Information Technology Services Office (ITSO)
Malayan Colleges Laguna

For password reset online please click this link:
https://passwordreset.microsoftonline.com/. And follow the guidelines below

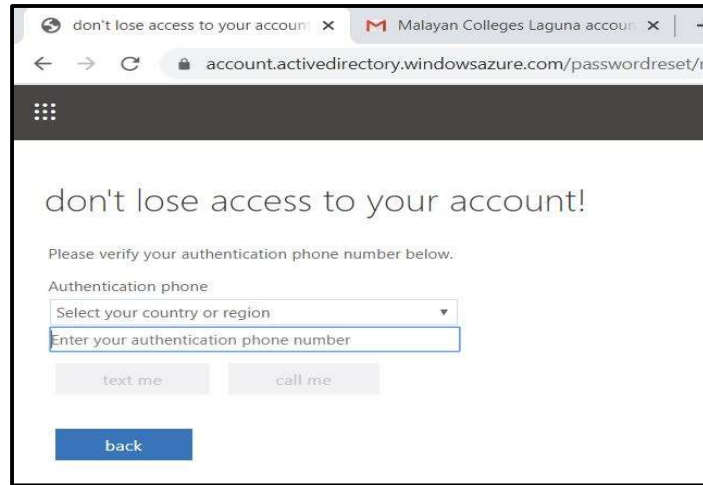# How to reset password in Microsoft Online

