

User Account Unlock and Password Reset

During the normal use of our computer systems we sometimes inadvertently lock ourselves out or we sometimes forget the password we set just before we take our well deserved week long vacation to the living room couch. Regardless if you forgot or if you typo'd the password 3 times in a row you now have the power to unlock your own User Account or reset your User Account Password. This is how.

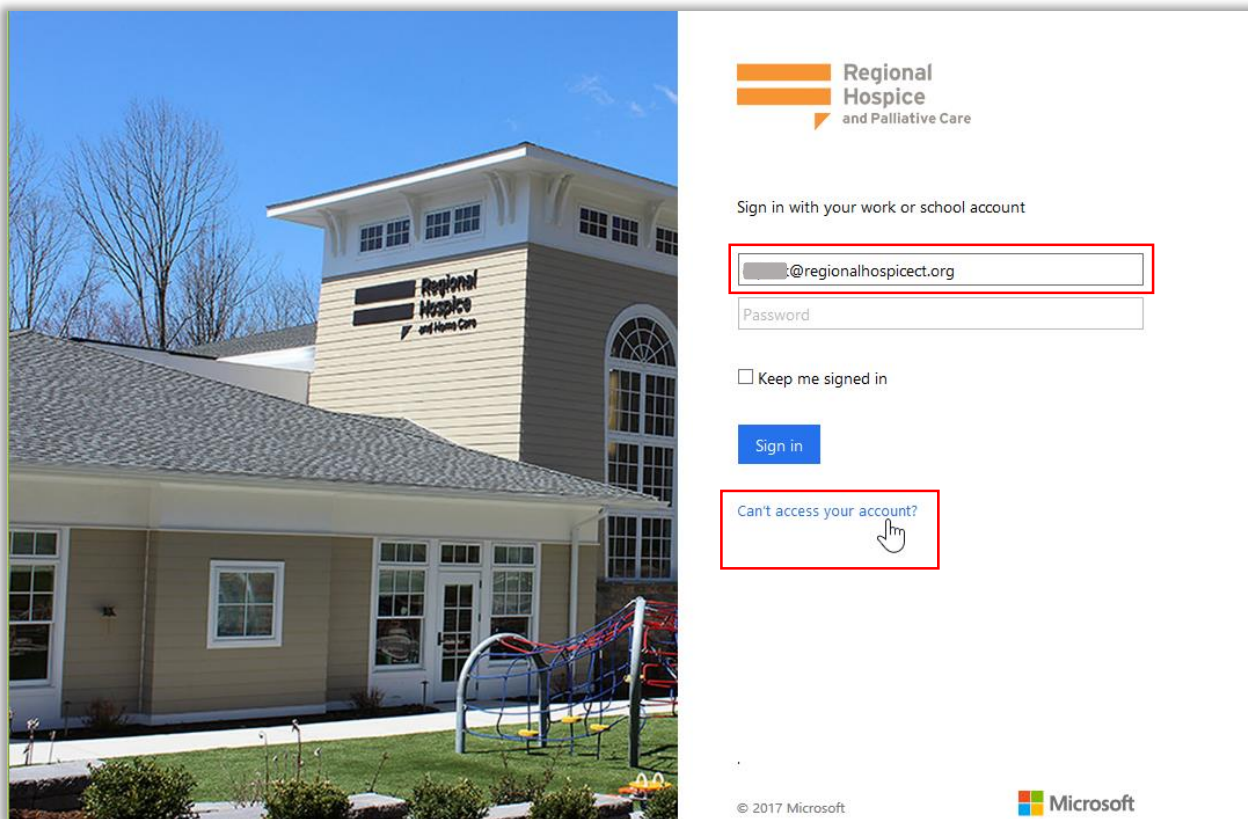
Small catch 22...How do you unlock yourself if you are locked out of the device you are using?

Good question! Well of course you have to use another device that has internet access. A cell phone or tablet would do fine. I tried this on my cell fearing I would not be able to see it but it resized itself and it was easy to use. PS. My Cell phone has a 5.5 inch screen and I have bi-focals.

First go to <https://outlook.com/regionalhospicect.org>

You will see the page below with a picture of the Regional Hospice Center and our Logo.

