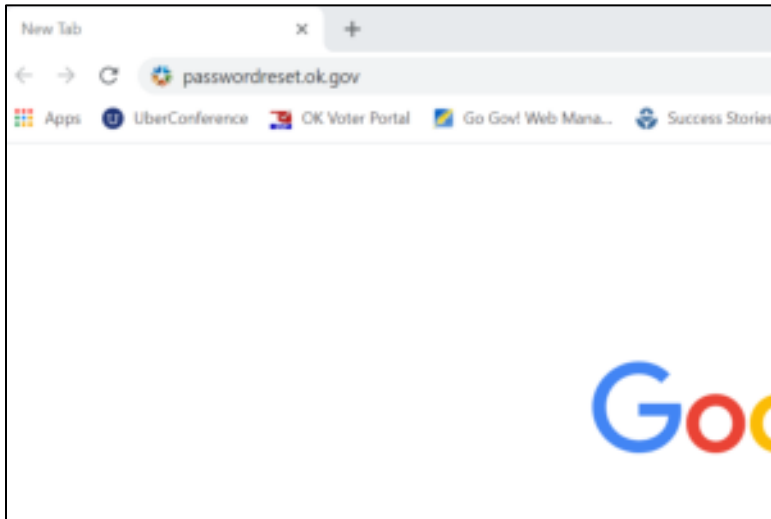


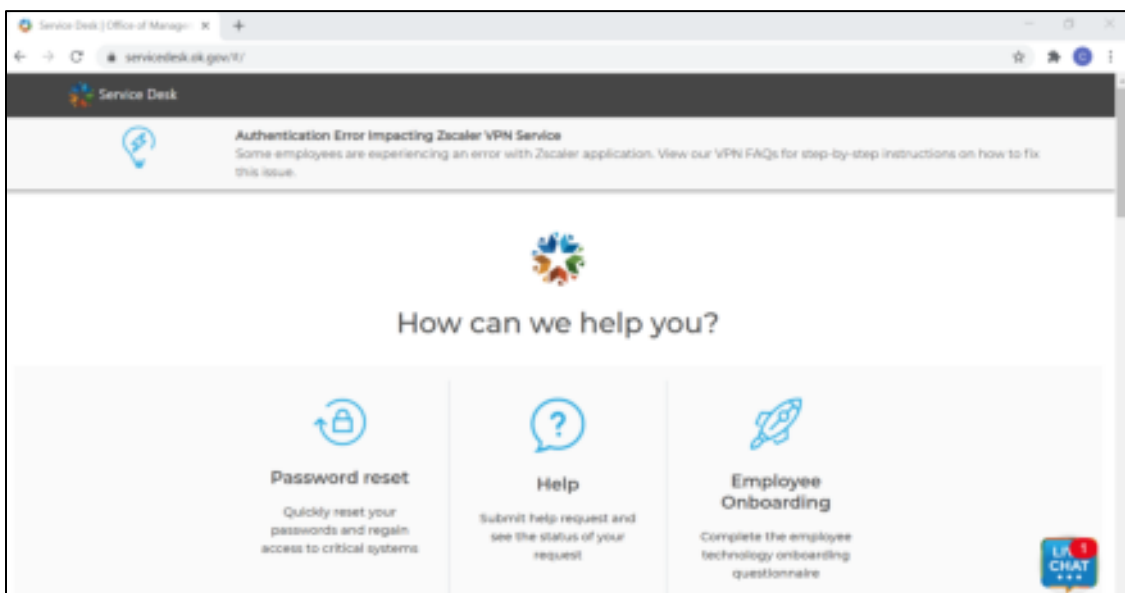
Online Password Reset Instructions

If you need to reset your password, you now have the option to do so online, on your own, rather than calling the OMES HelpDesk. This option is only available if you have fully set-up your account and have established two methods of security verification (i.e. a text to your phone and answering security questions). Please note, this method can not be used for initial log-in and set-up of accounts.

