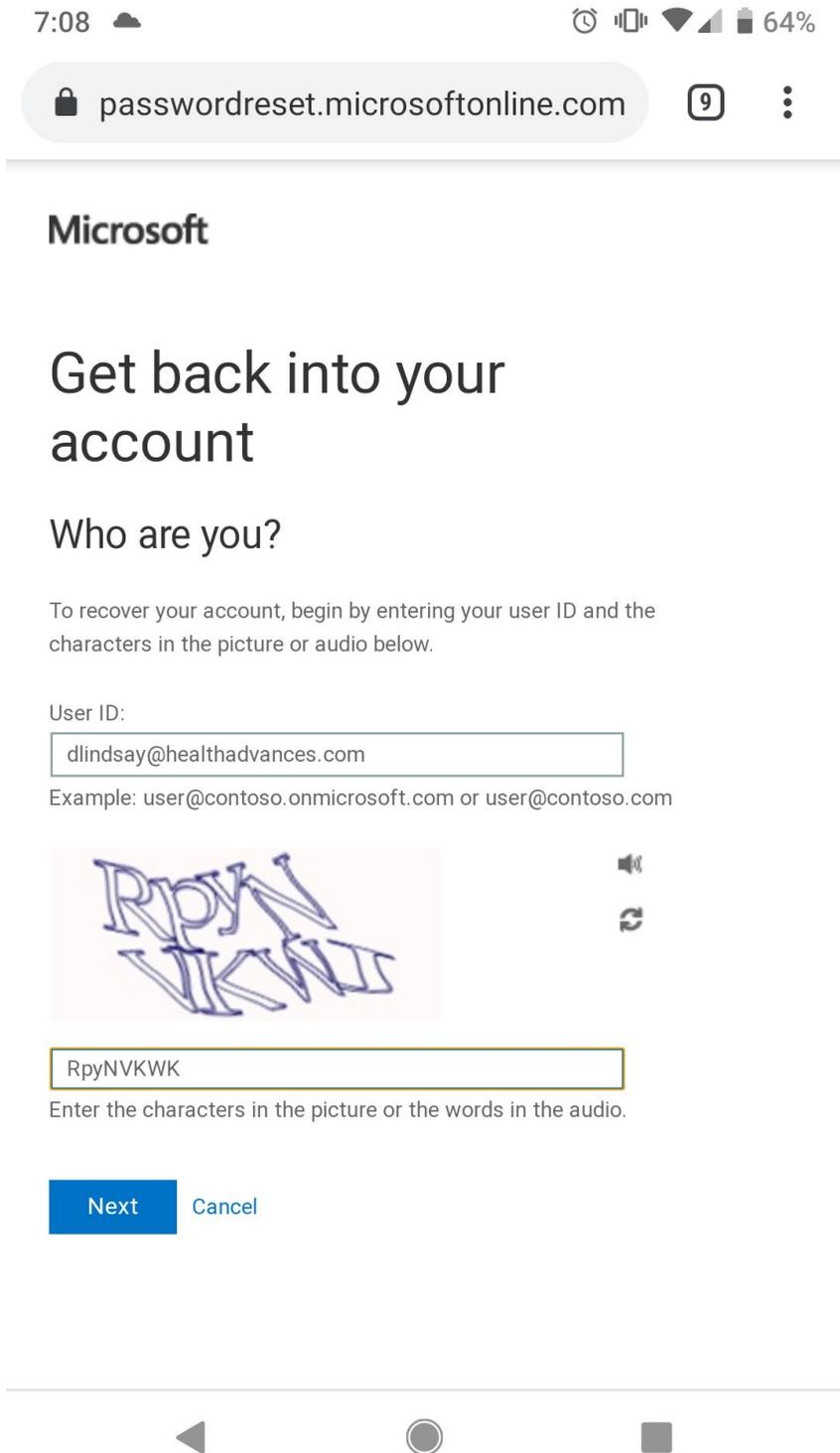


To change your account password, open a web browser from any device and go to the URL: <https://passwordreset.microsoftonline.com>

1. Type in your Health Advances email address in the **User ID** field, enter the captcha and then click **Next**.



2. Select **I forgot my password**

7:09  

     63%

 passwordreset.microsoftonline.com



**Microsoft**

# Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

**Next** Cancel



3. Select **Email my alternate email** and click **email**. You will receive an email from `msonlineservicesteam@microsoftonline.com` with the subject **Health Advances account email verification code** containing your one time six-digit verification code.

