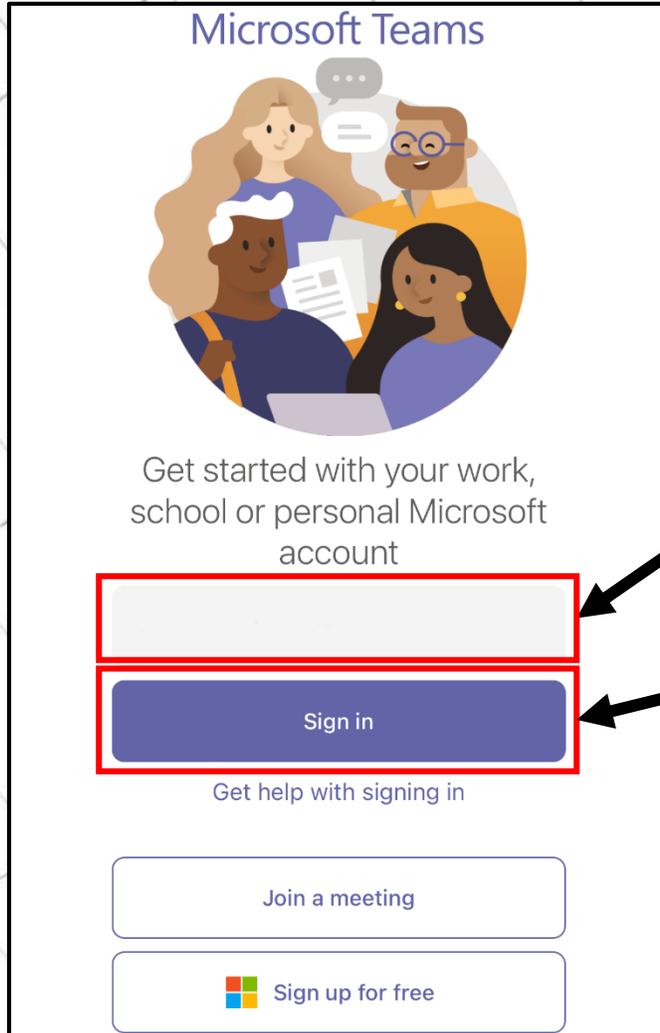


# How to Reset Your Password



**1. Open the installed app**

**2. Enter your user name**

**3. Click "Sign in"**

Mobile Screen

Click “Forgotten my password”



@qtss.edu.sg

## Enter password

Password

[Forgotten my password](#)

[Sign in with another account](#)

Sign in

Click  
“Forgotten my  
Password”

Mobile Screen

# Enter User Name

**1. Enter your user name**

**2. Enter the characters you see**

**Microsoft**

## Get back into your account

Who are you?

To recover your account, begin by entering your email address or username and the characters in the picture or audio below.

Email or Username:

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



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

[Next](#) [Cancel](#)

Mobile Screen

# Provide Your Phone Number

1. Select "Send a text to my phone number"

2. Enter your phone number here

3. Click "Text"

Microsoft

## Get back into your account

verification step 1 > choose a new password

---

Please choose the contact method we should use for verification:

Send a text to my mobile phone number

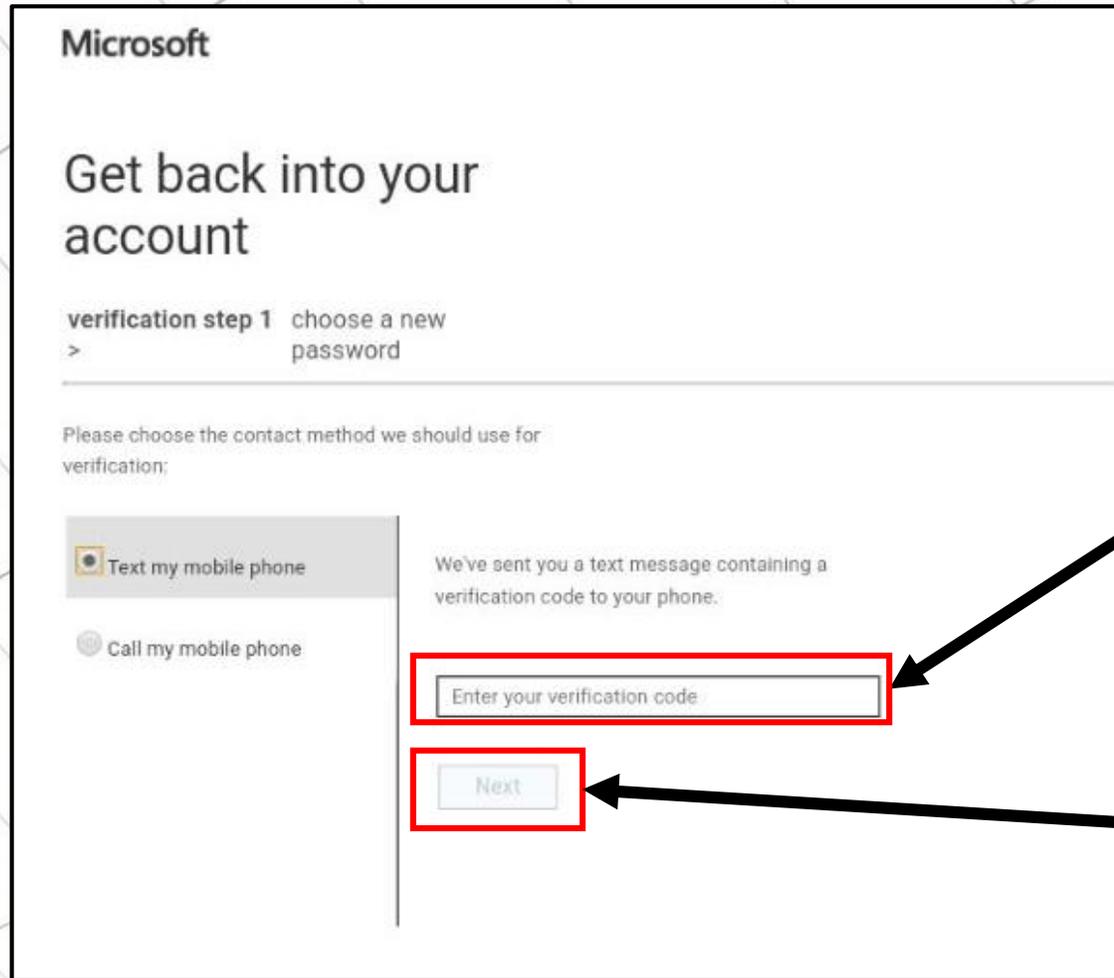
Call my mobile phone number

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

Text

Mobile Screen

# Enter Verification Code



The screenshot shows a Microsoft account recovery page. At the top, it says "Microsoft" and "Get back into your account". Below that, it indicates "verification step 1" with the instruction "choose a new password". A sub-header asks the user to "Please choose the contact method we should use for verification:". Two options are listed: "Text my mobile phone" (selected) and "Call my mobile phone". A message states "We've sent you a text message containing a verification code to your phone:". Below this is a text input field labeled "Enter your verification code" and a "Next" button. Both the input field and the button are highlighted with red boxes. Arrows from external text boxes point to these elements.

Mobile Screen

**1. Check your phone's SMS and enter verification code send**

**2. Click "Next"**

# Set A New Password

**NOTE: Password must be at least 8 characters and must combine uppercase and lowercase letters, number and symbols. They cannot be your user name.**

**1. Set a new password**

**2. Click "Finish"**

Microsoft

Get back into your account

verification step 1 **choose a new password**

✓ >

\* Enter new password:

Password strength

\* Confirm new password:

Finish Cancel

A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers and symbols. They cannot contain your username.

Mobile Screen

# Password Reset Successful!

**Microsoft**

Get back into your  
account

✔ Your password has been reset

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

Mobile Screen

**1. Click this to login**