1. *First you need to set an alternate email address and mobile no. before you can reset your password. Upon log-in you may encounter below window. Click* **Set it up now***.*
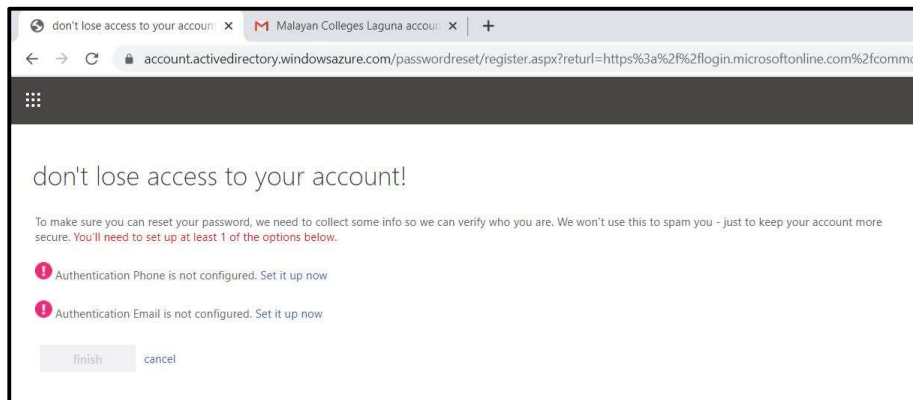
2. *Enter your alternate email address. Then click* **Email me***. A verification code will be sent in your email address. Make sure to verify your alternate email.*
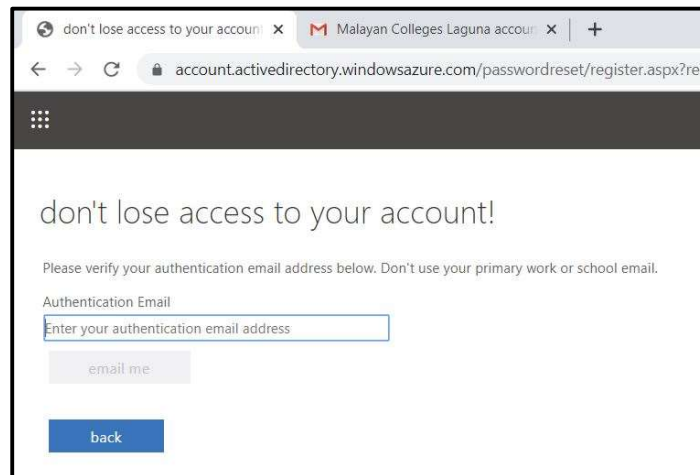
3. *Select country then enter your mobile no. You may choose* Text me or Call me. *A verification code will be sent in your mobile no. Make sure to verify your mobile no.*
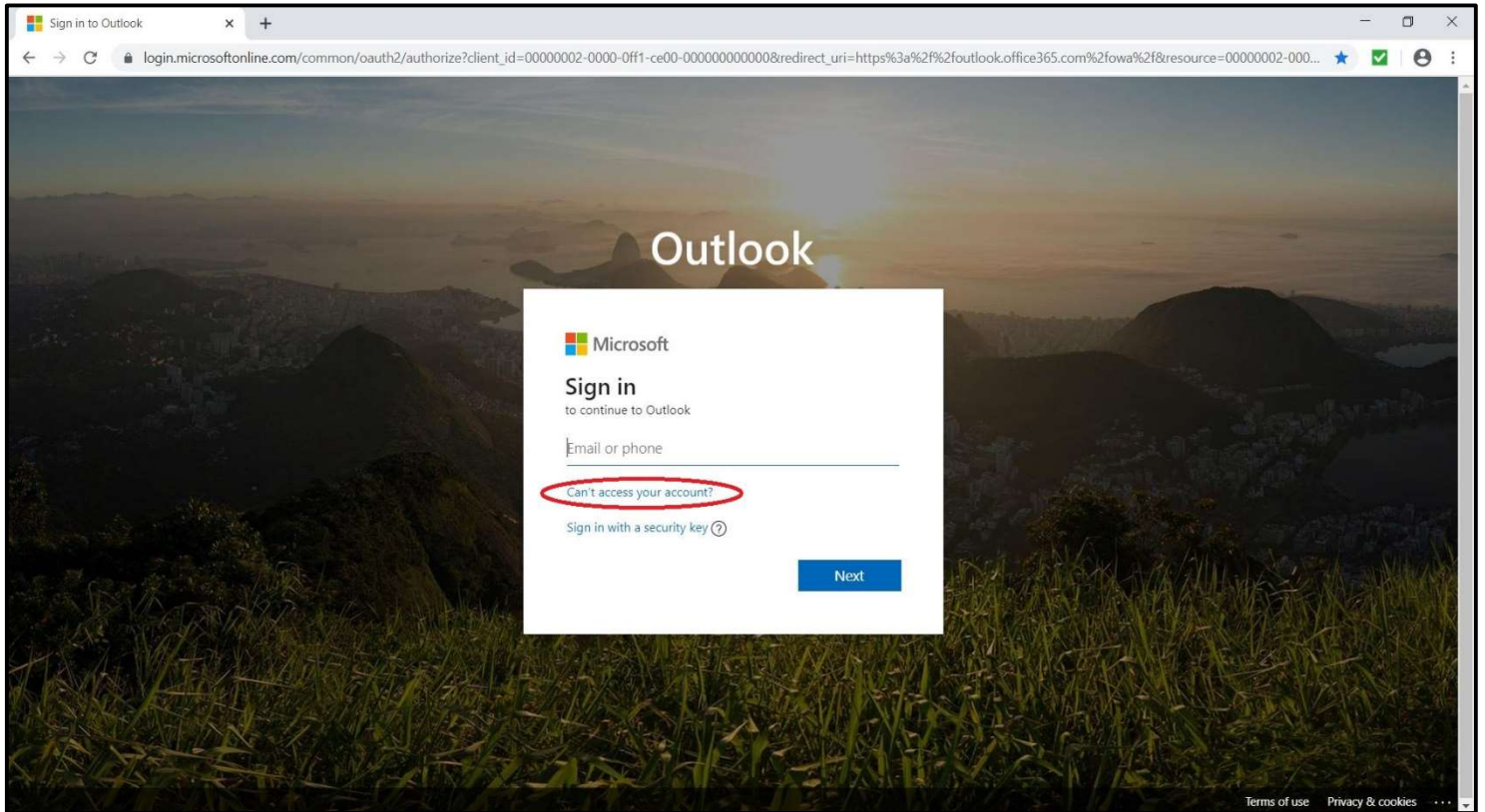

4. *Once the email and mobile no. has been verified. Click finish.*

Start Resetting your password:

