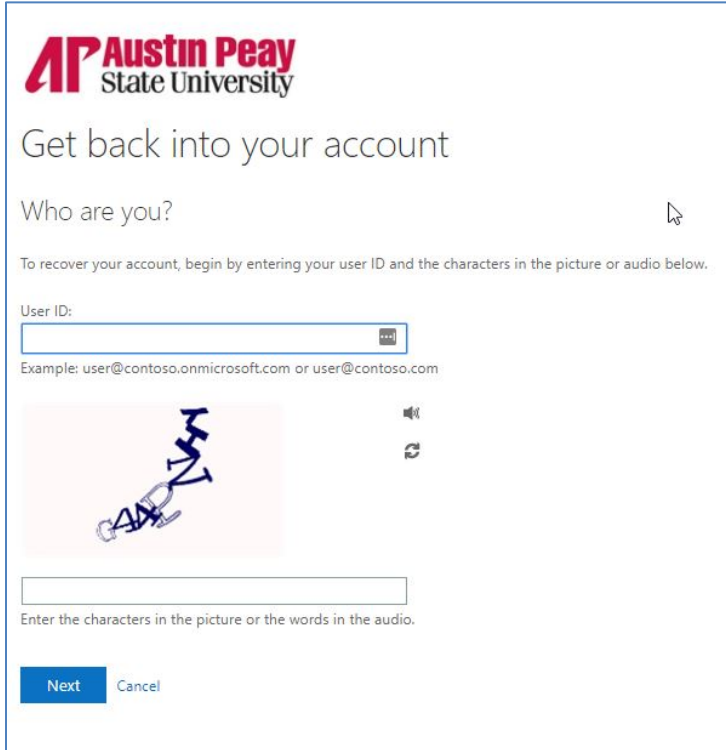


## Resetting Your APSU Password:

1. In any browser, navigate to <https://passwordreset.microsoftonline.com/?whr=apsu.edu>.
2. Enter your **APSU email address** and the **characters in the picture**. Click **Next**.



**AP Austin Peay State University**


### Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

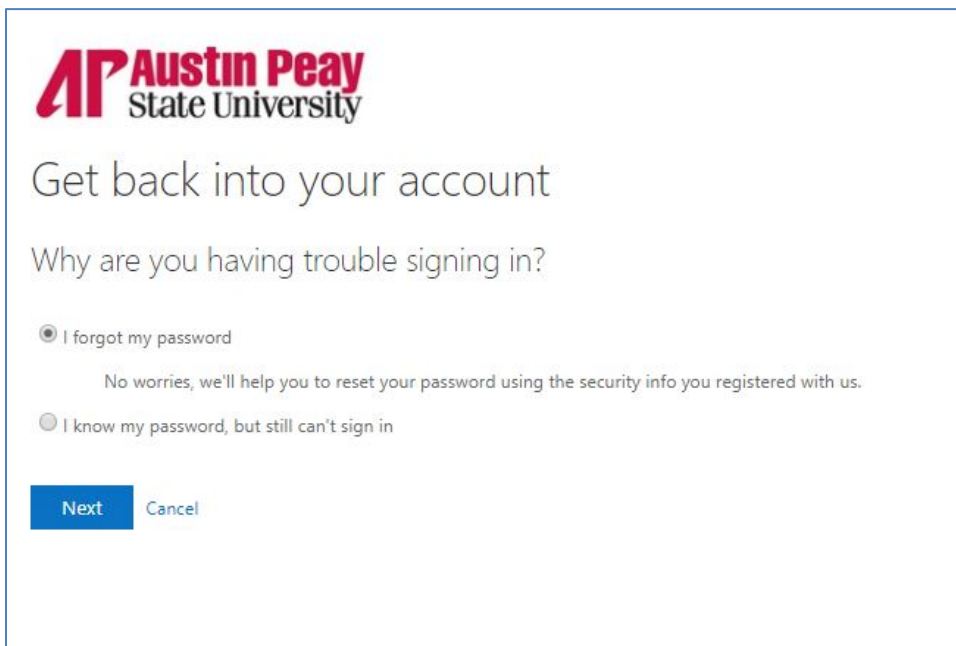
User ID:

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



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

3. Choose **I forgot my password** and click **Next**.



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### Get back into your account

