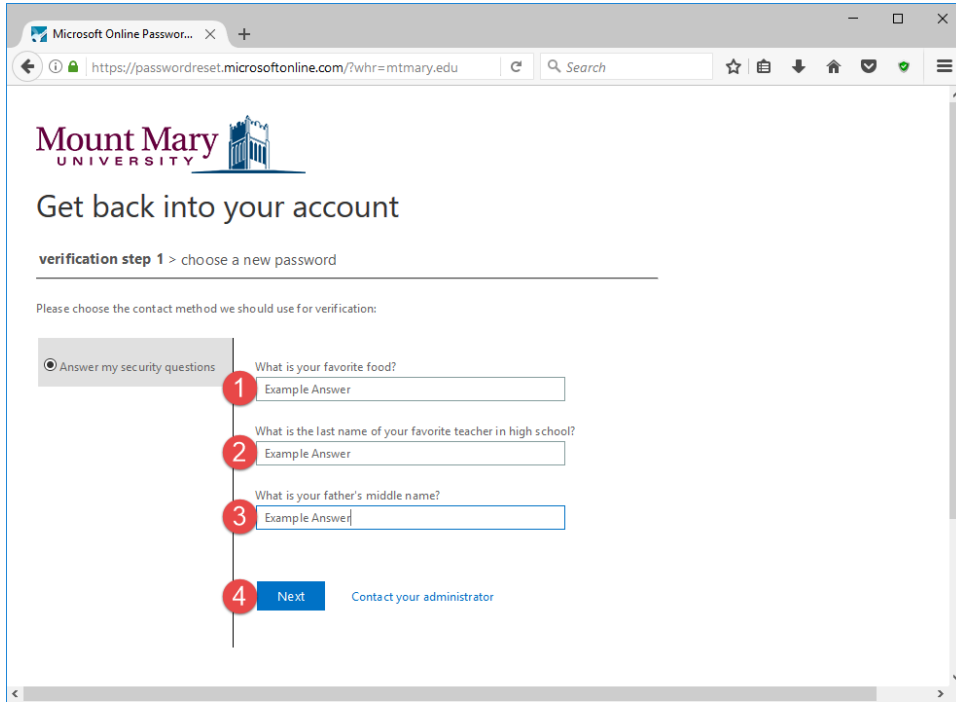
**Next** **2** [Try again](#) [Contact your administrator](#)

