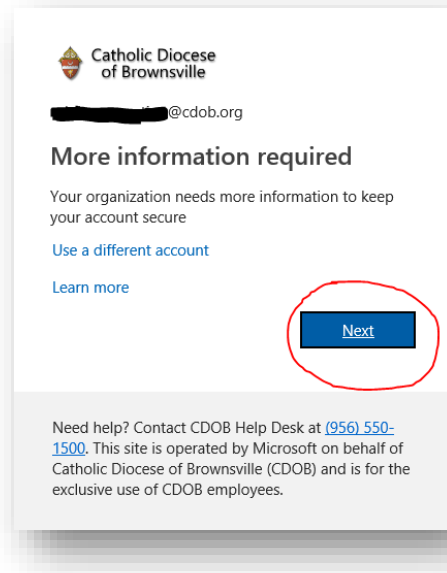
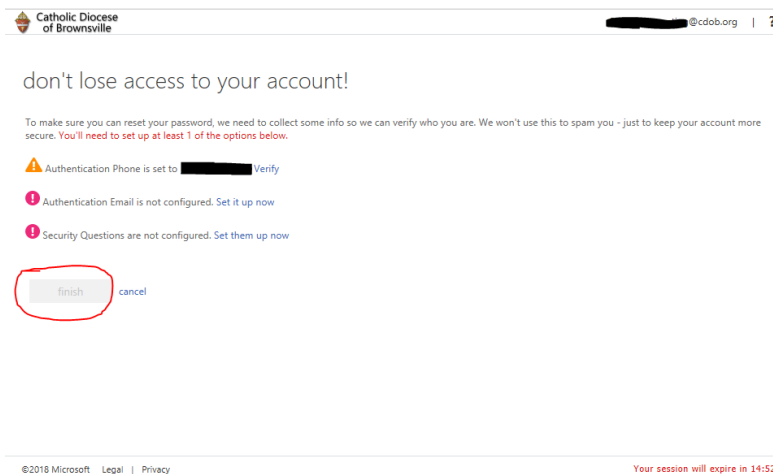


How to reset your Office 365 password (Self-Service Password Reset)

For this service to work, you must “Register” first; if you haven’t done it yet, next time you sign in to Office 365 using a web browser, you will get prompted to enter additional contact information that will help to reset your password in the future; you will see the following screen, click **next**.



Then, you will need to complete at least 1 of the 3 options and click “**Finish**” when done.



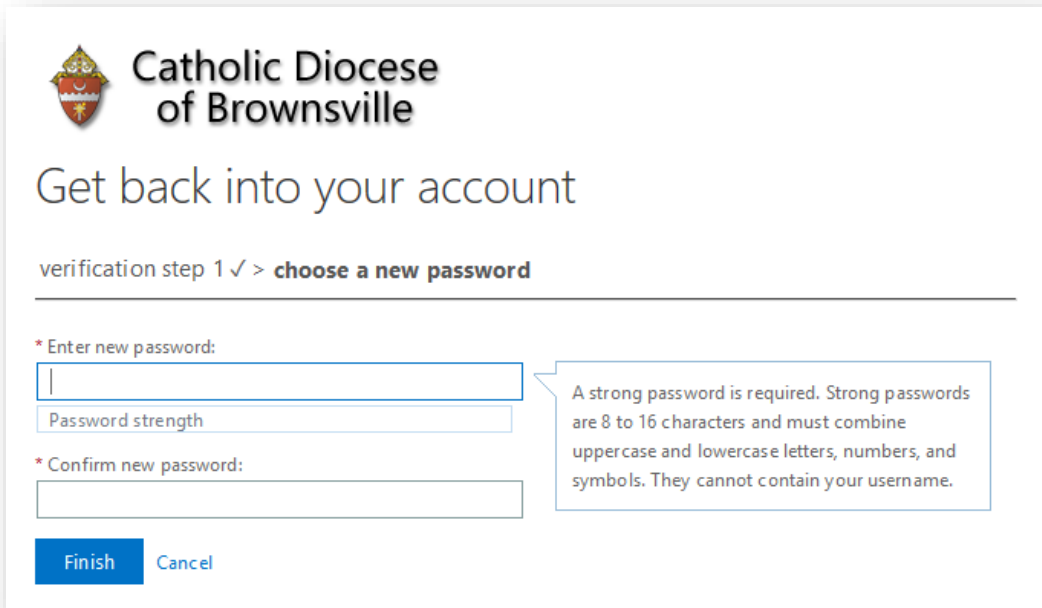
After you have completed the previous steps, you will be able to reset your own password.




Now, go to: <http://office.cdob.org> and sign in with your email address; then, when asked to enter your password, click “**Forgot my password**” and follow instructions as shown in the following pictures:

A screenshot of the password entry page for the Catholic Diocese of Brownsville. The page title is "Enter password". Below the title is a "Password" input field. A yellow box highlights the "Forgot my password" link below the input field, which is also circled in red. A blue "Sign in" button is located to the right of the input field. At the bottom, there is a help section: "Need help? Contact CDOB Help Desk at (956) 550-1500. This site is operated by Microsoft on behalf of Catholic Diocese of Brownsville (CDOB) and is for the exclusive use of CDOB employees."A screenshot of the account recovery page for the Catholic Diocese of Brownsville. The page title is "Get back into your account". Below the title is the question "Who are you?". A sub-header reads: "To recover your account, begin by entering your user ID and the characters in the picture or audio below." There is a "User ID:" label and an input field containing a redacted email address. Below this is an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". There is a picture of a blue scribble and an audio icon. Below the picture is an input field. A red "1" is next to the User ID field, a red "2" is next to the character input field, and a red "3" is next to the "Next" button. The "Next" button is highlighted with a red circle.

Once you have verified your identity, you will be able to enter a new password as shown in the following screen:



 **Catholic Diocese
of Brownsville**

Get back into your account

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

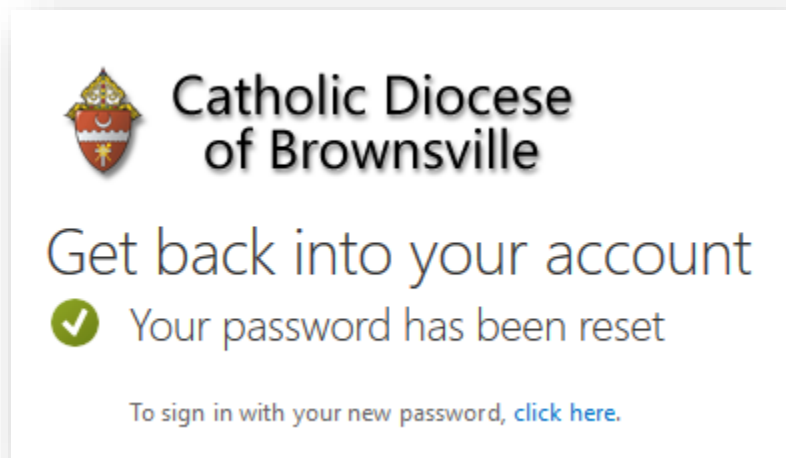
* Enter new password:


Password strength

* Confirm new password:

[A strong password is required. Strong passwords are 8 to 16 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username.](#)

Finish Cancel



 **Catholic Diocese
of Brownsville**

Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).