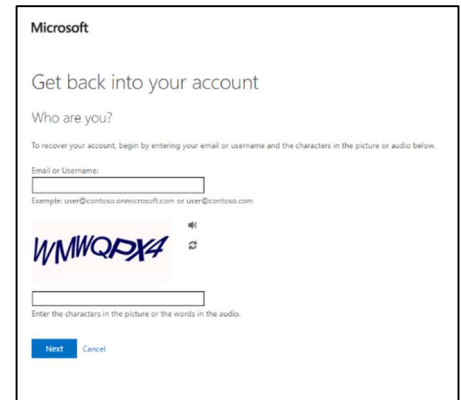
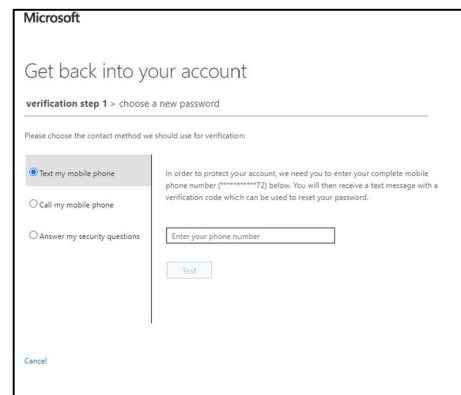


# Resetting Your Password if You Forgot it

If you have not set security questions or included a cell phone number, you will not be able to reset your password yourself. Please contact Mr. Henry ([chenry@mps-edu.org](mailto:chenry@mps-edu.org)) for help.

**Note: This will reset your account across the system, for both Microsoft 365 accounts and Google Suite.**

1. Click the link on the MHS website, or go to <https://passwordreset.microsoftonline.com>
2. Enter your school email address in the top box and then enter the Letters or Numbers that appear in the security-check box.
3. Click "Next"
4. You will then need to answer your security questions before you can change your password.
5. If you set up your cell phone, you can also have the system send your phone a text message.  
(You will need to enter your full phone number and then a security code you receive via text.)

A screenshot of the Microsoft account recovery page. It says "Microsoft" at the top, followed by "Get back into your account". Below that is "Who are you?". A note says "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There is a text input field for "Email or Username:" with an example "user@contoso.onmicrosoft.com or user@contoso.com". Below the input field is a security image showing the word "WINDOXA" in a stylized font. There is another text input field for "Enter the characters in the picture or the words in the audio." At the bottom are "Next" and "Cancel" buttons.A screenshot of the Microsoft verification screen. It says "Microsoft" at the top, followed by "Get back into your account". Below that is "verification step 1 > choose a new password". A note says "Please choose the contact method we should use for verification:". There are three radio button options: "Text my mobile phone" (selected), "Call my mobile phone", and "Answer my security questions". To the right of these options is a text input field for "Enter your phone number" and a "Text" button. At the bottom is a "Cancel" button.

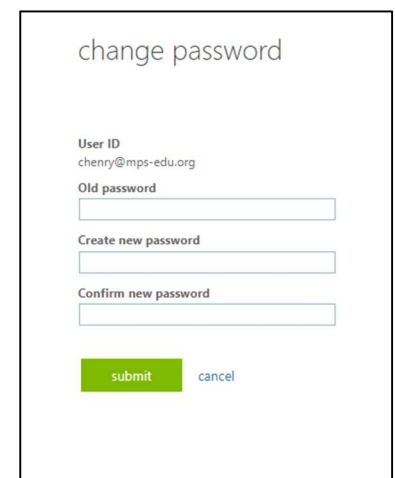
1. You will be brought to a screen that asks you to enter your old password and then create a new password.  
You must enter the new password twice.

## Your New Password Must:

- Be 10 or more characters long
- Contain at least one Capital Letter
- Contain at least one number or symbol

## Your New Password May Not:

- Be a password you have used before or be too similar to a previous password
- Contain your first or last name
- Contain your Student ID number
- Contain the words "Panthers, Marlborough, Orange, or Black"

A screenshot of the "change password" screen. It says "change password" at the top. Below that is "User ID" with the value "chenry@mps-edu.org". There is a text input field for "Old password". Below that are two text input fields for "Create new password" and "Confirm new password". At the bottom are a green "submit" button and a blue "cancel" button.

2. Click **Submit** to complete set up.