

How to Reset Your Password

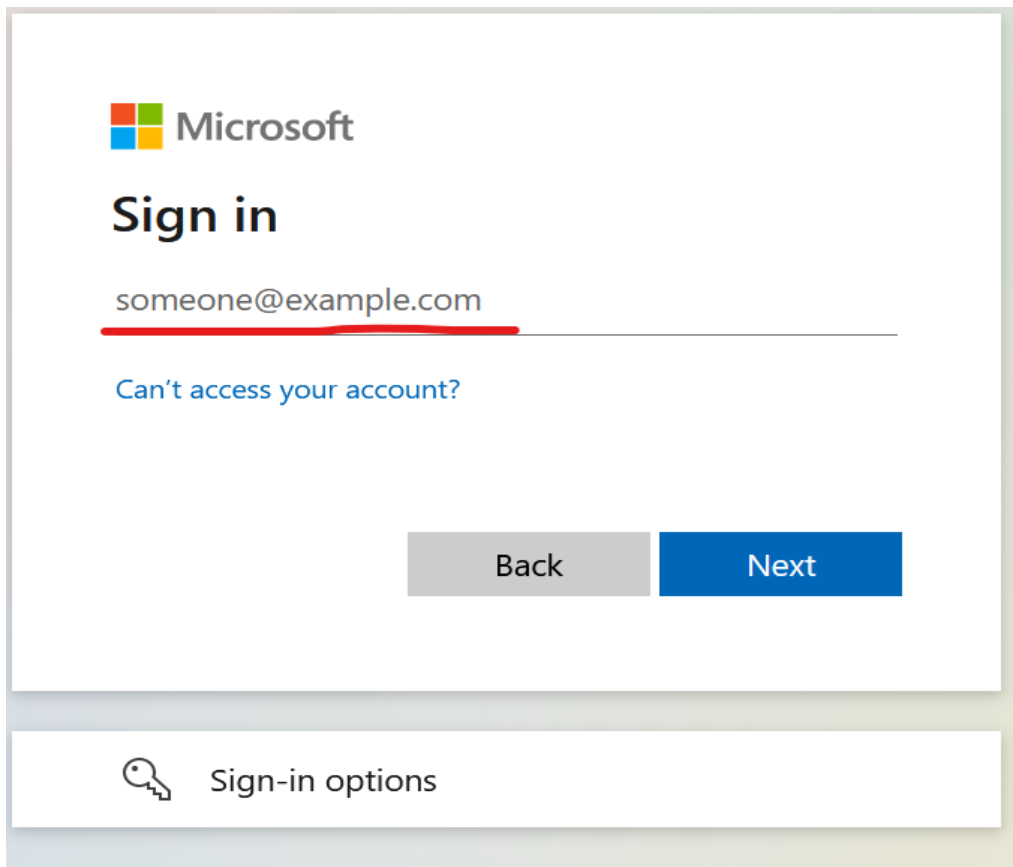
User Guide

Resetting Forgotten Password

To reset your password, you can:

- Go directly to <https://passwordreset.microsoftonline.com/>, or
- Go to the PASRR Portal Login Page <https://www.masspasrr.org/>

