

Resetting Your CNM Password

1. Go to <https://passwordreset.microsoftonline.com>.

CNM


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:

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



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

2. In the **Email or Username** field, type your CNM email address.
3. Type the characters in the image.

Note: If you have trouble identifying the characters, select **Reload**  to change the image to display another set of characters.

4. Select

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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
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

5. Select **I forgot my password**.

6. Select **Next**

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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

Call my office phone

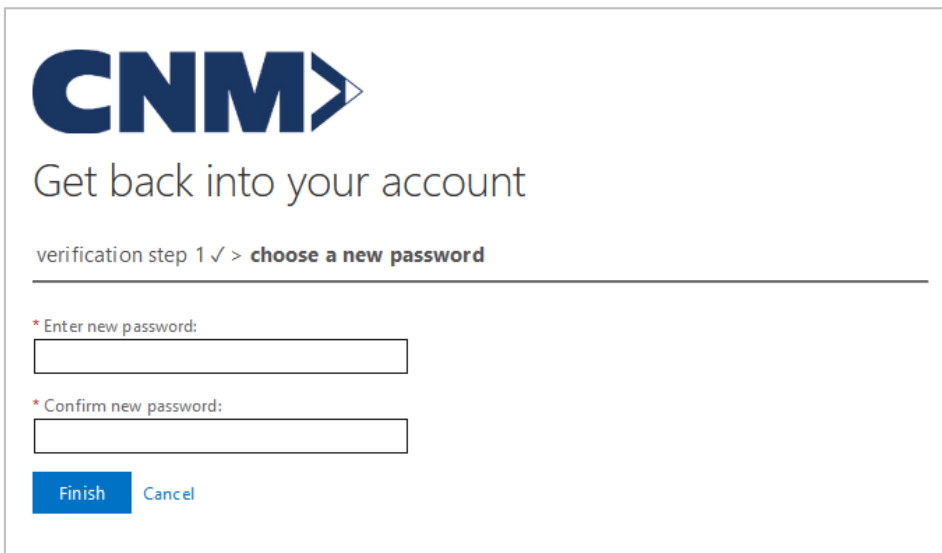
In order to protect your account, we need you to enter your complete mobile phone number (*****33) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Cancel

7. Based on previously entered authentication methods, select one of the available verification methods.
 - Email my alternate email
 - Text my mobile phone
 - Call my mobile phone
 - Call my office phone
 - Approve a notification on my authenticator app.
 - Enter a code from my authenticator app.
8. Follow the prompts to verify your identity.



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Get back into your account

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

* Enter new password:

* Confirm new password:

Finish Cancel

9. **Enter a new password.**

Note: Your password must meet the following requirements:

- Contain at least three of the following:
 - uppercase letters
 - lowercase letters
 - numbers
 - symbols
- At least 8 characters long
- Cannot be one of your last 14 passwords

10. **Confirm new password.**

11. Select .