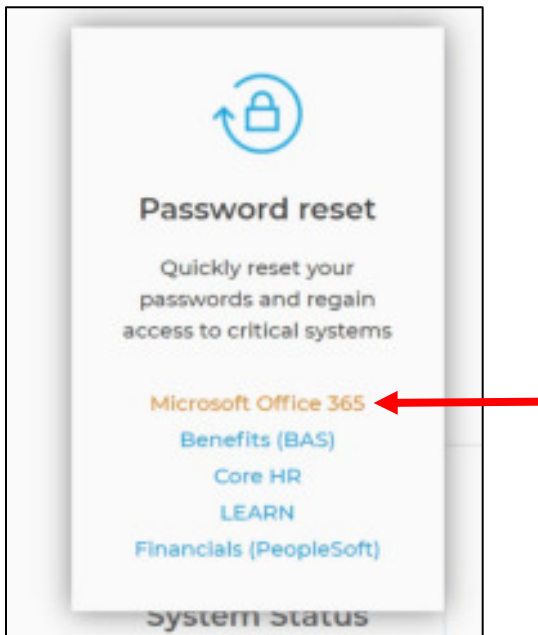
1. Type www.passwordreset.ok.gov in your browser's address bar and hit enter.



2. The service desk website will open.



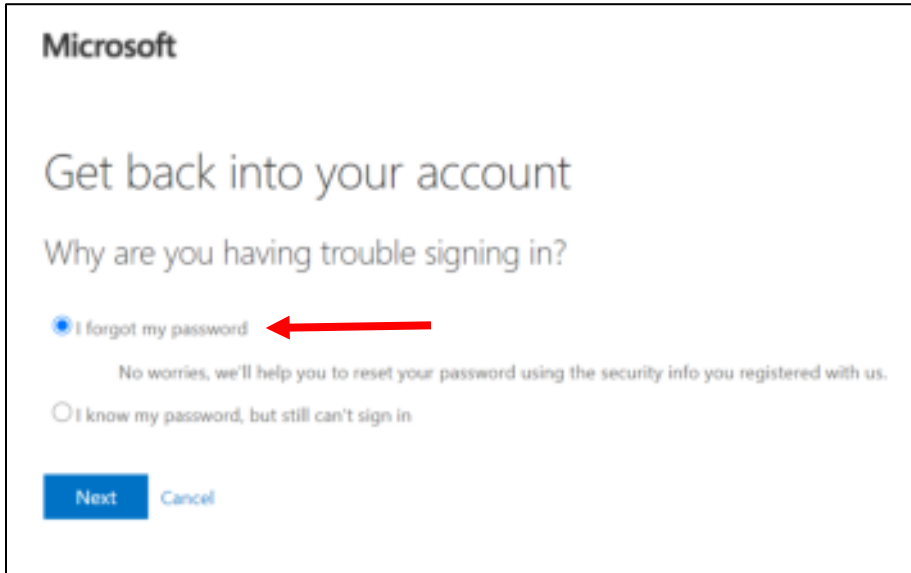
- Under the Password Reset section, select Microsoft 365.



- You will need to enter your User ID (firstname.lastname@conservation.ok.gov) and provide the answer to the CAPTCHA. Then click "Next."

