


Browser address bar: <https://login.microsoftonline.com/>

Page Title: MSN Japan - Hot... Sign in to your...



Office 365


Work or school account

Keep me signed in

[Sign in](#) [Back](#)

[Can't access your account?](#)

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Microsoft


Get back into your account

Who are you?

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

* User ID:

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



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

The image shows a browser window with a yellow title bar. The address bar contains the URL `https://passwordreset.microsofto...`. The browser tabs show "MSN Japan - Hot..." and "Microsoft Onli...". The page content includes the Microsoft logo, the heading "Get back into your account", and a progress indicator "verification step 1 > verification step 2 > choose a new password". A prompt asks the user to "Please choose the first contact method we should use for verification:". Three radio button options are listed: "Email my alternate email" (selected), "Text my mobile phone", and "Call my mobile phone". A blue "Email" button is positioned to the right of the options, and a "Cancel" link is at the bottom left. The browser's scrollbar is visible on the right side.

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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:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone

Email

Cancel

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:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone

We've sent an email message containing a verification code to your inbox.

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

If you are unable to reset your password after retrying, please [contact Support](#) for assistance.

[Cancel](#)

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Get back into your account

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

* Enter new password:

Password strength

* Confirm new password:

Finish Cancel

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