

# How to Recover Password

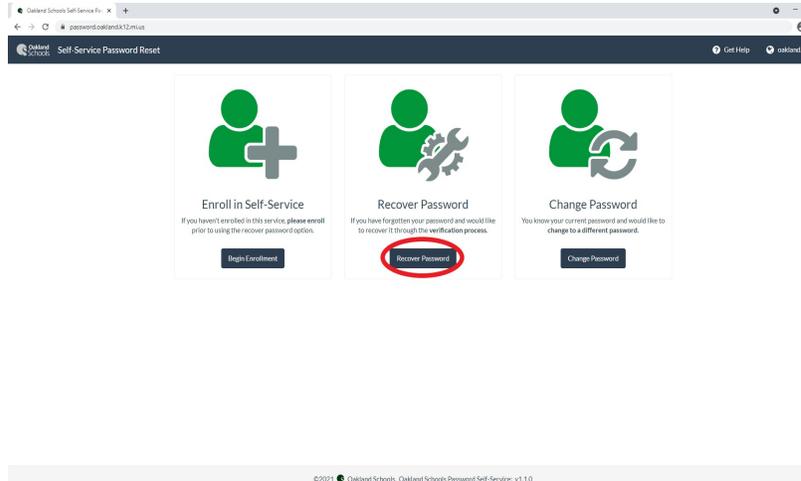
## Step 1.)

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.”

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: \*

nwchrome@oakland.k12.mi.us

Example: user@contoso.onmicrosoft.com or user@contoso.com



VLLLMN

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

Next Cancel

## 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:

[Oakland Schools Technical Support](#)