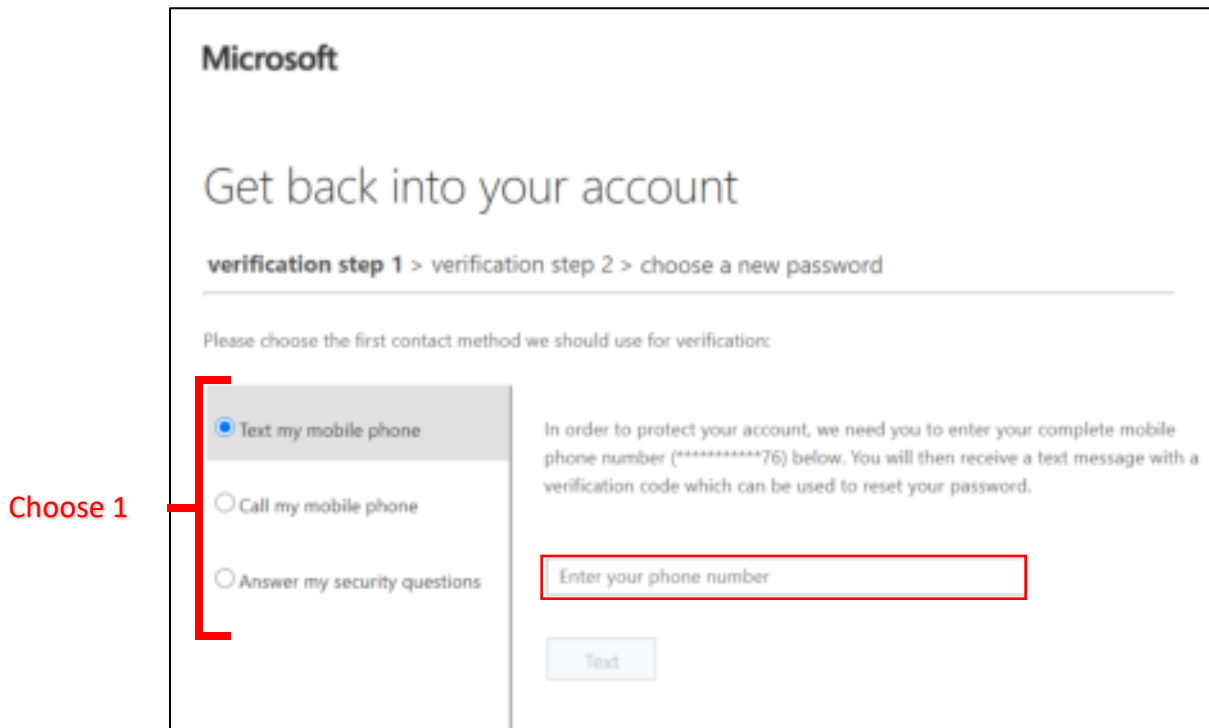
The screenshot shows the Microsoft account recovery page. It features the Microsoft logo at the top left, followed by the heading 'Get back into your account' and the question 'Who are you?'. Below this, a message states: 'To recover your account, begin by entering your user ID and the characters in the picture or audio below.' There is a text input field for 'User ID' containing 'dancy.green@conservation.ok.gov'. Below the field, an example is provided: 'Example: user@contoso.onmicrosoft.com or user@contoso.com'. A CAPTCHA image shows the characters 'YXKXK' in a stylized font. To the right of the image are icons for audio and refresh. Below the CAPTCHA is another text input field containing 'YXKXK'. At the bottom, there are 'Next' and 'Cancel' buttons.

5. Choose the correct reason for why are having trouble signing in. Choosing “I forgot my password” will result in your password being reset; if you are having trouble signing in, even if you think you know your password, still choose this option – you will get a new password and can change it after you have gotten back into your account.



The screenshot shows the Microsoft account recovery page. At the top is the Microsoft logo. Below it is the heading "Get back into your account" and the question "Why are you having trouble signing in?". There are two radio button options: "I forgot my password" (which is selected and has a red arrow pointing to it) and "I know my password, but still can't sign in". Below the options is a blue "Next" button and a grey "Cancel" button.

6. Choose the first method for verification; in this case, we chose a text to the phone we set-up our account with, and then enter the required information (phone number). Click the “Text” button once you have entered the appropriate information.



The screenshot shows the Microsoft account verification page. At the top is the Microsoft logo. Below it is the heading "Get back into your account" and a progress indicator "verification step 1 > verification step 2 > choose a new password". The instruction says "Please choose the first contact method we should use for verification:". There are three radio button options: "Text my mobile phone" (which is selected and has a red bracket and the text "Choose 1" next to it), "Call my mobile phone", and "Answer my security questions". To the right of the options is a text box for "Enter your phone number" and a "Text" button.

7. Enter the code provided via the text and click "Next."

Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

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

- Text my mobile phone
- Call my mobile phone
- Answer my security questions

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

320117

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

8. A second round of verification will be done; in this case answering the security questions. Enter the appropriate answers and then click "Next."

Microsoft

Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

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

- Answer my security questions

What was your childhood nickname?

Kiddo

What was the make and model of your first car or motorcycle?