1. Go to https://login.microsoftonline.com/. Click **"Can't access your account?"**.
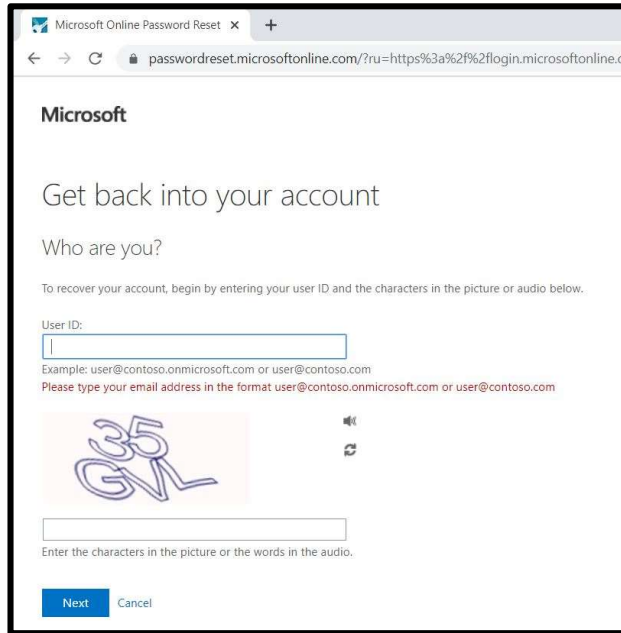

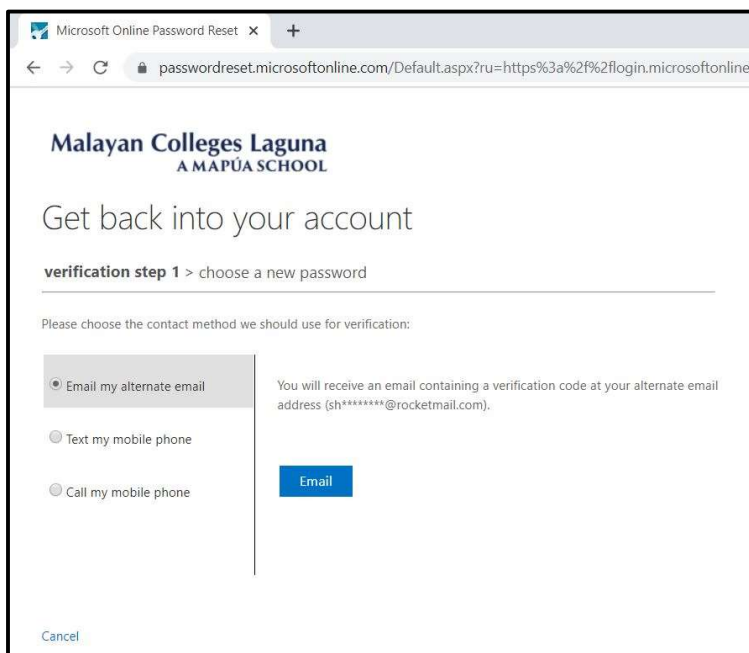Or you may enter your MCL email. Click **Next** then click **Forgot my password.**
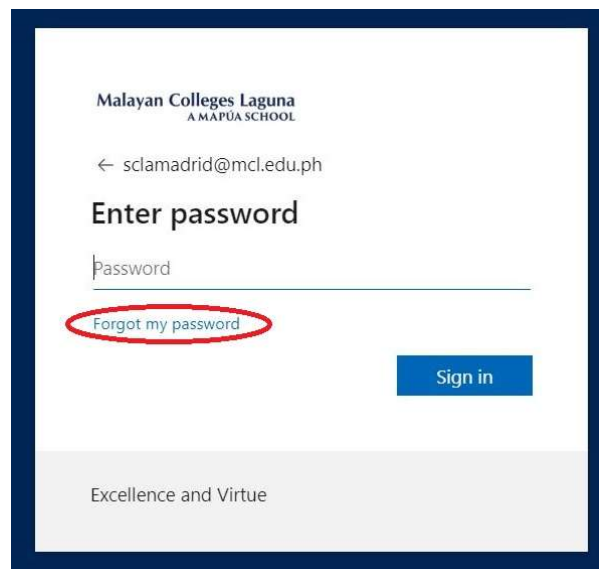
2. Enter your MCL email in the user ID and image indicated in the picture. Click Next.

3. Choose 1 contact method for the verification step. Alternate email address and mobile no. is set by end user. Make sure to check if the email and mobile no. is correct before sending verification code.

Verification Step:

a. Email my alternate email – just click Email and verification code will be sent to your email address.

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Enter the verification code.

