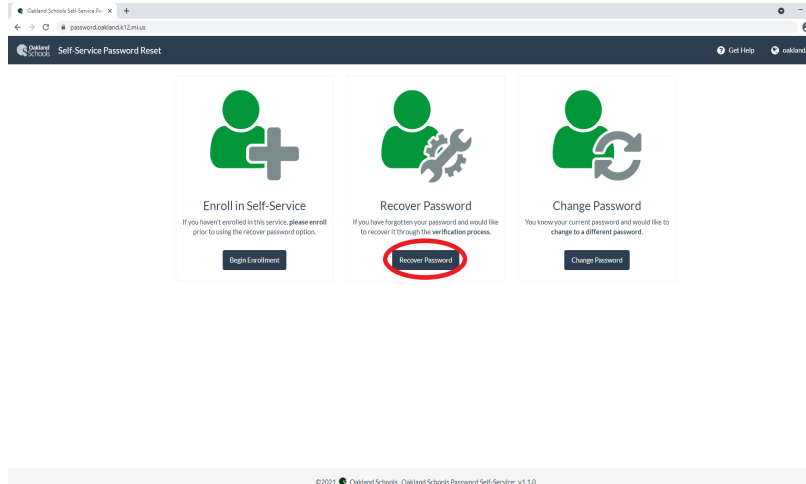


# How to Recover Password

## Step 1.)

There should be a Password Reset Chromebook in each classroom. When using the Chromebook, it should automatically load the following website:  
<https://password.oakland.k12.mi.us/>

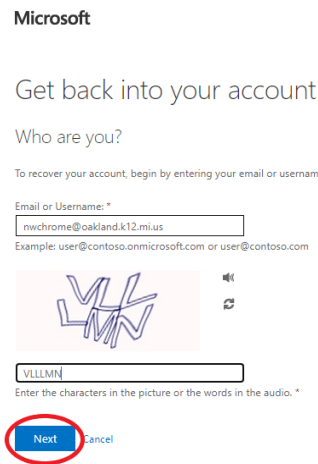


Click on “Recover Password.”

\*If you are trying to recover your password at home, you will also use the above link.

## Step 2.)

Enter your full OSTC email address and enter the captcha characters, then click “Next.”



## Step 3.)

Select the method of verification you set up. If you set up the recommended security questions when enrolling in Self-Service, you will be asked to answer three out of the five questions. Enter your answers (answers are case-sensitive) and click on "Next."

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Answer my security questions

What is your favorite color?

Teal

What is your favorite food?

Pizza

What is your favorite sport?

Soccer

Next

[Contact your administrator](#)

Cancel

## Step 4.)

You will be asked to enter a new password. Passwords must contain a minimum of 9 characters.

- New passphrase or passwords must contain at least three of the following complexity categories:
  - One uppercase letter
  - One lowercase letter
  - One special character
  - One number 0-9

\*The passphrase/password cannot contain your name and cannot be one that has been used within the past 5 password changes. Passwords cannot be changed more than once in a 24 hour time period.

Enter your new passphrase or password again to verify then, select "Finish."

Microsoft

Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

\*\*\*\*\*

\* Confirm new password:

\*\*\*\*\*

Finish


Cancel

## Step 5.)

You will see the following message once you have recovered your password, and you should be able to sign in with the new passphrase/password.

**Microsoft**

Get back into your account

 Your password has been reset

**Important:** After changing your password, update the password on mobile devices. Forgetting to update your password on mobile devices may result in a mobile device attempting to authenticate with the old password; this will cause your account to become locked.

These instructions, along with other student password documentation, can be found here:  
*Confluence Link*