7:09  

     63%

 passwordreset.microsoftonline.com

 9



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

You will receive an email containing a verification code at your alternate email address (da\*\*\*\*\*@gmail.com).

Email

Cancel



4. Enter the six-digit code from the email and click **Next**

7:10



63%

passwordreset.microsoftonline.com

9



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.

820291|

Next

[Are you having a problem?](#)

[Cancel](#)

Microsoft

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5. Select **Text my mobile phone**, enter your mobile phone number and click **Text**. You will receive a text message with your one time six-digit verification code.

7:11  

     63%

 passwordreset.microsoftonline.com

9



Microsoft

## Get back into your account

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

Please choose the second contact method we should use for verification:

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*04) below. You will then receive a text message with a verification code which can be used to reset your password.

6039667704

Text

[Cancel](#)



6. Enter the six-digit code and click **Next**.

7:12

61%

passwordreset.microsoftonline.com

Microsoft

## Get back into your account

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

Please choose the second contact method we should use for verification:

Text my mobile phone

Call my mobile phone

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

748372

Next

Try again

Contact your administrator

Cancel

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7. Enter your new password and confirm your password, then click **Next**.

For your reference, these are the Health Advances password rules:

- Password must contain 3 out of the following 4 complexity rules:
- Include at least one lowercase alphabetical character (a-z)
- Include at least one uppercase alphabetical character (A-Z)
- Include at least one numeric character (0-9)
- Include at least one special character ( !@#\$..)
- Minimum of eight characters
- Cannot repeat any of the last 6 passwords
- Can only be changed once every 24 hours
- Cannot contain your name
- Must be changed every 90 days

# account

verification  
step 1 ✓ >

verification  
step 2 ✓ >

**choose a new  
password**

\* Enter new password:

\* Confirm new password:



8. You have now changed your password and will now need to update your computer with your new password.

7:13   

     60%

 passwordreset.microsoftonline.com

 9



**Microsoft**

# Get back into your account

 Your password has been reset

Microsoft

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[Privacy](#)



## 9. Updating your computer with your new password

If working remotely, go to step 9.1.

If working in the office and your computer is on the network, go to step 9.6.

9.1 Sign in to your computer using your old password.

9.2 VPN in using your new password.

9.3 After the VPN successfully connects, wait approximately 3-5 minutes for the credential update prompt to appear.



9.4 Lock your computer: hold the Ctrl + Alt + Delete keys then click the "Lock" option.

9.5 Sign back in to Windows with your new password.

9.6 Restart your computer and sign in with your new password.

10. You will receive an email confirmation similar to this:

Microsoft Office Ribbon: File, Message, Help, Tell me what you want to do. Icons include Delete, Archive, Reply, Forward, Move, Mark Unread, Categorize, Follow Up, Translate, Read Aloud, Zoom, Dynamics 365, and Insights.

Message Header: Tue 9/10/2019 10:51 AM, msonlineserviceteam@microsoftonline.com, Your Health Advances password has been reset

To: Peter Crisano  
Cc: crisano@yahoo.com

LinkedIn + Get

### Password reset notification

The password on your account has recently been reset. If you performed this password reset, then this message is for your information only.

- User ID: [pcrisano@healthadvances.com](mailto:pcrisano@healthadvances.com)

**If you are not sure you or your administrator performed this password reset, then you should contact your administrator immediately.**

**Remember: Make sure you update all of your devices (phones, tablets, and PCs) with your new password!**

Sincerely,  
The Azure Active Directory Team

---

Microsoft Corporation | One Microsoft Way Redmond, WA 98052-6399

This message was sent from an unmonitored email address. Please do not reply to this message.

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