(Microsoft online password reset)

(Sample email verification code)

b. **Text my mobile phone** – enter your mobile no. then click **Text.**

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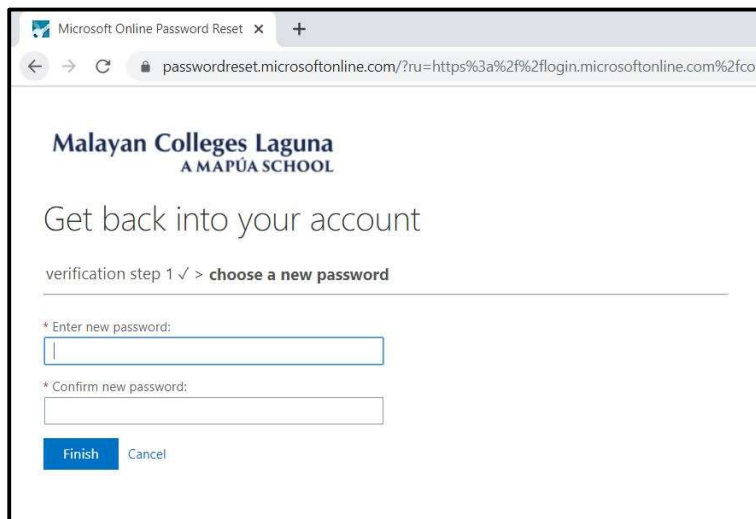
Enter the verification code.
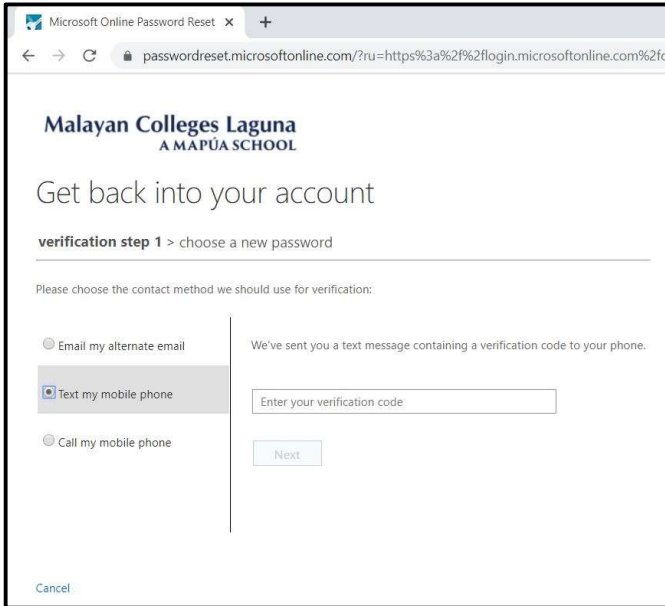
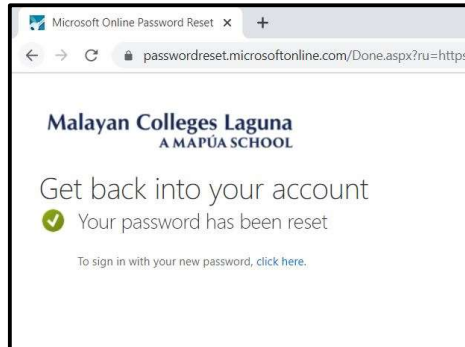
(Microsoft online password reset)

(Sample text verification code)