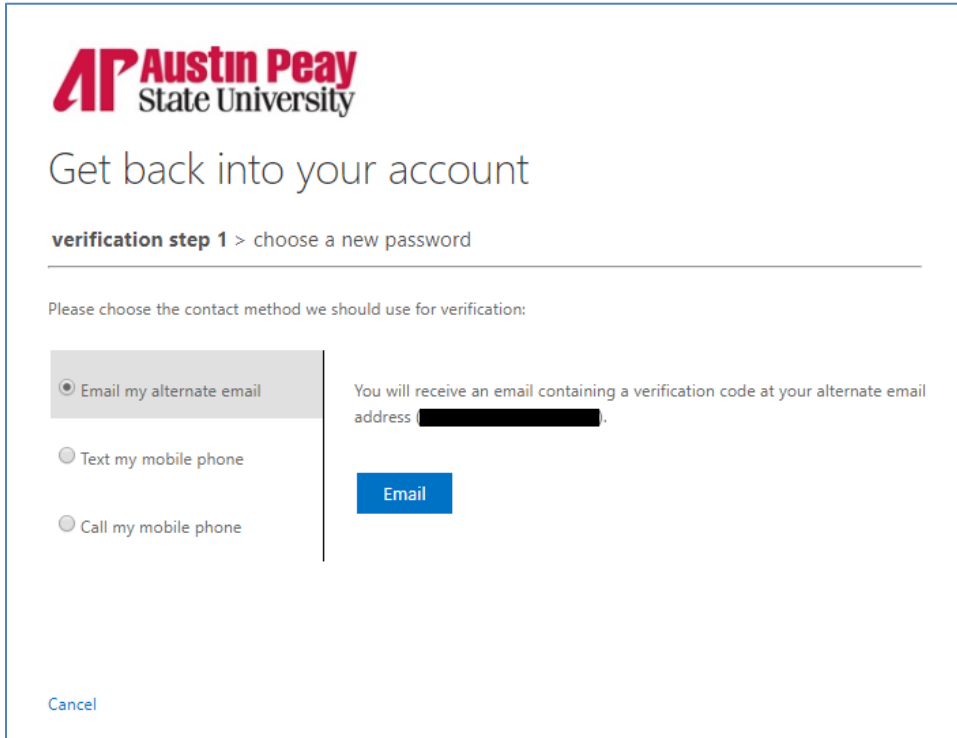
Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

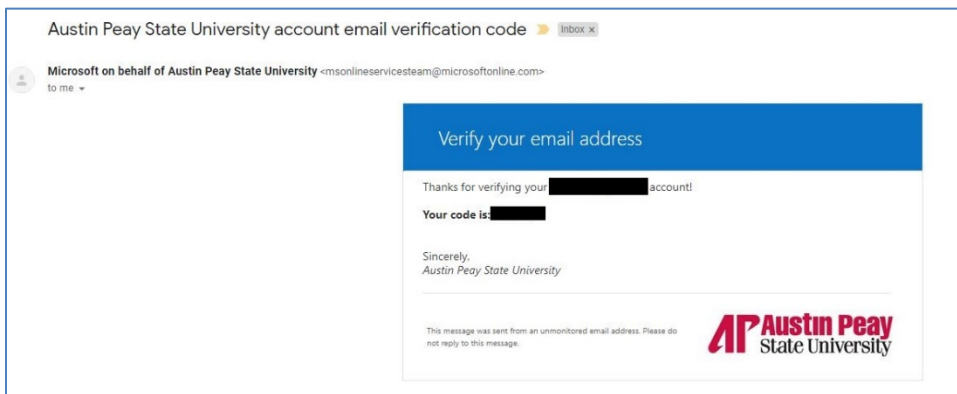
I know my password, but still can't sign in

4. Choose a verification method: [Email](#) | [Text](#) | [Call](#)
5. If you choose **Email my alternate email**, click **Email** and a verification code will be sent to your alternate email address.



The screenshot shows the Austin Peay State University login verification interface. At the top left is the AP Austin Peay State University logo. Below it is the heading "Get back into your account" and a sub-heading "verification step 1 > choose a new password". A horizontal line separates this header from the main content. The text "Please choose the contact method we should use for verification:" is followed by three radio button options: "Email my alternate email" (which is selected), "Text my mobile phone", and "Call my mobile phone". To the right of these options, a text box says "You will receive an email containing a verification code at your alternate email address [redacted]". Below this text is a blue "Email" button. At the bottom left of the form is a "Cancel" link.

