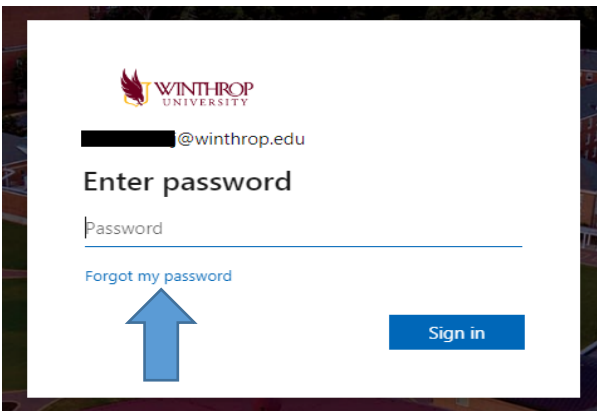# Resetting Your Password

1. If you begin to login to an application and you forget your password, click on the "Forgot my password" link.

2. Follow the steps on the next few screens. Verify your email and enter the characters that appear on the screen. If the characters aren't clear you can click on the refesh button for a new set of characters or click on the audio button and the characters will be spoken to you. Press Next.

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:

[   ]@winthrop.edu

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

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

Next   Cancel

3. You'll be prompted to choose your preferred method of contact for the verification (Email, text, or phone call).

4. If you choose email, click the "Email" button. An email similar to the one below will be sent to your alternate email account.
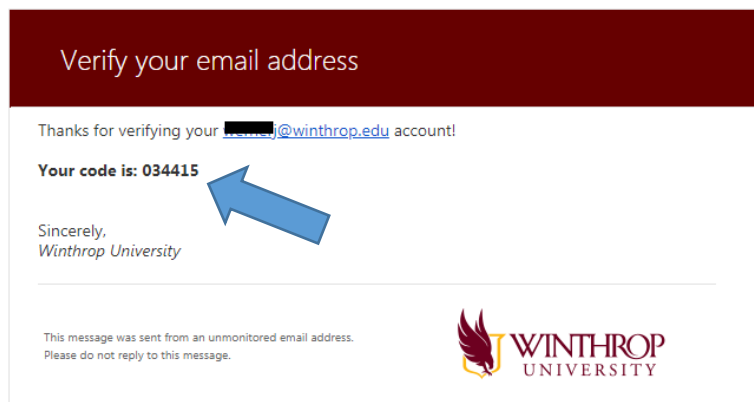
5. If you choose text message as your method, you will be asked to verify the phone number. Once you enter the phone number click on the Text button to continue. If you wish to change your option, simply choose a different method.

WINTHROP UNIVERSITY

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

○ Email my alternate email

◉ Text my mobile phone

○ Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (***********92) 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   Back

Cancel

6. Once you have been sent the verification code, the following screen will appear. Enter the verification code that was sent to you in the box labeled "Enter your verification code". Press "Next" after you have entered the code.

7. If you're not sure what to do at this point, you can click on the "Are you having a problem" link and a message will appear with some suggestions for you.

8. Once you've entered the verification code and clicked on Next, the following screen will appear. Simply enter and confirm your new password and click Finish.

9. If you enter a password that doesn't meet the password guidelines, the following message will appear. Enter and confirm a stronger password and press Next.

10. Once you have entered an acceptable password, you will get the following confirmation message. Click on the screen where it says "click here" and you will be prompted to login to your application.
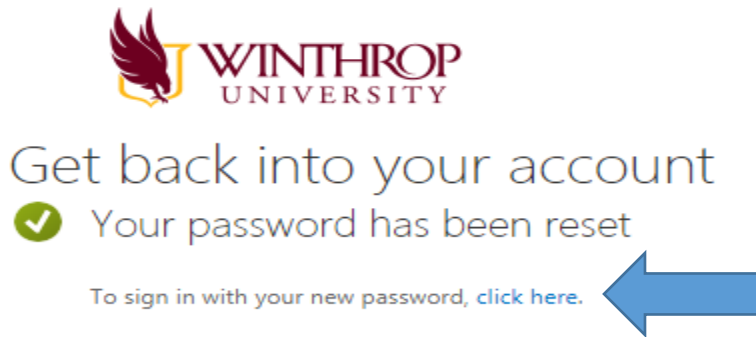
11. After your password has been reset, you will receive an email notification verifying the reset. If you receive an email like this and you HAVE NOT requested a password reset, contact the Help Desk immediately at (803) 323-2400.