4. Enter your new password. Make sure the new password meet the system requirements such as min. of 10 characters, alpanumeric with special characters (ie. $ @ #) and not related to your name. Make sure not to repeat or used your previous password. Click **Finish.**
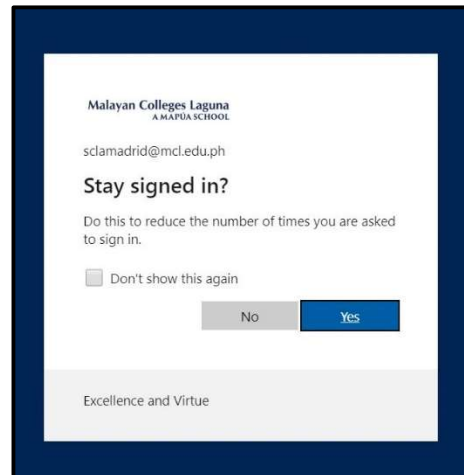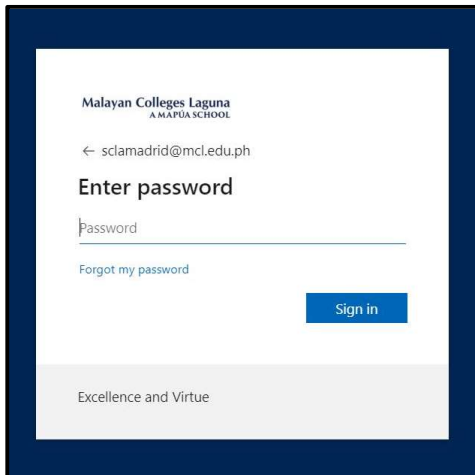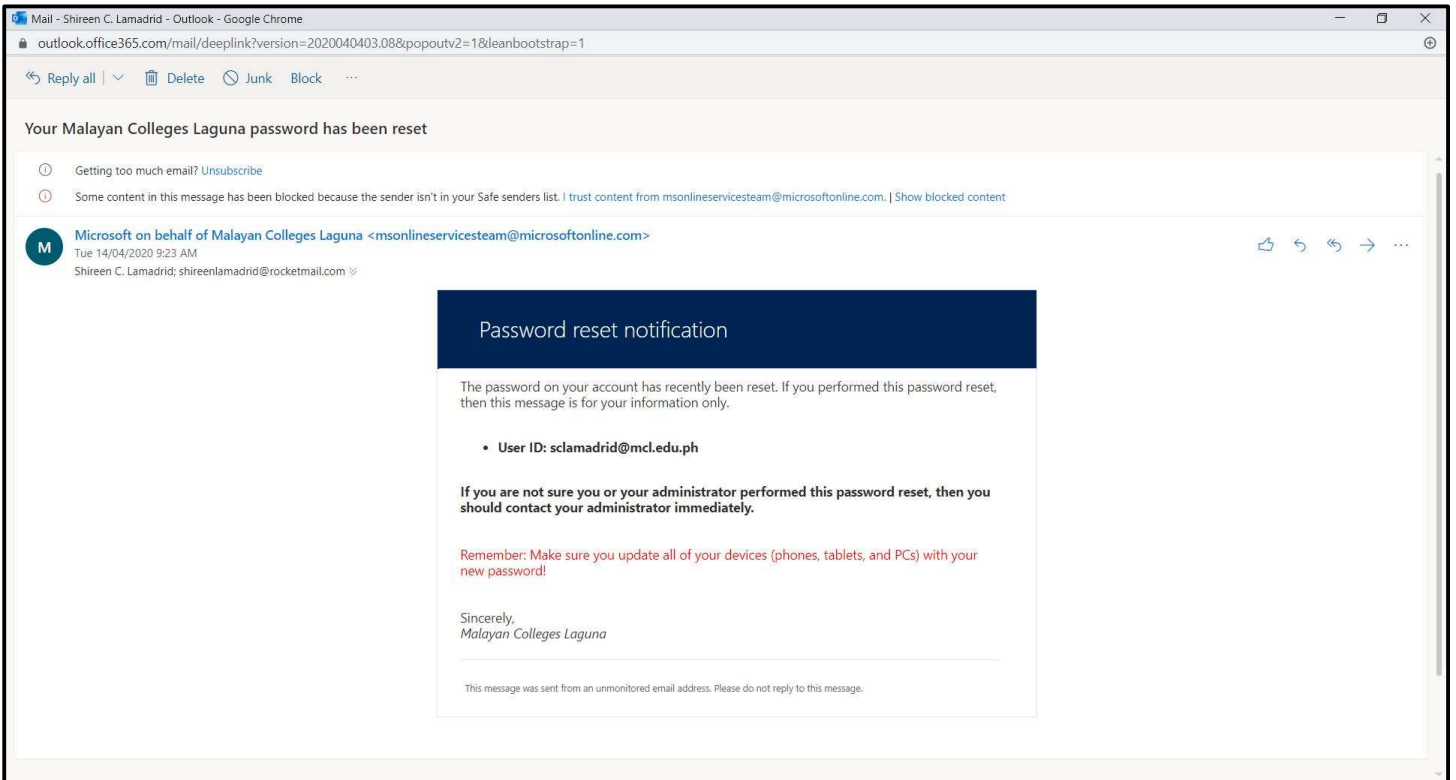
5. Sign in with your new password. Press **Click here.**

6. Enter your new password. Click **Sign in.** Stay signed window might appear. You may check the **Don't show this again** click **Yes** or **No.**