6. Check your alternate email. You should see an email from Microsoft that contains your verification code.



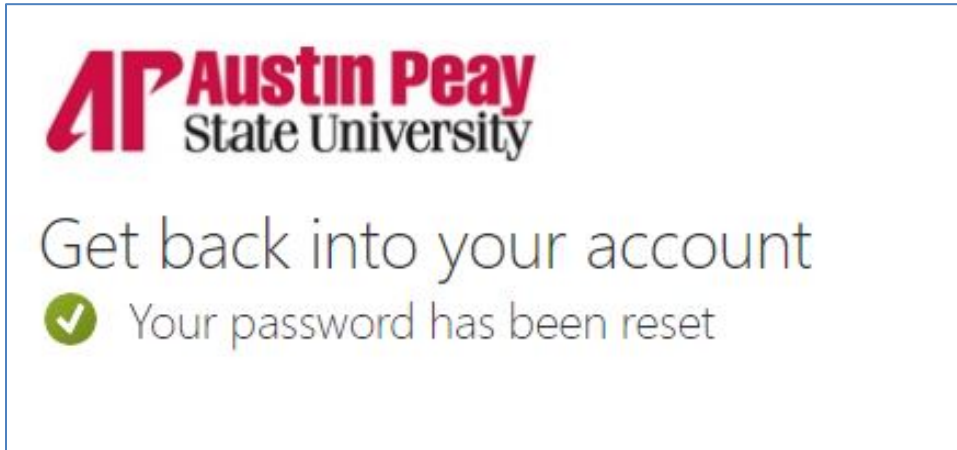
7. Input the **verification code** in the field and click **Next**.

The screenshot shows the Austin Peay State University logo at the top left. Below it, the text "Get back into your account" is displayed. Underneath, a breadcrumb trail reads "verification step 1 > choose a new password". A horizontal line separates this from the next section. The text "Please choose the contact method we should use for verification:" is followed by three radio button options: "Email my alternate email" (which is selected), "Text my mobile phone", and "Call my mobile phone". To the right of these options, a message states "We've sent an email message containing a verification code to your inbox." Below this message is a text input field with the placeholder "Enter your verification code". A "Next" button is positioned below the input field. At the bottom left of the screen, there is a "Cancel" link.

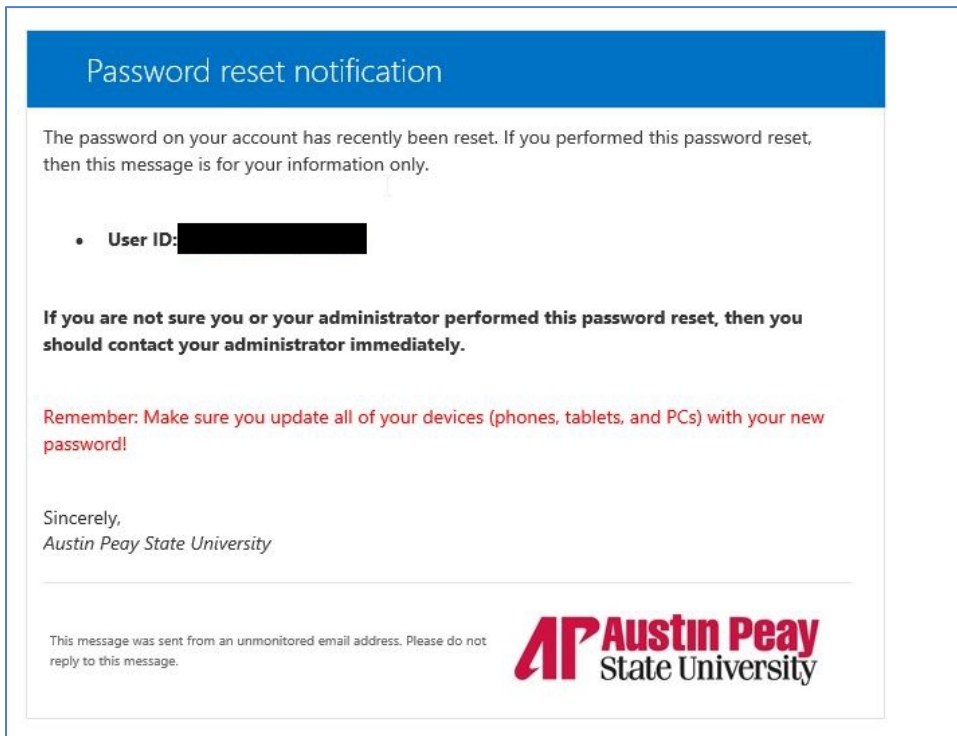
8. Input your **new password twice** and click **Finish**.

