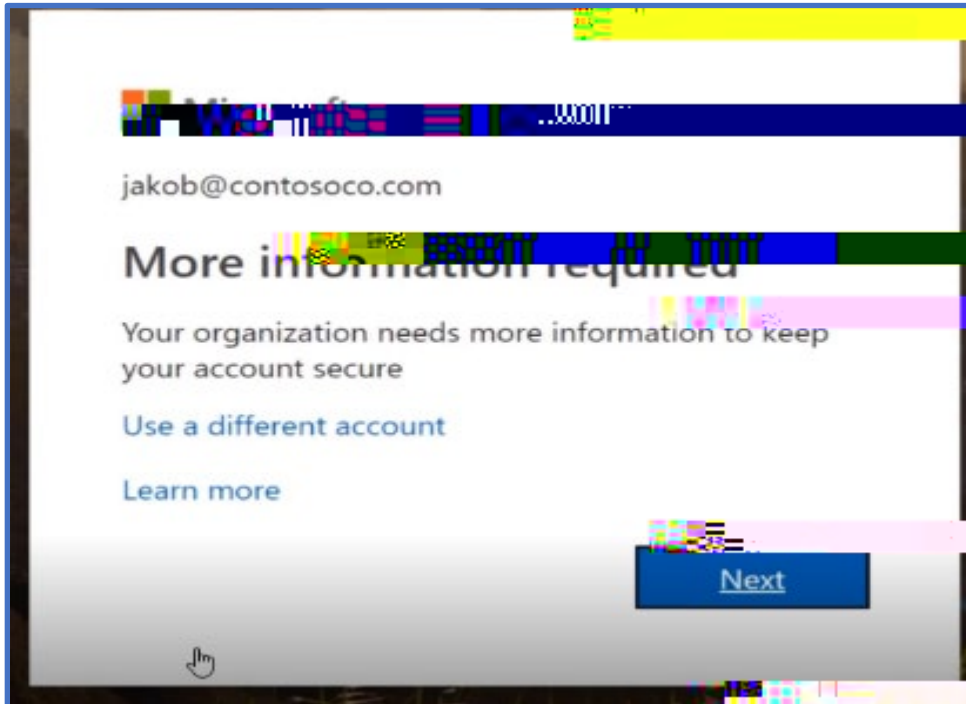


Self Service Password Reset Notification

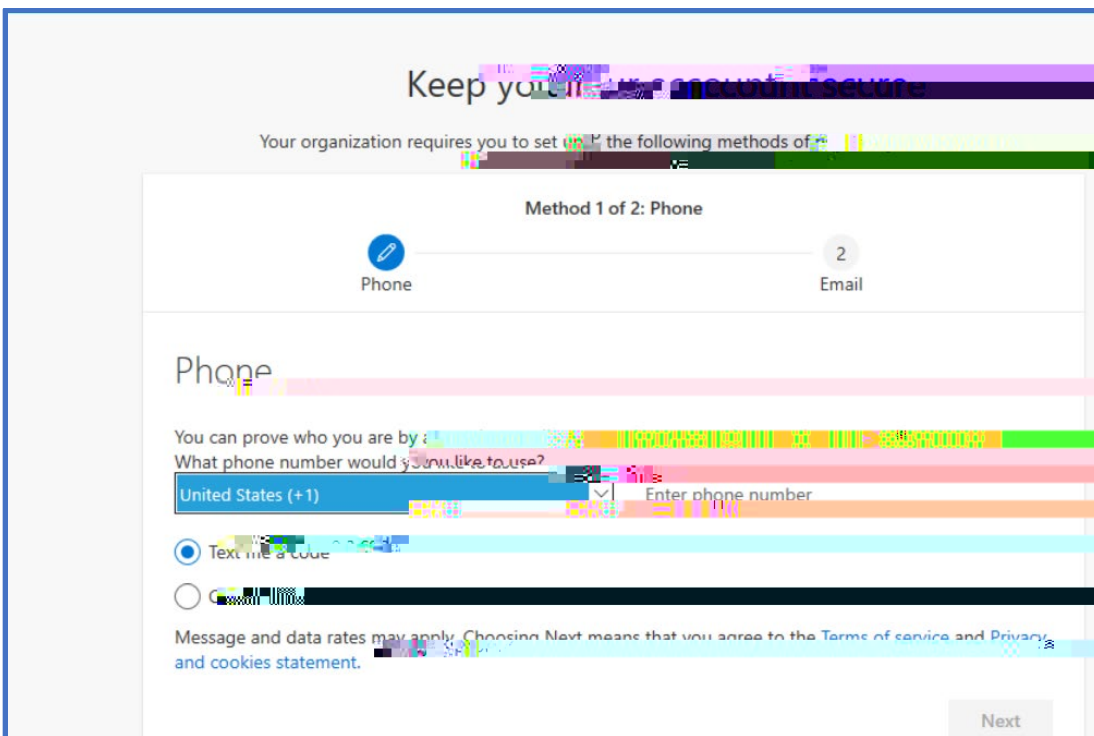
***** Password synchronization after a password change may take up to 15 minutes to complete. It may take up to 15 minutes for you to be able to sign into your account after a password change.*****

