

# Resetting Computer Login and/or Microsoft 365 Account Password

DEPENDING ON YOUR ORGANIZATION, YOUR LOGIN PASSWORD FOR YOUR COMPUTER AND MICROSOFT 365 MAY BE THE SAME OR DIFFERENT. IN MOST CASES THESE PASSWORDS ARE TIED TOGETHER AND CAN BE CHANGED USING EITHER METHOD BELOW

## Reset Password from Your Computer

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If you are able to log in to your computer and would like to change your password, follow the steps below. If you cannot currently log in or you forgot your password, you will need to contact the IT administrator at your company or Macatawa Technologies to have your password reset manually before proceeding with the steps below.

1. While logged into your computer press the Ctrl+Alt+Delete keys at the same time
  - a. Select the option to “Change a password”
  - b. Enter your current login password followed by your new password twice
    - i. Your new password will need to meet complexity requirements. At least 8 characters long and contain 3 of the following 4 items: upper case letter, lower case letter, number, special character
  - c. Press enter or click the arrow key to make the change

**\*\* Note:** After you change your computer password, if your account is linked to Microsoft 365 you will have to update your e-mail password in Outlook and mobile devices with the new password. The application should prompt you when you need to enter the new password.

## Reset Password from Microsoft 365 Account

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Depending on your organization’s setup, this option may not be available. If you are not able to reset your password using the steps below, your password is likely being sync from your local account. You will need to follow the steps in the previous section if this is the case.

1. Go to <https://myaccount.microsoft.com> and log in with the account you would like to change
2. Click on Change Password
3. Enter your current login password followed by your new password twice

- a. Your new password will need to meet complexity requirements. At least 8 characters long and contain 3 of the following 4 items: upper case letter, lower case letter, number, special character
4. Click Submit

**\*\*Note:** In certain situations resetting the Microsoft Account password will also change your local computer login password.