The screenshot shows the Austin Peay State University logo at the top left. Below it, the text "Get back into your account" is displayed. Underneath, a breadcrumb trail reads "verification step 1 ✓ > choose a new password". A horizontal line separates this from the next section. The text "\* Enter new password:" is followed by a password input field with a visibility toggle icon (three dots). Below this is the text "\* Confirm new password:" followed by another password input field with a visibility toggle icon. At the bottom left, there is a blue "Finish" button, and to its right is a "Cancel" link.

9. You will see the following confirmation screen that your password has been reset successfully.



10. You will receive an email confirmation from Microsoft that your password has been reset successfully.



11. If you choose **Text my mobile phone**, input your mobile number in the field and click **Text**.

**AP Austin Peay State University**

## Get back into your account

verification step 1 > choose a new password

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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 ( [REDACTED] ) below. You will then receive a text message with a verification code which can be used to reset your password.

**Text**

[Cancel](#)

12. You will receive a text message from Microsoft. Input the code in the field and click **Next**.

**AP Austin Peay State University**

## Get back into your account

verification step 1 > choose a new password

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Please choose the contact method we should use for verification:

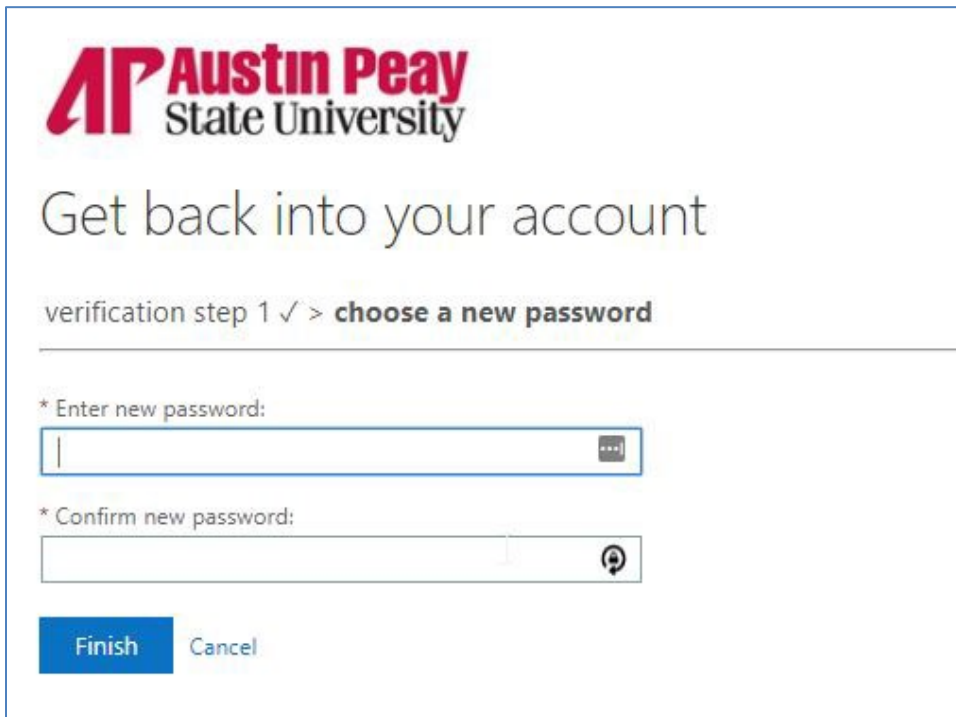
- Email my alternate email
- Text my mobile phone
- Call my mobile phone