The next time you sign into your account you will receive the following message:

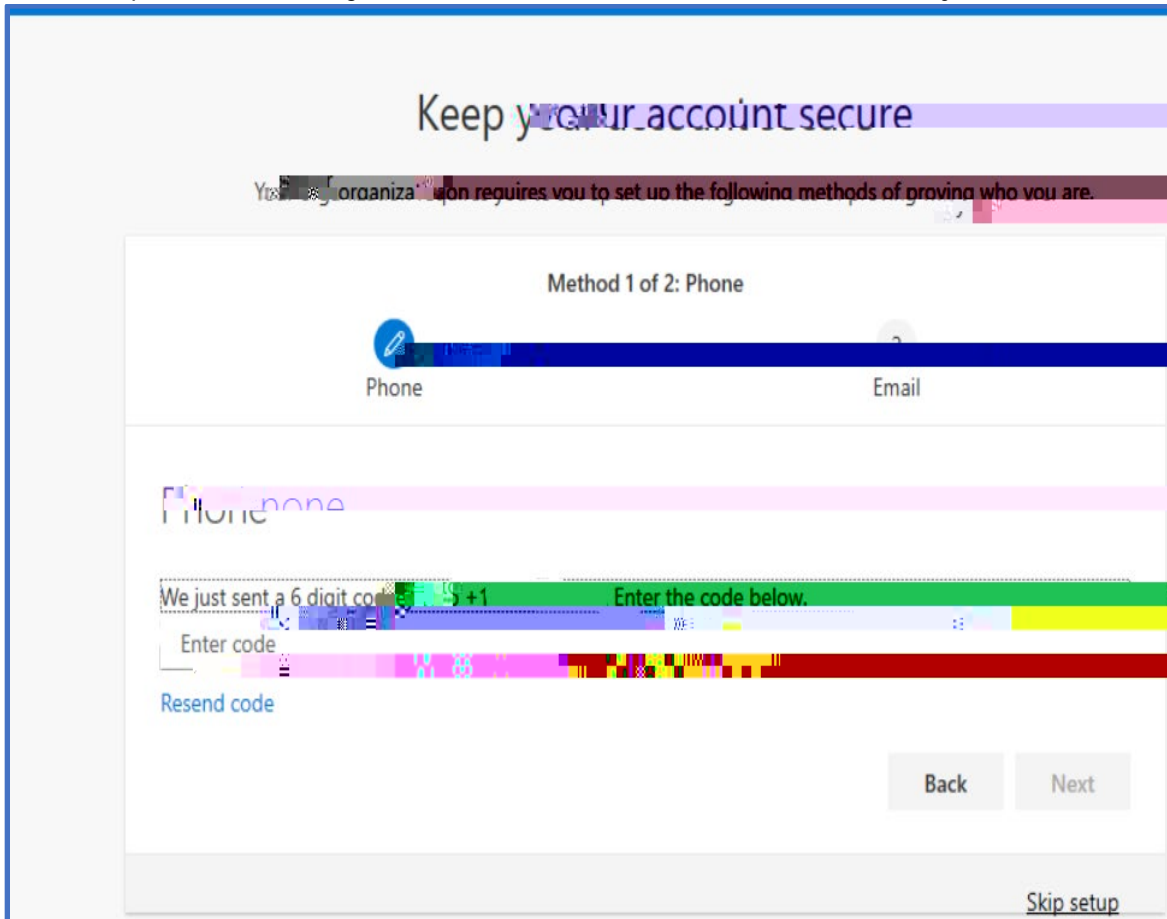
1.



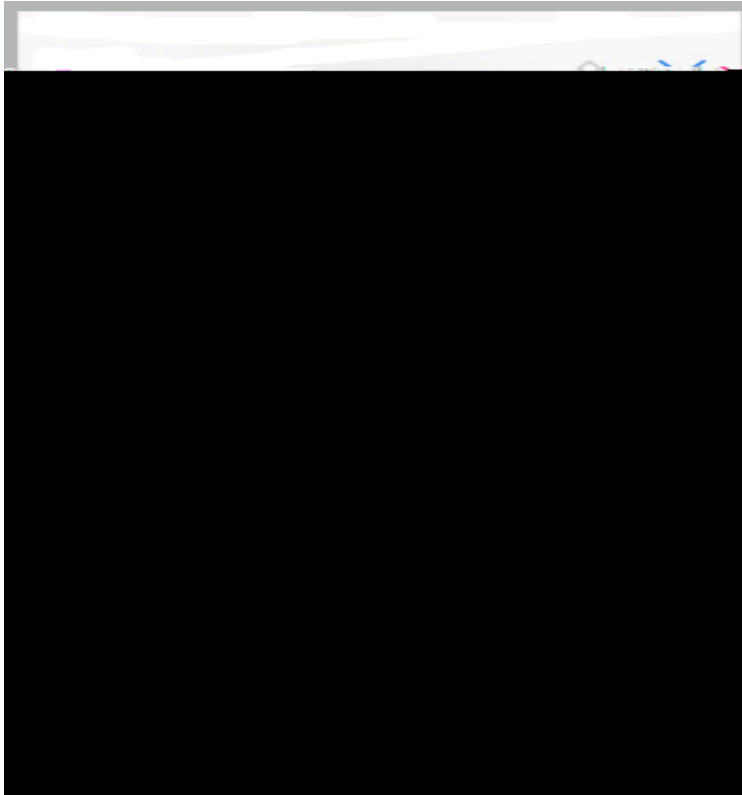
2. Enter the phone number you would like to use and choose to Text or to Call me.