1. Sign in with your PASRR Username and click the "Next" button.




Microsoft

Sign in

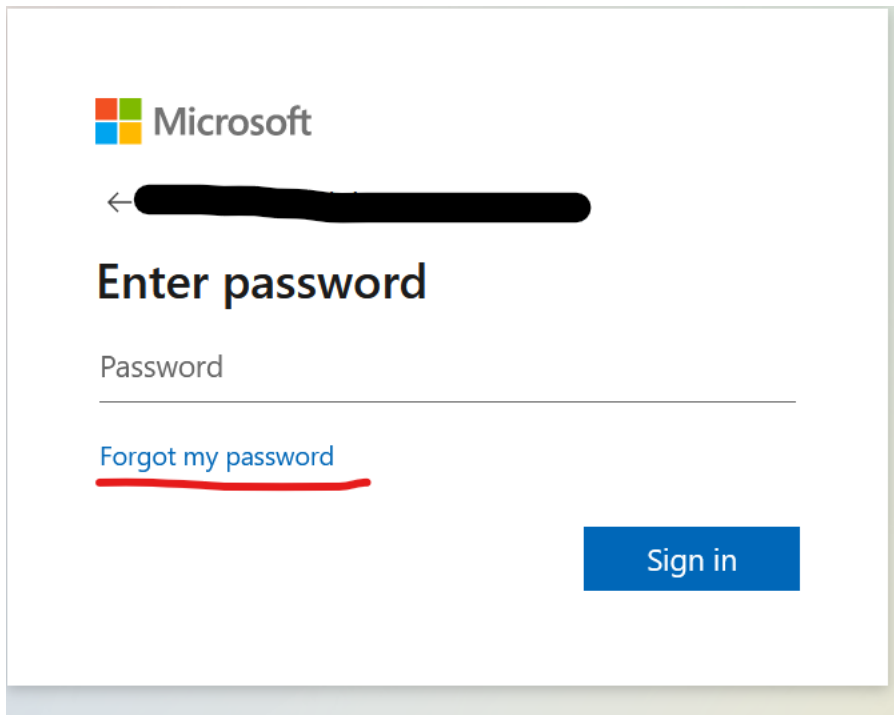
someone@example.com

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

Back Next

 Sign-in options

2. Click on the "Forgot my password" link, highlighted below.



Microsoft

← [Redacted]

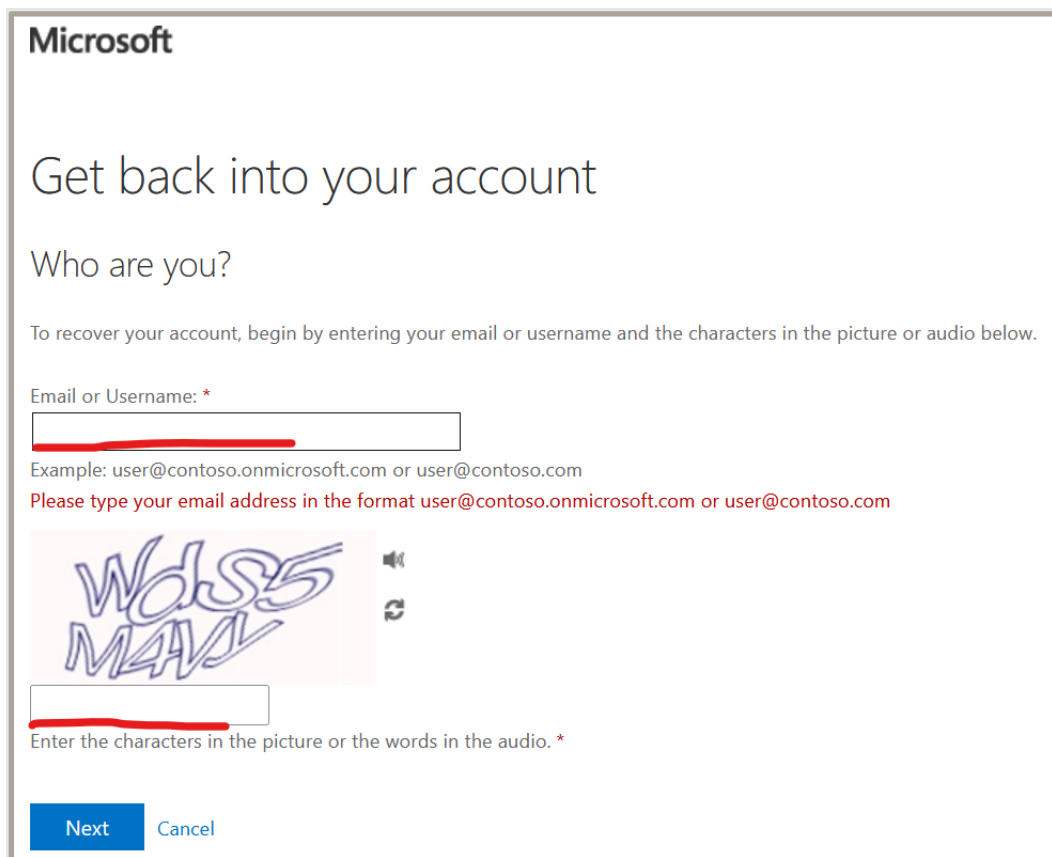
Enter password

Password

[Forgot my password](#)

Sign in

3. On the "Get back into your account" page, fill in your PASRR Username and enter the characters as shown in the picture. Click on the "Next" button.