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

**Next** [Try again](#) [Contact your administrator](#)

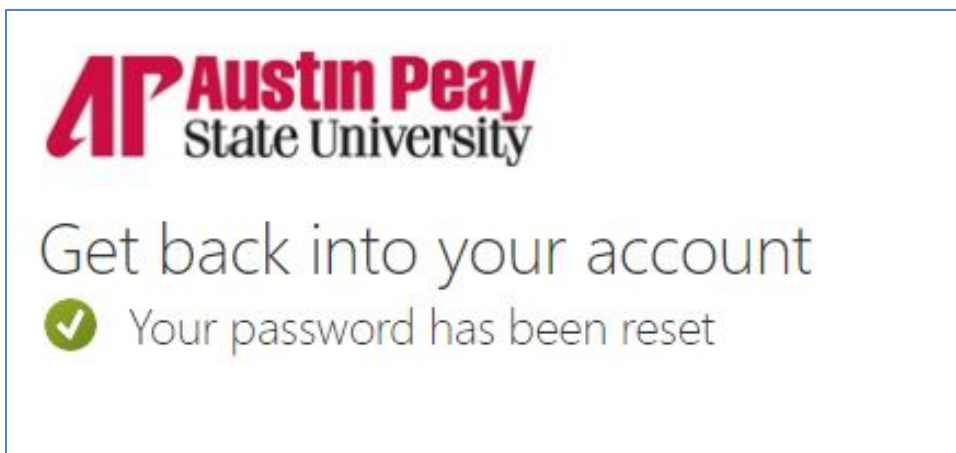
[Cancel](#)

13. Input your **new password twice** and click **Finish**.



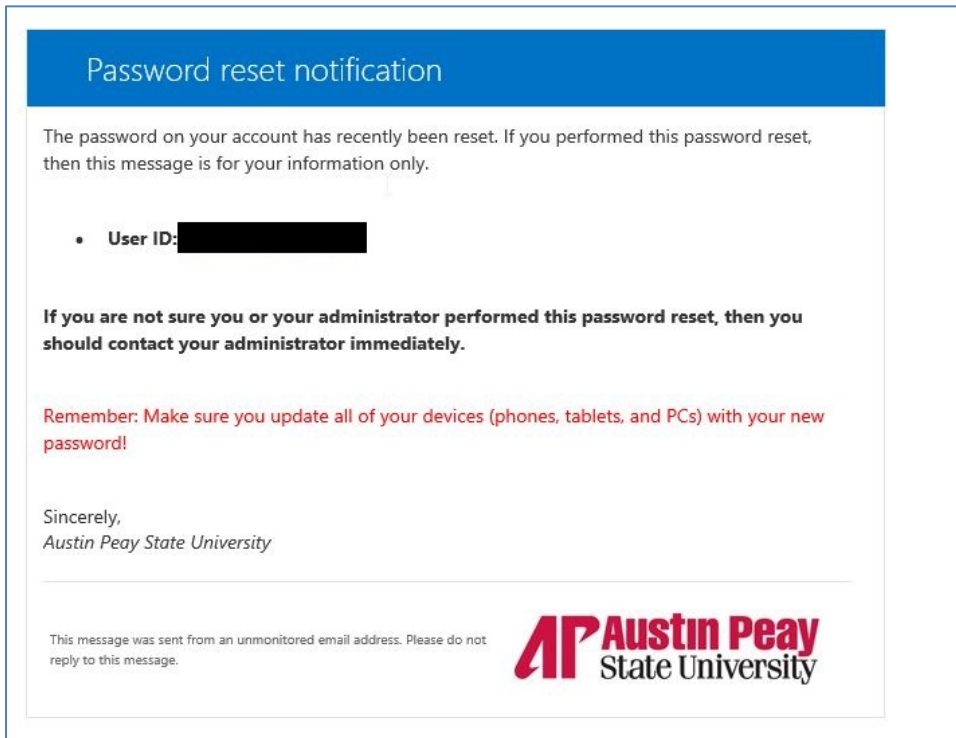
The screenshot shows the Austin Peay State University logo at the top left. Below the logo, the text "Get back into your account" is displayed. Underneath, it says "verification step 1 ✓ > choose a new password". There are two input fields: the first is labeled "\* Enter new password:" and the second is labeled "\* Confirm new password:". At the bottom, there are two buttons: "Finish" (highlighted in blue) and "Cancel".