A screenshot of the 'Keep your account secure' setup page. The heading 'Keep your account secure' is at the top. Below it, the text says 'Your organization requires you to set up the following methods of...'. The page is titled 'Method 1 of 2: Phone'. There are two options: 'Phone' (selected with a blue circle) and 'Email' (with a grey circle and the number '2'). Under the 'Phone' section, the text reads 'You can prove who you are by:'. Below that, it asks 'What phone number would you like to use?'. There is a dropdown menu showing 'United States (+1)' and an input field for 'Enter phone number'. There are two radio buttons: 'Text me a code' (selected) and 'Call me'. At the bottom, there is a note: 'Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.' and a grey 'Next' button.

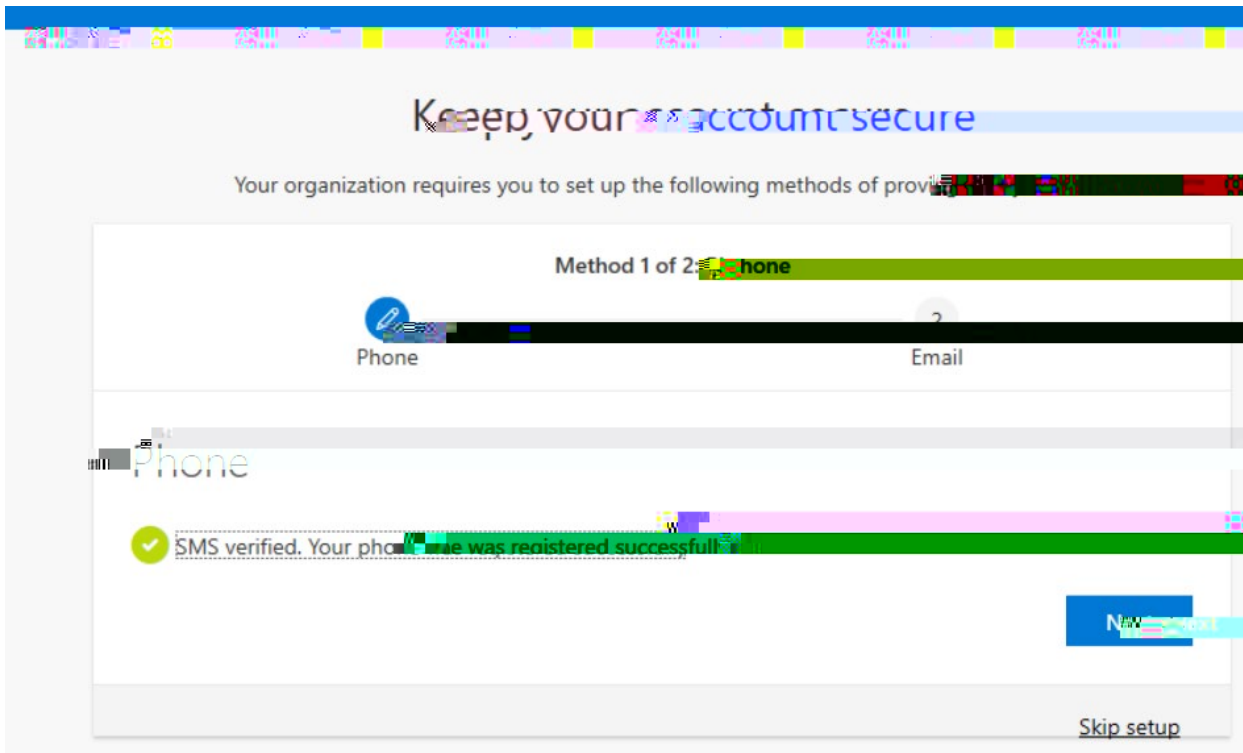
3. Check the phone for the 6 digit code and enter or enter the code from the call you receive from Microsoft.



4. Get the code from your phone.



5. Enter the code from your phone and click Next.



6. Enter the Alternate e-mail address you would like to use.

