



## How to Reset EITC Email Password

If you are unable to login to your email account from home or on campus and can't remember the password. Please follow the steps below.

The screenshot shows the Outlook Live sign-in interface. On the left, there are links for 'More about Windows Live ID' and 'Privacy Policy'. The main area is titled 'Sign in' and contains a 'Windows Live ID' field with the text 'test.user@my.eitc.edu' and '(example555@hotmail.com)' below it. A 'Password' field is empty. A red circle highlights the 'Forgot your password?' link. Below the password field are two checkboxes: 'Remember me on this computer (?)' and 'Remember my password (?)'. A 'Sign in' button is at the bottom, and a link for 'Use enhanced security' is at the very bottom.

Click on the **Forgot your password** link

This is a close-up of the password field from the previous screenshot. The 'Forgot your password?' link is highlighted in blue and underlined. An arrow points from the text above to this link.

The next page will ask you enter your email address in the Windows Live ID:

The screenshot shows the 'Reset your password' page. It has a heading 'Reset your password' and a sub-heading 'Before you can reset your password, you need to type your Windows Live ID and the characters in the picture below.' There are three main input areas: 'Windows Live ID' with the text 'test.user@my.eitc.edu' and an example 'someone@example.com'; a 'Picture' area showing a distorted image of the characters '3N2DEM' with a refresh button; and a 'Characters' text box containing '3N2DEM'. Below these are 'Continue' and 'Cancel' buttons. Annotations include: an arrow pointing to the 'Windows Live ID' field with the text 'Type your full email address in this box.'; an arrow pointing to the 'Characters' text box with the text 'Type the exact letters and numbers from the Picture in the Characters text box.'; and an arrow pointing to the 'Continue' button with the text 'Click Continue'. A note on the right says 'This helps us prevent automated programs from gaining unauthorized access to accounts. Get help with this'.

Click **Continue**

You had to setup certain options the first time you used your email. The two options available are secret answer and alternate email.

1. Location and secret answer are mandatory for setup of an email account. It uses a combination of country, state, and zip code. Along with a generic question that you chose a specific answer for.
2. The alternate email instructions were not mandatory. So if you didn't enter an alternative email address in to the system, then you must choose secret answer option.

**Reset your password**  
Select an option for resetting your password:

Choose the way you want to reset your password. Click Continue after you chose an option.

Use my location information and secret answer to verify my identity  
 Send password reset instructions to me in e-mail

**Option 1: Location and secret answer:**

**Reset your password**  
Select an option for resetting your password:

Use my location information and secret answer to verify my identity

Country/region: United States

State: Idaho

ZIP code: 83404

Question: Mother's birthplace

Secret answer: Outer Space

Fill out the following information:  
Question field will vary depending on the question you chose during setup of email.  
The Secret answer is specific to the answer you filled out when the email account was setup.  
**Click Continue**

Enter in your email address and new password in following page. *Click Continue*

**Reset your password**

Type new password:   
Six-characters minimum; case sensitive

Password strength:

Retype new password:

Make my password expire every 72 days  
[What does this mean?](#)

You have changed your password  
Use your new password to sign in to Windows Live ID sites and services. [Learn more about Windows Live ID sites and services.](#)

Click **Sign in to Windows Live** button, which will redirect you to the email login page.

Microsoft®  
**Outlook Live** Beta

Outlook Live

[More about Windows Live ID](#)

[Privacy Policy](#)

Sign in

 Windows Live ID:   
(example555@hotmail.com)

Password:

[Forgot your password?](#)

Remember me on this computer (?)

Remember my password (?)

Use enhanced security

Sign into email with your new password. Don't forget to type your full email address in the login page.

## Option 2: Email password reset instructions to an alternate email address:

This option only works if you added a secondary email address during first time login and setup of email account.

Reset your password

Select an option for resetting your password:

- Use my location information and secret answer to verify my identity
- Send password reset instructions to me in e-mail

Select an e-mail address:

- test.user@my.eitc.edu
- Alternate e-mail

Select **Alternate e-mail**

Click **Continue**

Continue Cancel

Password reset instructions sent

Password reset instructions were sent to: test.user@my.eitc.edu.

**If you don't see the e-mail message in your inbox, look for it in your junk mail folder or check your e-mail again later.**

Click **OK**

OK

Check your alternate email account. Follow the instruction given in the email. The email will give you a link to follow.

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CONFIRM REQUEST AND RESET PASSWORD

1. Copy the following web address:

https://accountservices.msn.com/EmailPage.srf?emailid=2e0ca39210147039&ed=Cdfu7AIW4c49uPD8ycfMLsWnMaFjCkVl

IMPORTANT: Because fraudulent ("phishing") e-mail often uses misleading links, Microsoft recommends that you do not click links in e-mail, but instead copy and paste them into your browsers, as described above.
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The link will take you to a page where you can change your email password. Enter in your email address and new password in following page. *Click **Continue***

**Confirm your Windows Live ID**  
To verify your identity, type your Windows Live ID.

Windows Live ID:   
Example: someone@example.com

**Reset your password**

Type new password:   
Six-characters minimum; case sensitive

Password strength:

Retype new password:

Make my password expire every 72 days  
[What does this mean?](#)

You have changed your password  
Use your new password to sign in to Windows Live ID sites and services. [Learn more about Windows Live ID sites and services.](#)

*Click **Sign in to Windows Live** button, which will redirect you to the email login page.*

Sign into email with your new password. Don't forget to type your full email address in the login page.

Microsoft®  
**Outlook Live** Beta

Outlook Live

[More about Windows Live ID](#)

[Privacy Policy](#)

Sign in

 Windows Live ID:   
(example555@hotmail.com)

Password:

[Forgot your password?](#)

Remember me on this computer (?)

Remember my password (?)

Use enhanced security

If you need more assistance email [help.desk@my.eitc.edu](mailto:help.desk@my.eitc.edu)

Or call the Help Desk number at 208-680-6874.