

Self Service Password Reset – Microsoft 365 (JSCO.NET)

To reset your email/Microsoft 365 password you must have:

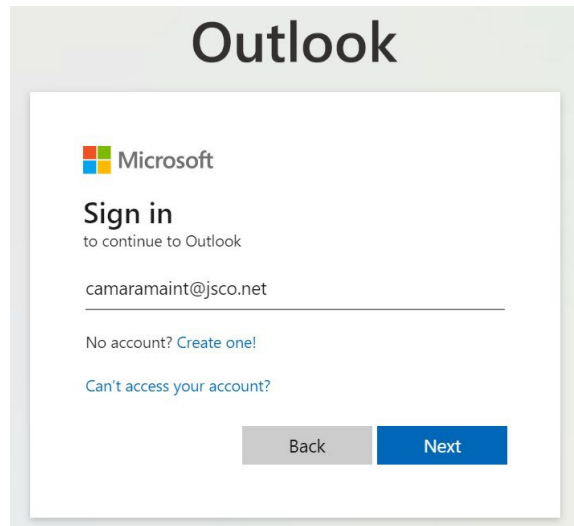
1. **Multi-Factor Authentication Configured on your account**
2. **Access to the Mobile Phone to which your Multi-Factor Authentication has been attached for this account.**

If you do not have access to the phone in question, please have your Regional Manager email support@jsco.net with the following information:

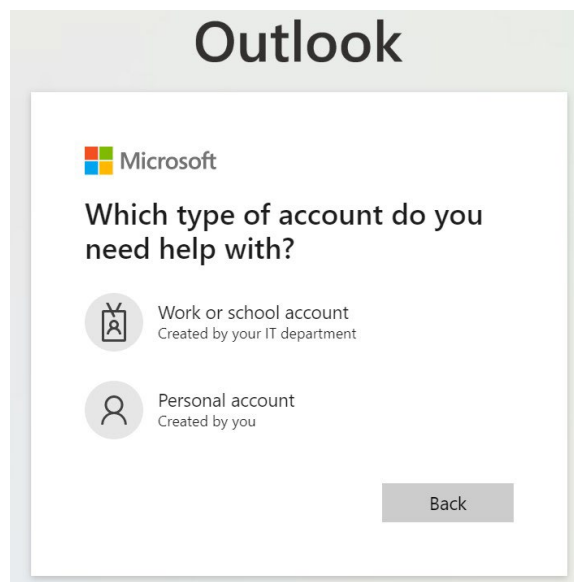
1. **Email address for which password needs to be changed**
2. **New Multi-Factor Authentication Phone Number to be used for this account.**

Once JSCO IT responds that changes have been made, please follow the instructions below to reset your email/Microsoft 365 password:

1. Go to outlook.com/jsco.net in your Chrome or Edge browsers.
2. If you are not sure of your password, please click 'Can't access your account?' link



3. Click 'Work or school account' for the type of account you need help with.



4. Enter email address and the characters in the picture and click '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: *

camaramaint@jsco.net

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

P4DH5PM

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

Next Cancel

5. Enter the Multi-Factor Authentication phone number for which this account is configured and click 'Text'. **(If you do not know this phone number, please see instructions at the top of page 1)**

Microsoft

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

In order to protect your account, we need you to enter your complete mobile phone number (*****74) below. You will then receive a text message with a verification code which can be used to reset your password.

4158602574

Text

6. Enter the 6 digit code you received via Text (see screenshot below) and click 'Next'

Microsoft

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

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

649025

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

7. Enter and Confirm a new password and click 'Finish' button:
 - a. At least 10 Characters in Length
 - b. Must have at least 1 Number, 1 Capital Letter, 1 Special Character (!, ?, *, &, etc.)

Microsoft

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

.....

strong

* Confirm new password:

.....

[Finish](#) [Cancel](#)

8. Click the 'click here' link to sign in to your account with your new password.

Microsoft

Get back into your account

✓ Your password has been reset

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

As always, please reach out to the JSCO IT Department at support@jsco.net if you have any questions.