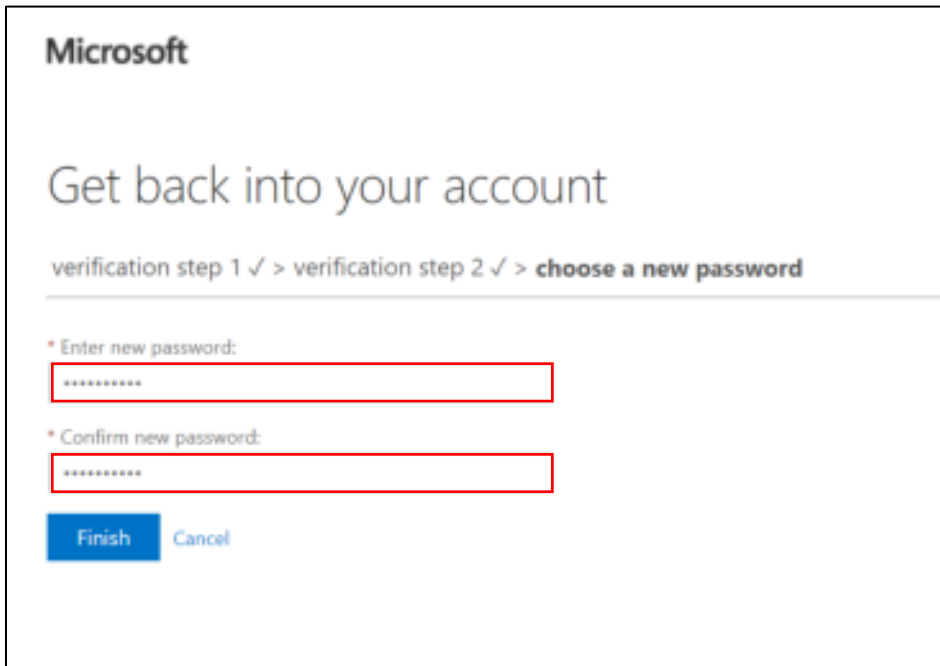
Harley Davidson

What is your PIN

5678

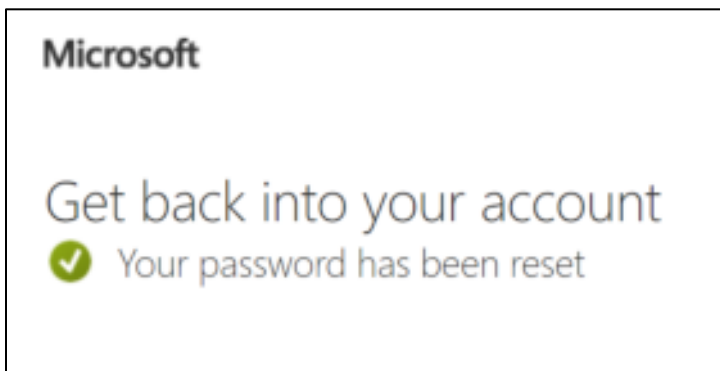
[Next](#) [Contact your administrator](#)

- Set your new password and click "Finish." If the new password you enter does not meet security standards, you will receive a warning and will have to try again. You cannot reuse recent passwords.



The screenshot shows the Microsoft account recovery interface. At the top left is the Microsoft logo. Below it is the heading "Get back into your account". Underneath, a progress bar shows "verification step 1 ✓ > verification step 2 ✓ > choose a new password". The "choose a new password" step is highlighted. Below the progress bar are two input fields: "* Enter new password:" and "* Confirm new password:". Both fields contain masked characters (dots) and are outlined in red. At the bottom left of the form are two buttons: "Finish" (in blue) and "Cancel" (in grey).

- You should receive a notification of successful reset and be able to login.



Note: If at any time you need to exit the online password reset system, click "Cancel" in the current window. You will be returned to the initial User ID and CAPTCHA window and your password will not be reset.

If the online reset option does not work, you will have to contact the HelpDesk.

Local: 405-521-HELP (4357)

Toll-free: 866-521-2444

ServiceDesk@omes.ok.gov