

To unlock your account open a web browser from any device and type the following 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**.

4:56 [notification icons] [status icons] 89%

passwordreset.microsoftonline.com

# 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



[audio icon] [refresh icon]

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

Next Cancel

2. Select **I know my password but still can't sign in**, then click next.

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# account

## Why are you having trouble signing in?

I forgot my password

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

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel

Microsoft

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

# Get back into your account

verification step 1 > verification step 2 > unlock your account

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

Email my alternate email

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

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

Microsoft

# Get back into your account

**verification step** verification step unlock your  
1 > 2 > account

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 you a text message containing a verification code to your phone.

[Next](#)

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

[Cancel](#)



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

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# Get back into your account

verification step  
1 ✓ >

**verification  
step 2 >**

unlock your  
account

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

Email my alternate email

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

Email



6. Enter the six-digit code from the email and select **Next**.

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## Get back into your account

verification step 1 ✓ >    **verification step 2** >    unlock your account

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

Email my alternate email

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

259488

Next

[Are you having a problem?](#)

[Cancel](#)



7. You have now unlocked your account and can sign in to your computer with your password.

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     87%

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**Microsoft**

# Get back into your account

 Your account has been unlocked

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