7. You will receive a confirmation email from Microsoft regarding the changes you've made in your account password.

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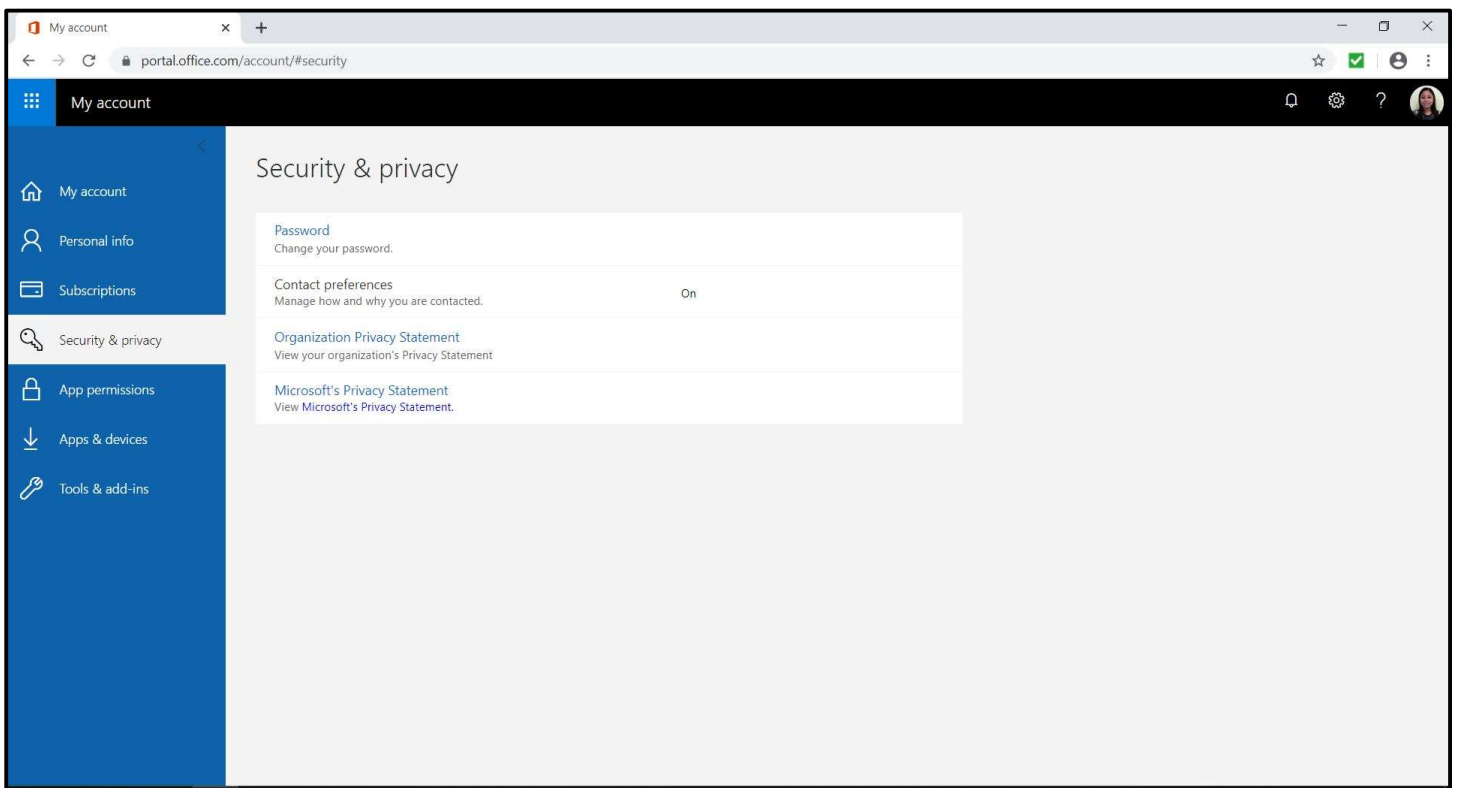
## Another way to reset your password in Outlook WebApp

1. Click the account manager of your account. It's located in upper right side of your windows screen. Usually has your picture as a logo. Click **My account.**

