

## How to Reset Your Password With MFA

### Objectives

You forgot your password and wish to reset it.

### Directions

#### 1 — Visit Microsoft's Password Services

- Open a web browser and visit this web page:  
<https://passwordreset.microsoftonline.com/>

#### 2 — Follow Microsoft's Recovery Steps

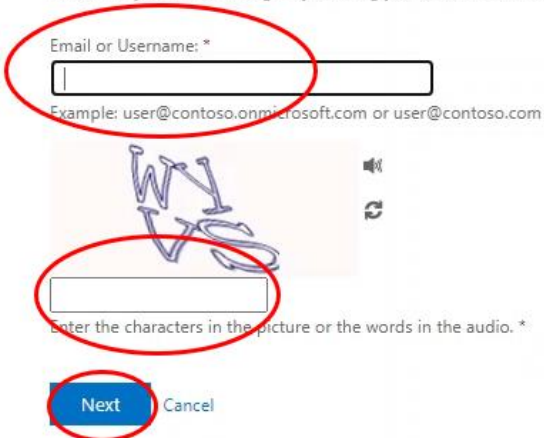
- Enter your Fleming email address, enter the characters in the picture, and then select "Next."

### Microsoft

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.



The screenshot shows the Microsoft account recovery interface. It includes a text input field for 'Email or Username: \*' with a red circle around it. Below the field is an example: 'Example: user@contoso.onmicrosoft.com or user@contoso.com'. There is a CAPTCHA image with a red circle around it, showing the letters 'WYSS' in a stylized font. Below the CAPTCHA is another text input field with a red circle around it. At the bottom, there are two buttons: 'Next' (highlighted with a red circle) and 'Cancel'.

- Choose a contact method for verification. For example, if you set up SMS text messages for MFA, select "Text my mobile phone," enter your phone number, and then select "Text."



## Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*07) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Cancel

- Enter the verification code that was texted to your phone and then select "Next."



## Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Enter a code from my authenticator app


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

Enter your verification code

Next

Cancel

- Enter your new password in both text boxes and then select "Finish."

 **FLEMING**

Get back into your account

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

\* Enter new password:

\* Confirm new password:

**Finish** Cancel

- Confirm that your password has been reset successfully.

 **FLEMING**

Get back into your account

✓ Your password has been reset

### 3 — Test Your New Password

- Open a web browser and visit the myCampus sign-in web page:  
<https://mycampus.flemingcollege.ca/>
- Select "Log in with Fleming ID," enter your username and new password, and then select "Sign in."

Sign in with your Fleming College username  
(e.g. jsmith) and password below.  
**DO NOT USE YOUR EMAIL ADDRESS.**

**Sign in**