Reset your password in Microsoft 365

If you have successfully completed the initial sign in and MFA setup you can easily reset a forgotten password. If you have not successfully completed the initial sign in, you will need to contact the VPCC helpdesk at x2709 for a password reset.

To reset a forgotten password, choose either reset it now or Forgot my password as show below when attempting to sign in at office.com.

You will then be prompted to input your VPCC username and enter the characters shown in the picture. Select Next when completed.
Next, choose one of the four options for the first verification method. You will need to use the mobile number and authenticator app that you provided during your initial MFA setup. The phone number can only be the number that you used during your MFA setup. Note that it will give you the last two digits as a hint.

In each choice below you will be asked to enter in a verification code (not shown here).
Your second verification choices when depend on what you chose in the previous step. In the example provided here, authenticator was chosen above so now the mobile phone choice is presented here. Choose one, enter the information, and select **Next**.

**Get back into your account**

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

Please choose the second contact method we should use for verification:

- **Text my mobile phone**

  In order to protect your account, we need you to enter your complete mobile phone number (**********64) 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

Enter in the verification code you receive and select **Next**.

Please choose the second contact method we should use for verification:

- **Text my mobile phone**

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

- **Call my mobile phone**

  433368

  Next  Try again  Contact your administrator
Finally, enter in your new password and select Finish.

* Enter new password: 

* Confirm new password: 

Finish  Cancel

If you receive:

This password does not meet the length, complexity, age, or history requirements of your corporate password policy.

Your password does not meet the requirements set below or it has been within five days of your last password change.

- Password must not contain the user's account name or parts of the user's full name that exceed two consecutive characters.
- Cannot re-use previous passwords.
- Be at least thirteen characters in length.
- Contain characters from three of the following four categories:
  - English uppercase characters (A through Z)
  - English lowercase characters (a through z)
  - Base 10 digits (0 through 9)
  - Non-alphabetic characters (@ # $ % ^ & * – _ ! + = \[ \] { } | \ : ' , . ? / ` ~ ” ( ) ; < >)

Passwords must be reset every 180 days.