

How to Guide

Self-Service Password Reset



These instructions are intended for self-service password reset of your ODHS|OHA Microsoft accounts. Please note that you will need your smartphone (with Microsoft Authenticator app installed) or your YubiKey for Multi-Factor Authentication (MFA) to reset your account password.

1. From your computer, open an internet browser (e.g., Edge, Chrome, Firefox, etc.), then click the settings menu in the top right corner of the browser and find the option for **New InPrivate window** or **New incognito window**.
2. Go to <https://passwordreset.microsoftonline.com>.
3. Type your **state email address/UPN**, then type the characters in the **security verification** picture shown on your screen. Press **Next** to continue.

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Get back into your account

Who are you?

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

Email or Username: *

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



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

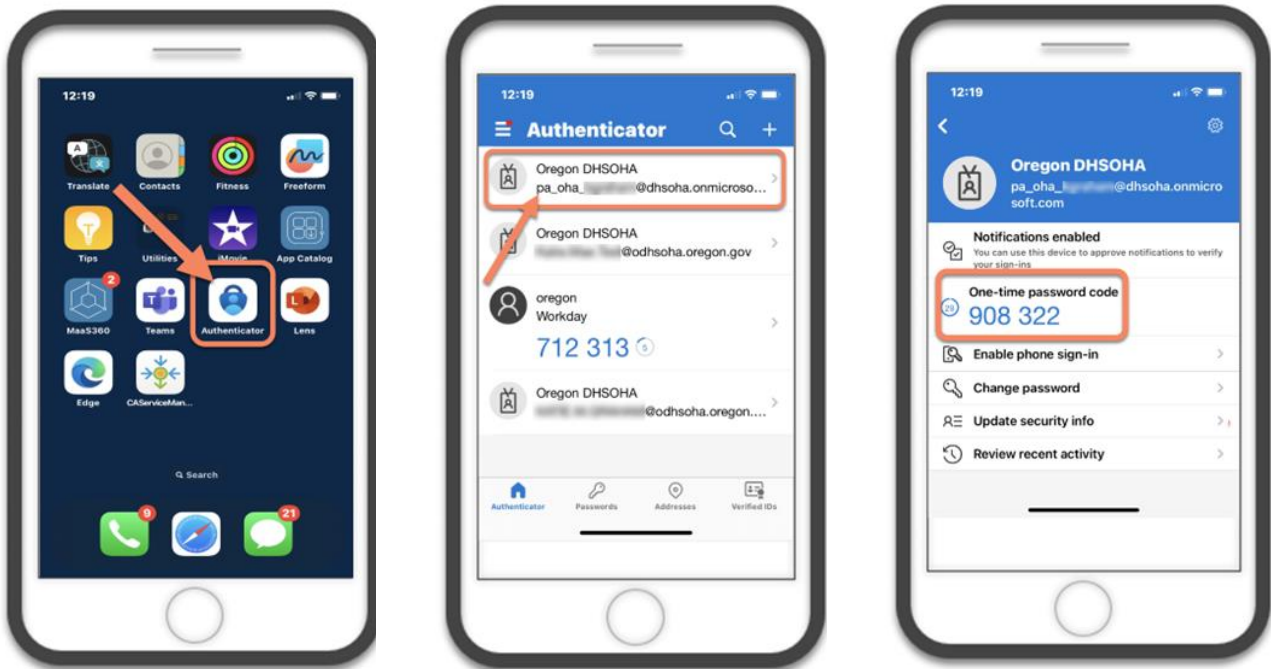
Next Cancel

NOTE: If you receive a prompt asking, "Why are you having trouble signing in?", click **Next**.

A verification window will launch. Leave it open and grab your MFA authentication method for the next step.

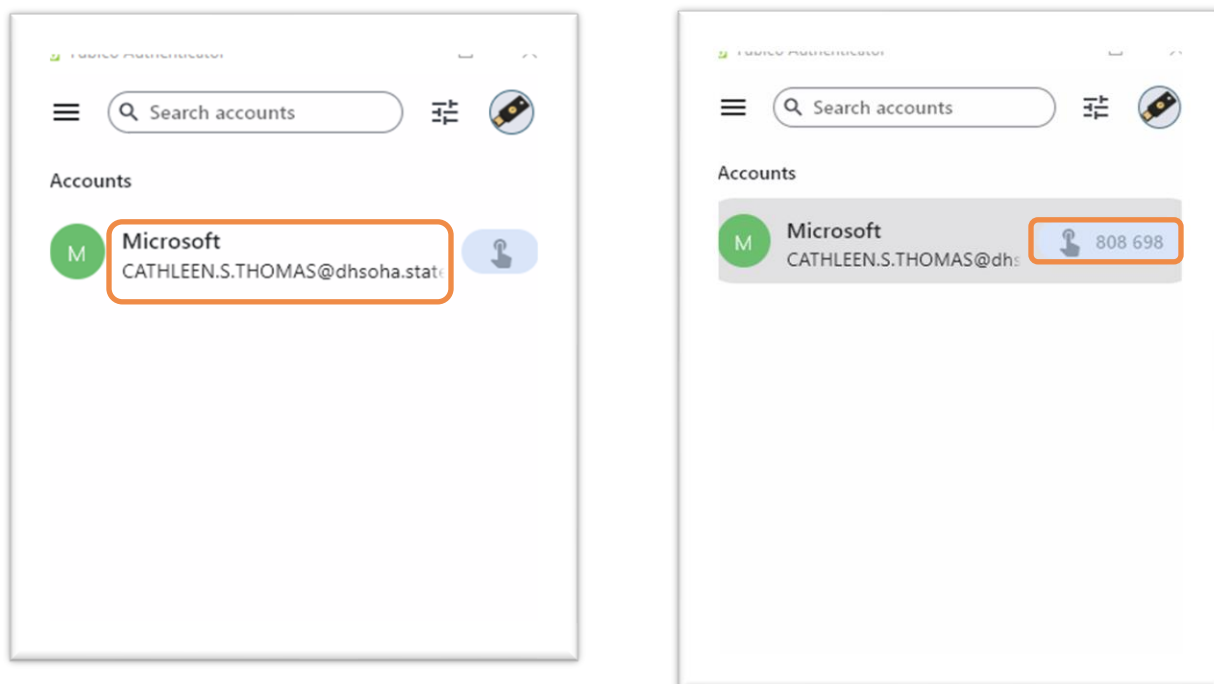
4. If you are using a smartphone for MFA:

Open the **Microsoft Authenticator** app. Select the **Oregon DHSOHA account** and note the six-digit **One-time password code** for Step 5. *This code refreshes/changes every 30 seconds.*



If you are using a YubiKey for MFA:

Open the **Yubico Authenticator** app on your computer and select the **Oregon DHSOHA account**. Note the six-digit **One-time passcode** for Step 5. *This code refreshes/changes every 30 seconds.*



5. Type the **One-time password code** from Step 4 into the verification prompt window on your computer, then press **Next**.

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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Enter a code from my authenticator app

Enter the code displayed in your authenticator app

Enter your verification code

Next

6. Once your identity is verified, you'll be prompted to **Enter a new password** and to **Confirm new password**. Press **Finish** after confirming your new password. *You should receive a message indicating your password has been reset.*

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Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

Password strength

* Confirm new password:

A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username.

Finish Cancel