Enter your email address (first initial, last name @ regionalhospicect.org; i.e. jsmith@regionalhospicect.org) and click on the link that says "Can't access your account?" (I will cover the name and any phone numbers in this document with a grey box)



The image shows a screenshot of the login page for Regional Hospice and Palliative Care. On the left is a photograph of the hospice building. On the right is the login interface. At the top right is the logo for Regional Hospice and Palliative Care. Below the logo is the text "Sign in with your work or school account". There is an email input field containing a greyed-out address ending in "@regionalhospicect.org", a password input field, a checkbox for "Keep me signed in", a blue "Sign in" button, and a link that says "Can't access your account?" with a hand cursor icon. At the bottom, there is a copyright notice "© 2017 Microsoft" and the Microsoft logo.

User Account Unlock and Password Reset

The system will display your email address. If it is not displayed, you can type it in on this screen. It will also ask you to type in some characters to ensure you are not a robot. (Please note both the Account unlock and Password reset take effect virtually immediately.)

Then click Next.




Regional Hospice and Palliative Care

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:
[redacted]@regionalhospicect.org
Example: user@contoso.onmicrosoft.com or user@contoso.com

kyPSk3QK

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

User Account Unlock and Password Reset

Next you must select if you want to Reset your password or if you want to unlock your account. We will go through the steps for a Password Reset first then an Account Unlock later. Select the option for a forgotten password then click Next.

Regional Hospice and Palliative Care

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

Next select the option to have the system send you a text message or call you on your cell number. You will see the last 2 digits of your cell number displayed. Click the Text button if this is the option you chose otherwise click the Call button.

(Note: the cell number is set from the office. If you change your cell number, you need to let HR know of the change. You will not be able to unlock or reset your account if the number is incorrect.)

Regional Hospice and Palliative Care

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone
In order to protect your account, we need you to enter your complete mobile phone number (*****37) below. You will then receive a text message with a verification code which can be used to reset your password.

Call my mobile phone

2034704037

Text

Cancel

User Account Unlock and Password Reset

Enter the code from your phone into the space provided and click Next. If you do not get a text message you can click the "Try again" option otherwise you will have to contact the system administrator.

Regional Hospice and Palliative Care

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

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

Call my mobile phone

157228

Next Try again Contact your administrator

Cancel

Enter your new password and then type it again to confirm then click Finish to complete the process.

Regional Hospice and Palliative Care

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish Cancel

Regional Hospice and Palliative Care

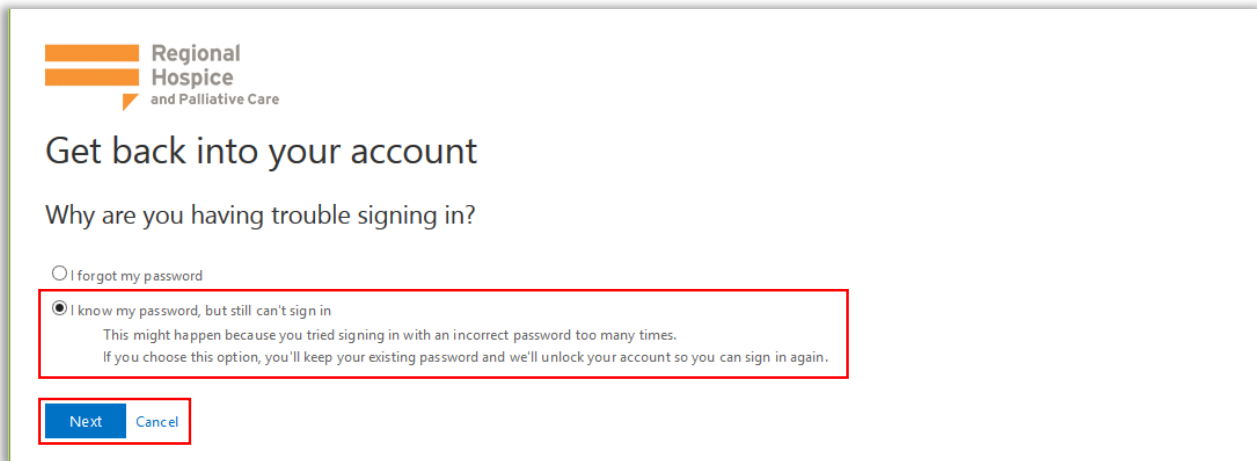
Get back into your account

✓ Your password has been reset

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

User Account Unlock and Password Reset

Here we will look at how to unlock your User Account. Select the second option for “I know my password, but still can’t sign in.” Click Next.