Cancel

**Note:** You can click the *try again* link to have a new verification code sent.

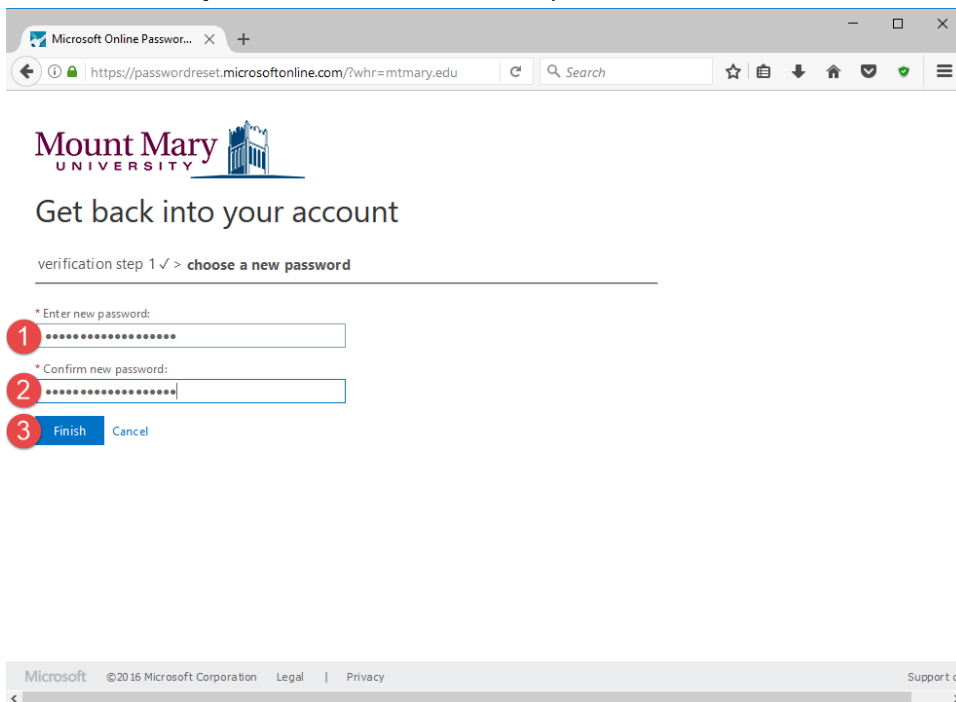
# Security Question Verification

1. Enter the answers to the security questions your chose during registration (1-3). Then press the **Next** button (4).



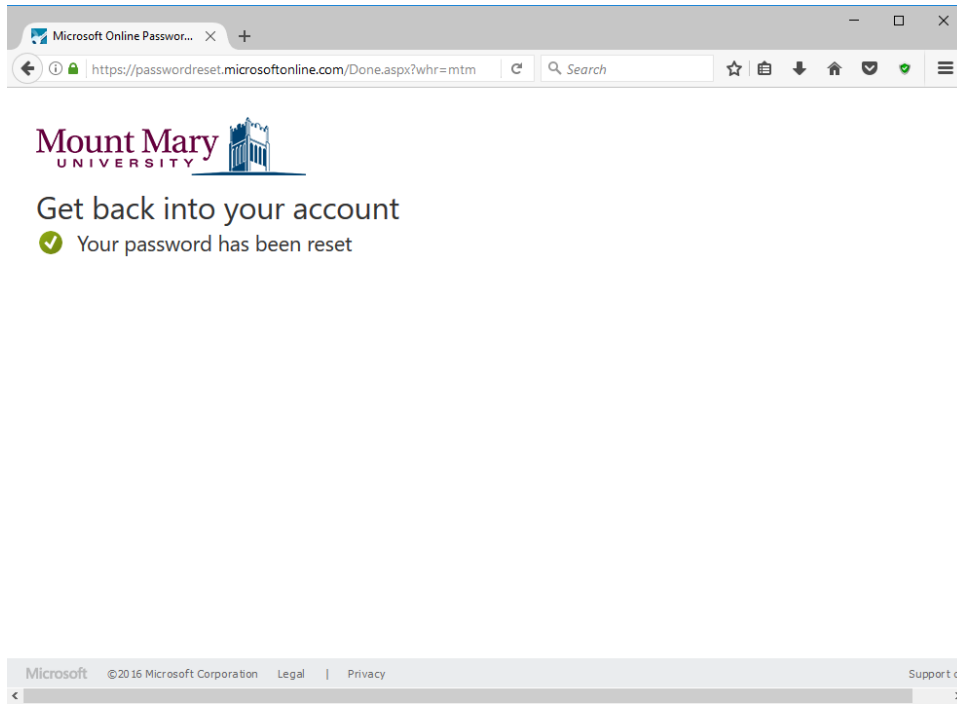
# Choose a New Password

1. Enter a new password in the **Enter new password** field (1), and re-type the same password in the **Confirm new password** field (2). Then press the **Finish** button (3).



**Note:** Password requirements can be found at <https://www.mtmary.edu/campuslife/information-technology/services/password-reset.html>.

2. A message will be displayed indicating that your password has been changed. You can close the browser tab containing the message. Note that you will need to open a new tab to log in to your email account, or other campus services.

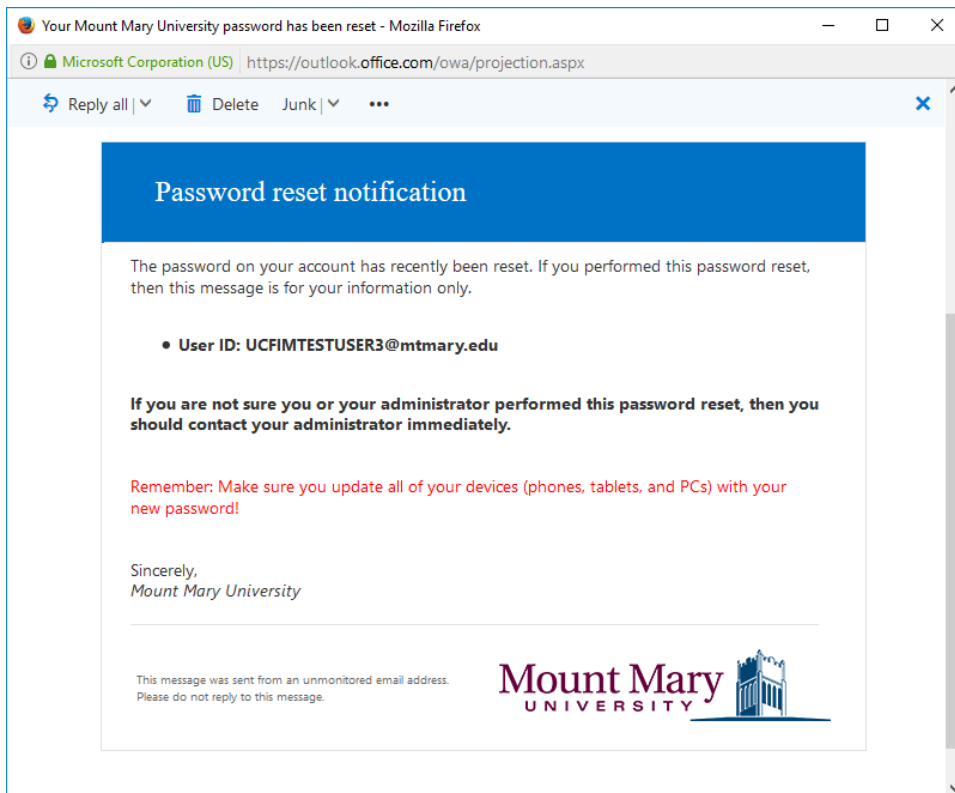


## Update Saved Passwords

Please be sure to update any devices (e.g. cell phones, tablets) or browsers where you have saved your password with the newly chosen password.

# Email Confirmation

After resetting your password, you will receive an email confirmation that will appear similar to the screenshot below.



**If you have any questions or experience any issues, please contact the IT Help Desk at 414-930-3048 (x3048 on campus) or [mmu-helpdesk@mtmary.edu](mailto:mmu-helpdesk@mtmary.edu).**