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: *

[Redacted]

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

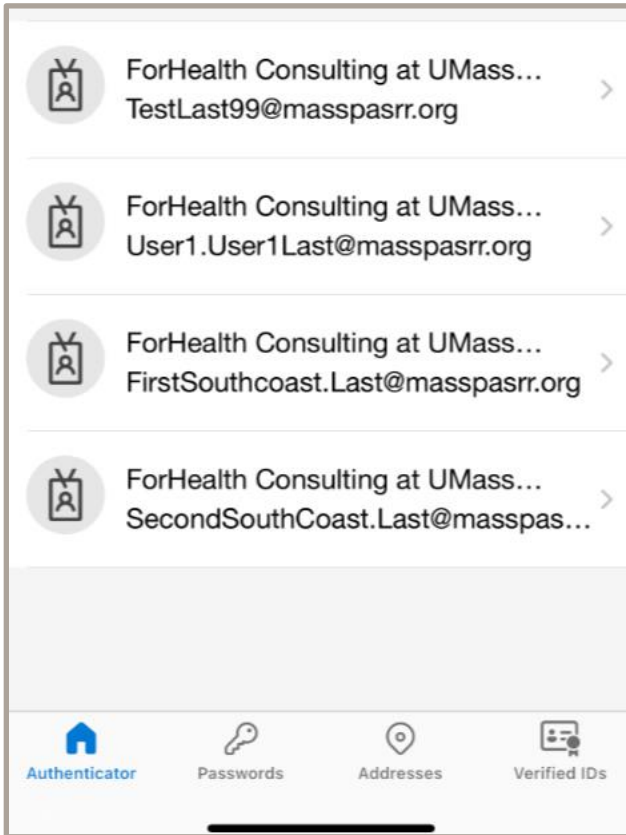
WdS5
MAV

[Redacted]

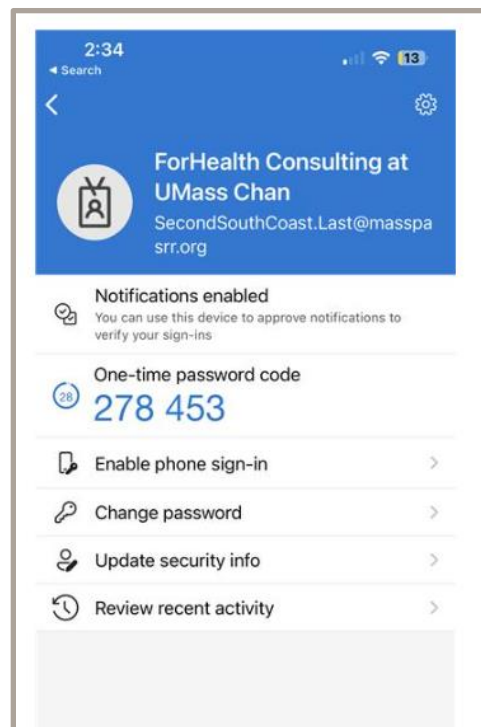
Enter the characters in the picture or the words in the audio. *

Next Cancel

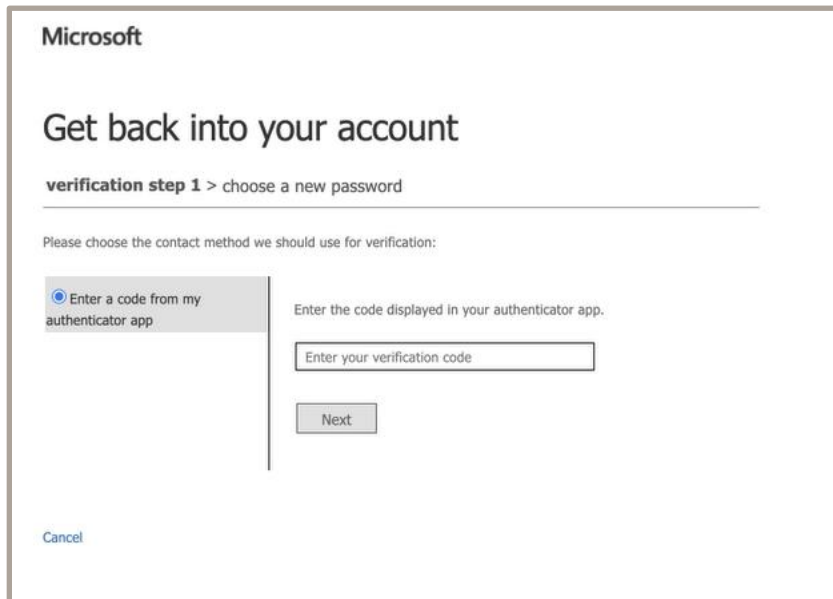
- If you have previously selected to use the Authenticator App to log in to the portal, open the Authenticator App and select the account you are trying to log into from the drop-down list. If you do not use the Authenticator App, please skip to Step 6.



