**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](http://www.passwordreset.ok.gov) in your browser’s address bar and hit enter.

2. The service desk website will open.
3. Under the Password Reset section, select Microsoft 365.

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

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.
7. Enter the code provided via the text and click “Next.”

8. A second round of verification will be done; in this case answering the security questions. Enter the appropriate answers and then click “Next.”
9. 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.

![Password Reset Screen]

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

![Password Reset Success Screen]

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