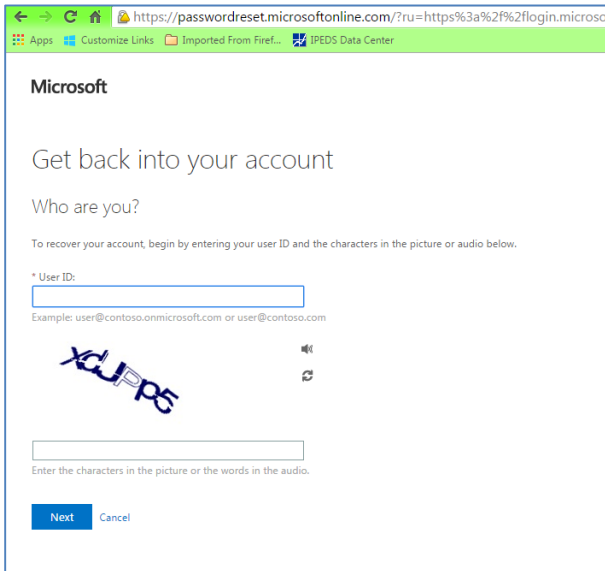


## Alumni Email Self-Service Password Reset Instructions

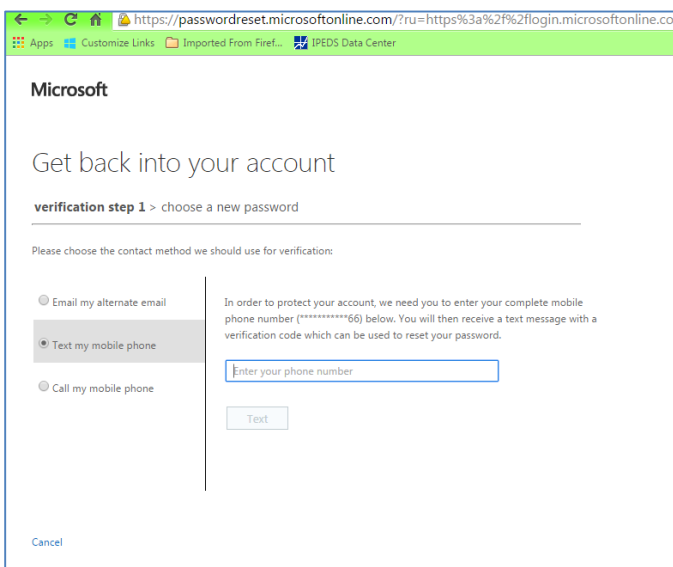
Self-service password reset is only available if you have entered a mobile phone number in your account information. Instructions for making that update are available on the primary alumni email page [www.baylor.edu/its/alumniemail](http://www.baylor.edu/its/alumniemail) under “**ENABLING SELF-SERVICE PASSWORD RESET**”

If you have forgotten your alumni email password, you can start the reset process by clicking on the link “[Can’t access your account?](#)” on the login screen. If that link is not displaying, but it appears that Office 365 is remembering your account name, click “Use another account” to get to the login screen with the aforementioned link.

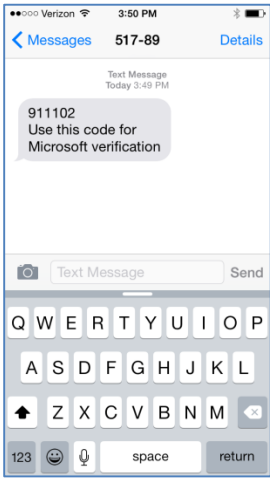
This will take you to a page that looks like the following where you should enter your email address in the User ID field (i.e. [bobby\\_baylor@alumni.baylor.edu](mailto:bobby_baylor@alumni.baylor.edu)) and then enter the CAPTCHA word in the box provided and click “Next.”



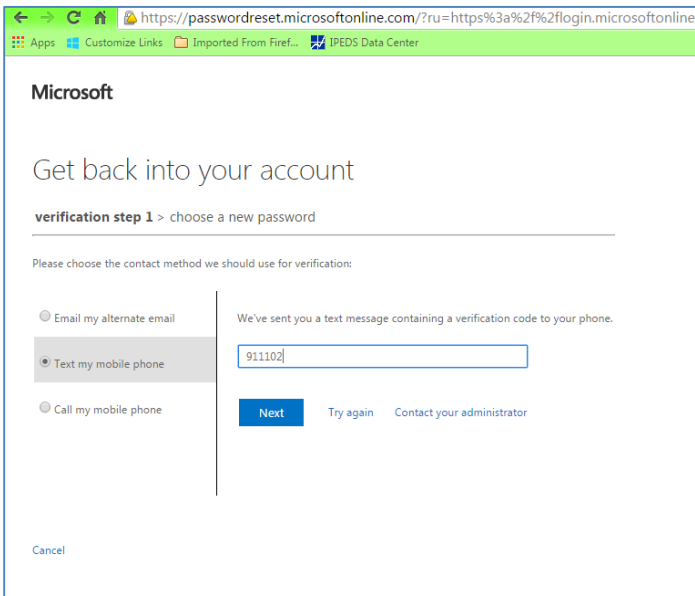
On the following page (shown below), you will need to select “Text my mobile phone” and enter the mobile phone number that matches the one stored in your account information. Then, click “Text.”



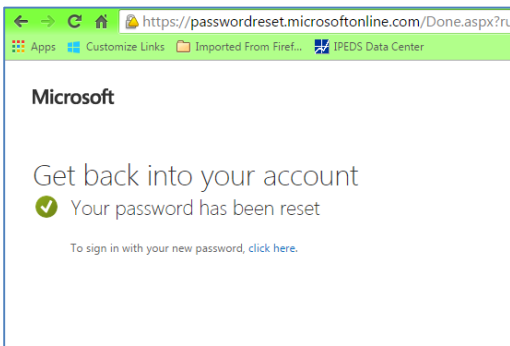
You will receive a text message like below with the code to use to reset your password:



Back on the web page, enter that verification code and click “Next.”



You will then have the opportunity to enter a new password after which you will see the message below:



Click on “click here” to return to the login page and use your new password.