


Unlocking Your APSU Account:

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**.




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.

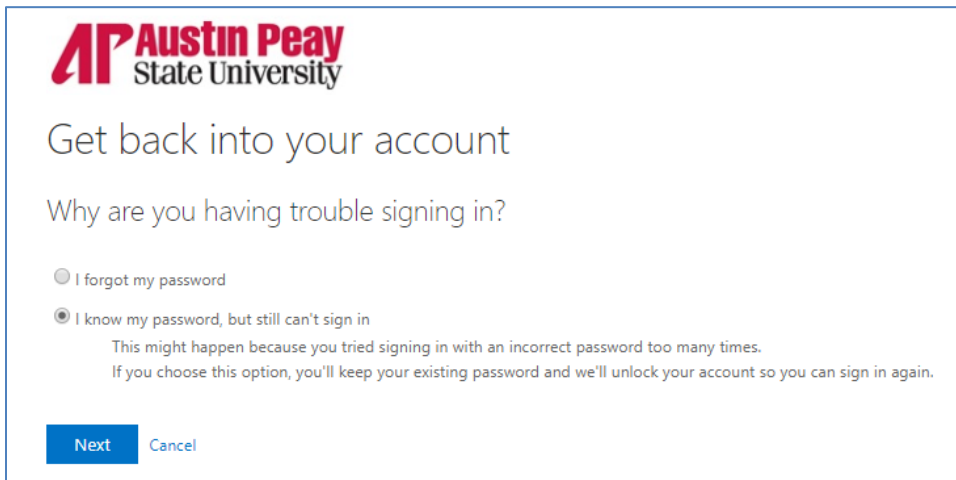
User ID:

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



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

3. Choose **I know my password, but still can't sign in** and click **Next**.



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Why are you having trouble signing in?

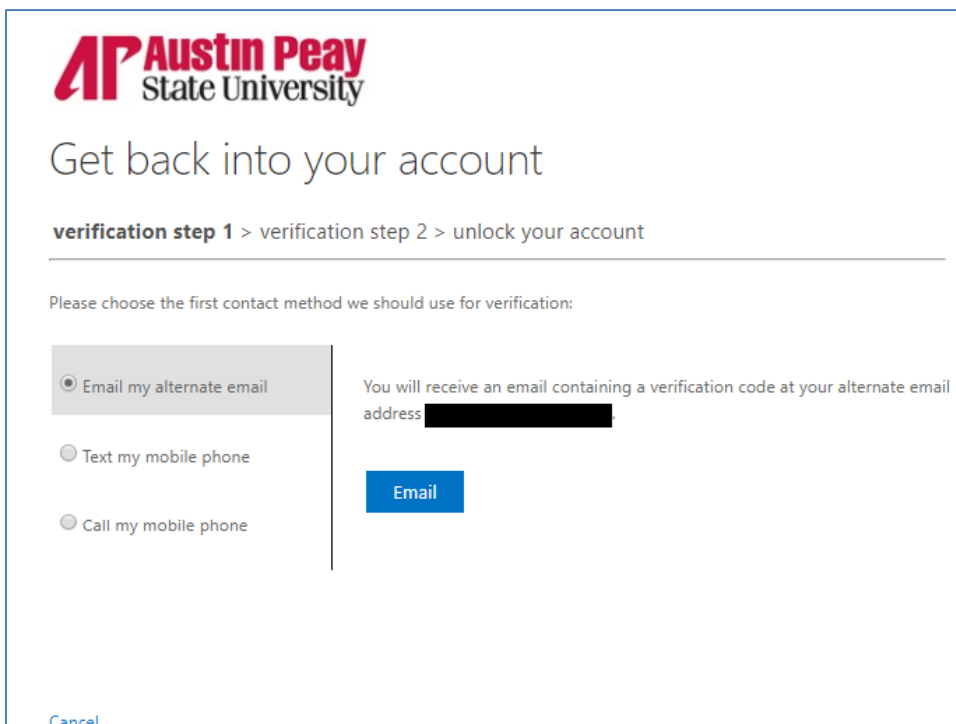
I forgot my password

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

This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

4. Choose from the available options. You will need to verify your identity with 2 of the options you had previously set up.



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verification step 1 > verification step 2 > unlock your account

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

Email my alternate email

Text my mobile phone

Call my mobile phone

You will receive an email containing a verification code at your alternate email address [REDACTED]

Email

Cancel

5. Once you have completed the first step, choose again from the remaining available options.

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Get back into your account

verification step 1 ✓ > **verification step 2** > unlock your account

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

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

You will receive an email containing a verification code at your alternate email address: [REDACTED]

Email

Cancel

6. Once you have completed both verification steps, you will see a confirmation that your account has been unlocked.

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Get back into your account

✓ Your account has been unlocked