Regional Hospice and Palliative Care

Get back into your account

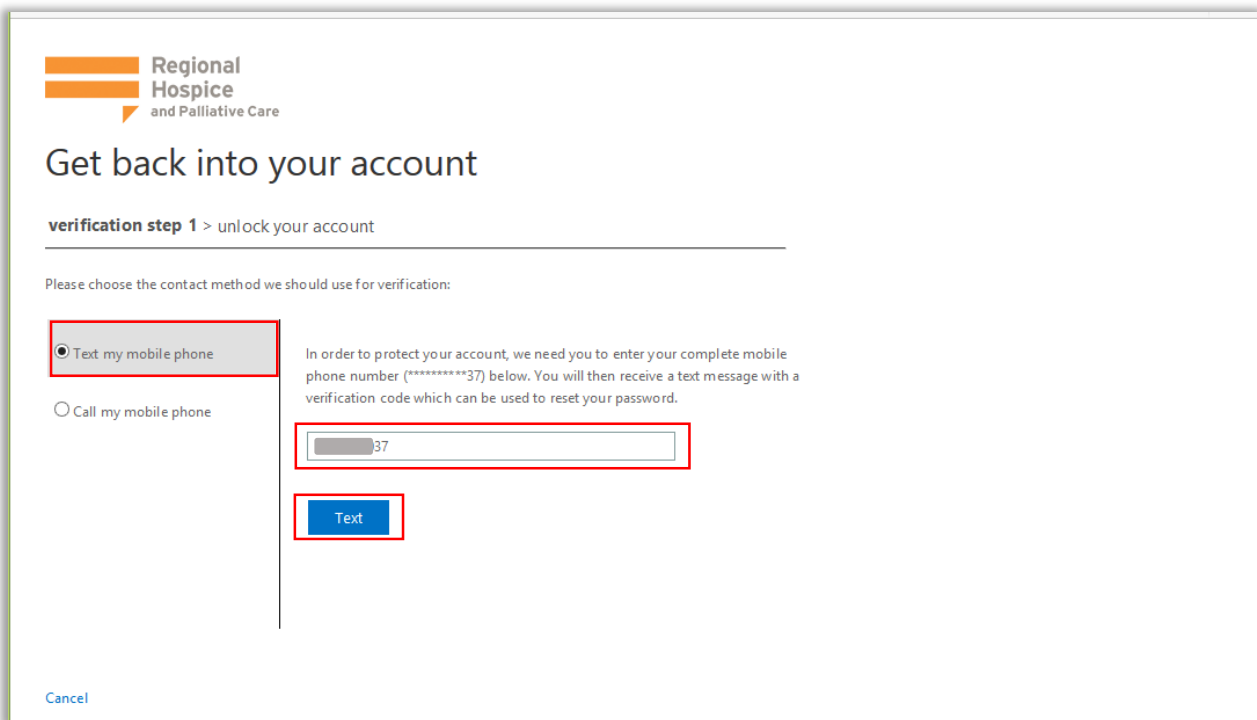
Why are you having trouble signing in?

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 select the option to have the system send you a text message or call you on your cell number. You will see the last 2 digits of your cell number displayed. Click the Text button if this is the option you chose otherwise click the Call button.

(Note: the cell number is set from the office. If you change your cell number, you need to let HR know of the change. You will not be able to unlock or reset your account if the number is incorrect.)



Regional Hospice and Palliative Care

Get back into your account

verification step 1 > unlock your account

Please choose the contact method we should use for verification:

Text my mobile phone
In order to protect your account, we need you to enter your complete mobile phone number (*****37) below. You will then receive a text message with a verification code which can be used to reset your password.

Call my mobile phone

User Account Unlock and Password Reset

Enter the code from your phone into the space provided and click Next. If you do not get a text message you can click the “Try again” option otherwise you will have to contact the system administrator.

Regional Hospice and Palliative Care

Get back into your account

verification step 1 > unlock your account

Please choose the 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.

947353

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

[Cancel](#)

You will now see you're a confirmation that your account is unlocked.

Regional Hospice and Palliative Care

Get back into your account

✔ Your account has been unlocked

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