- Authenticator App: You should see a 6-digit "One-time password code." Skip to Step 7 to enter the code.
- If you've opted for text notification, a 6-digit code will be sent to your mobile. Alternatively, if you've chosen the call notification, you'll receive an automated call providing your code.



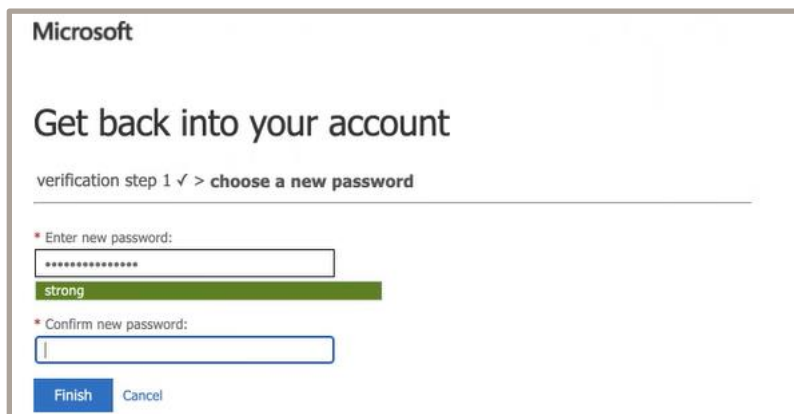
7. Enter the one-time passcode on the "Verification step 1" screen. Click the "Next" button.



The screenshot shows the Microsoft account recovery interface. At the top, it says "Microsoft" and "Get back into your account". Below that, it indicates "verification step 1 > choose a new password". A prompt asks the user to "Please choose the contact method we should use for verification:". There are two options: "Enter a code from my authenticator app" (which is selected with a radio button) and "Enter a code from my text message" (which is unselected). To the right of the selected option, there is a text input field labeled "Enter your verification code" and a "Next" button. A "Cancel" link is located at the bottom left of the screen.

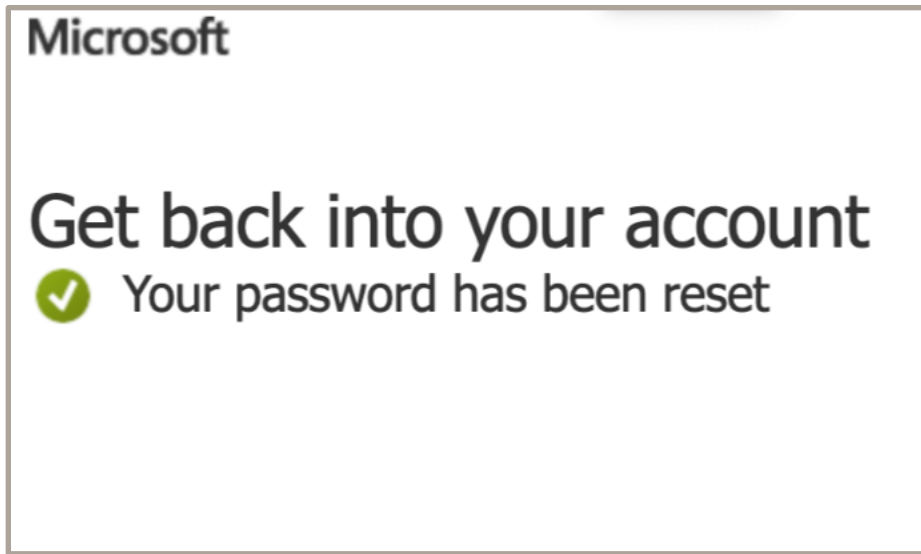
8. Enter a new password. Your password must be at least eight characters long and contain three out of the following four items:
 - a. Lowercase characters
 - b. Uppercase characters
 - c. Numbers (0-9)
 - d. Symbols: @ # \$ % ^ & * - _ ! + = [] { } | \ : ' , . ? / ` ~ " () ; < >

Click the "Finish" button when done.



The screenshot shows the Microsoft account recovery interface for creating a new password. It says "Microsoft" and "Get back into your account". Below that, it indicates "verification step 1 ✓ > choose a new password". There are two input fields: "Enter new password:" and "Confirm new password:". The first field has a strength indicator below it that says "strong" with a green bar. At the bottom, there are "Finish" and "Cancel" buttons.

9. Your password is successfully reset.



10. Return to the PASRR Portal Login Page and enter your username and new password.