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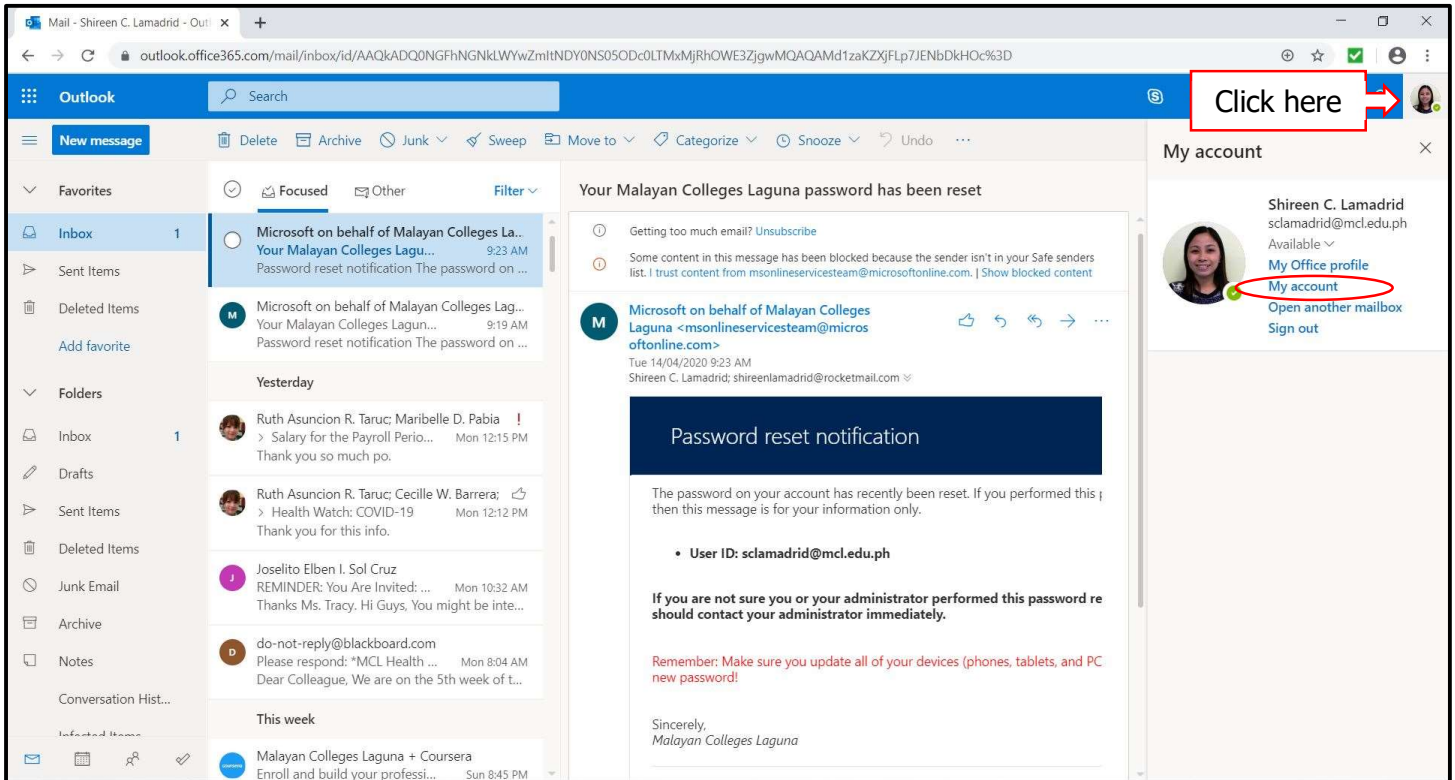
2. Go to **Security & privacy**. Click **Password**.

3. Enter your **old password** then create **new password and confirm new password**. Click **Submit.**

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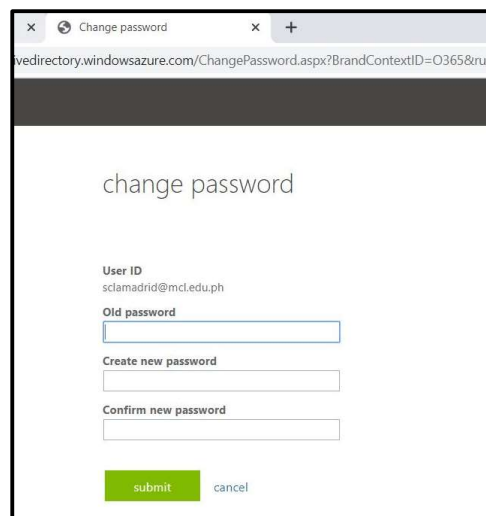
4. Re-enter your new account password. Click **Sign in**. Microsoft office home window will appear.

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