14. You will see the following confirmation screen that your password has been reset successfully.

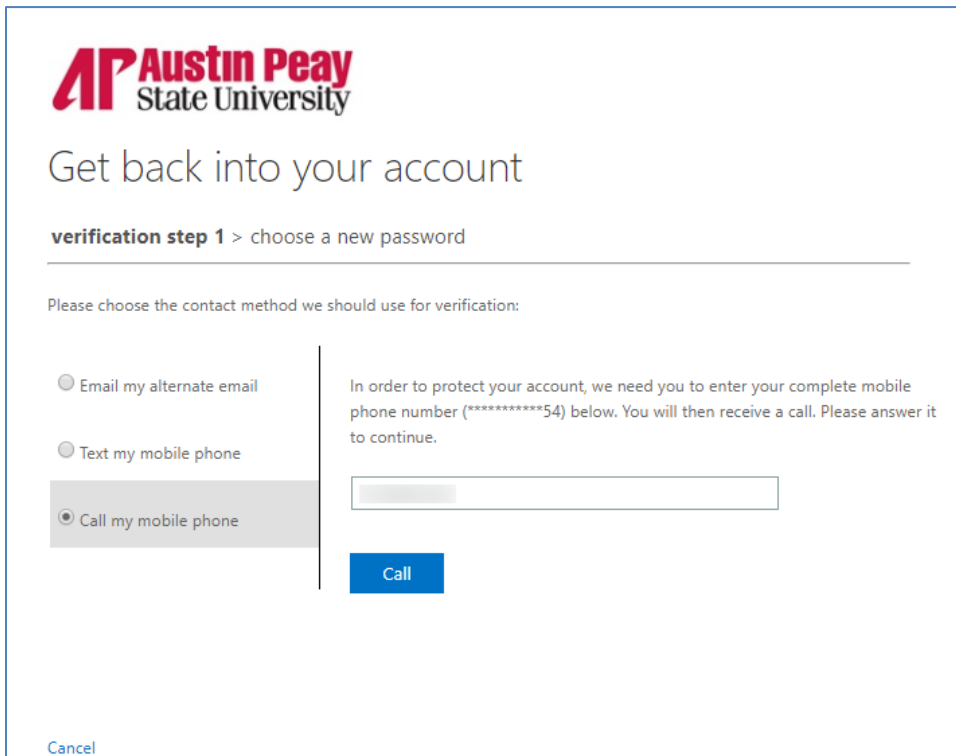


The screenshot shows the Austin Peay State University logo at the top left. Below the logo, the text "Get back into your account" is displayed. Underneath, there is a green checkmark icon followed by the text "Your password has been reset".

15. You will receive an email confirmation from Microsoft that your password has been reset successfully.



16. If you chose **Call my mobile phone**, input your mobile number in the field and click **Call**.



17. You will receive an automated call from Microsoft. Push the **pound key (#)** on your phone when prompted.

**AP Austin Peay**  
State University

## Get back into your account

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

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Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

We're calling your phone. Please answer it to continue.

..

18. Input your **new password twice** and click **Finish**.

**AP Austin Peay**  
State University

## Get back into your account

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

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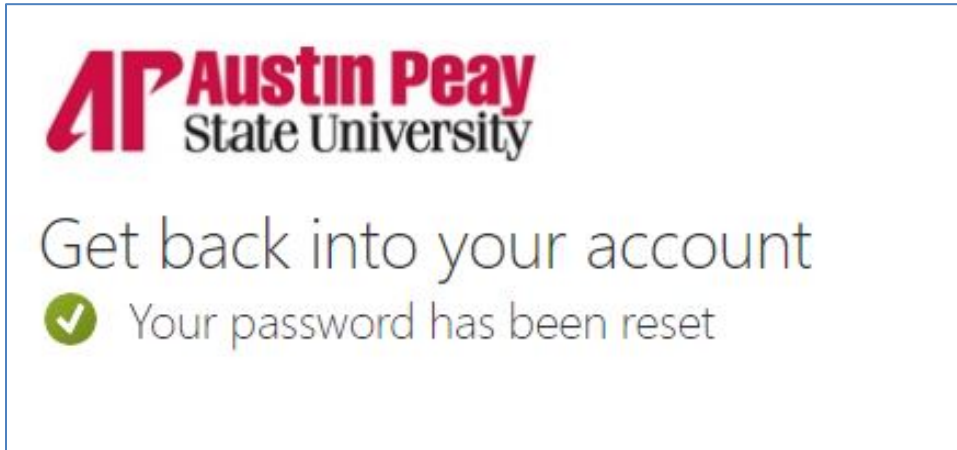
\* Enter new password:

\* Confirm new password:

**Finish** Cancel



19. You will see the following confirmation screen that your password has been reset successfully.



20. You will receive an email confirmation from Microsoft that your password has been reset successfully.

