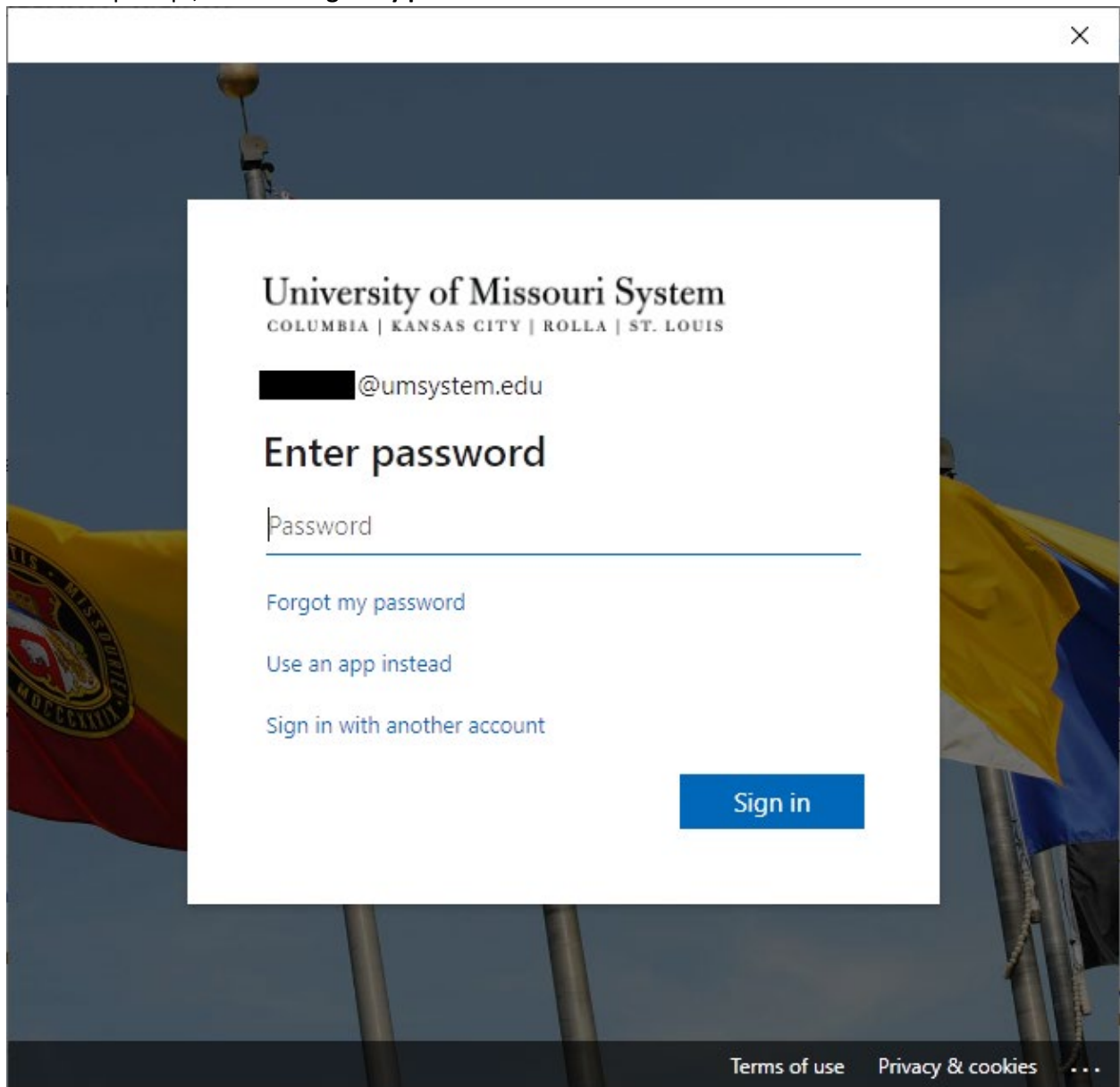


From this prompt, click on **Forgot my password**.

A screenshot of the University of Missouri System login page. The page features a dark blue header with a close button (X) in the top right corner. The background is a blurred image of flags. The main content area is a white box with the University of Missouri System logo and name at the top, followed by the locations: COLUMBIA | KANSAS CITY | ROLLA | ST. LOUIS. Below this is a text input field for an email address, which is partially obscured by a black box and ends with @umsystem.edu. The next section is titled "Enter password" and contains a password input field. Below the password field are three links: "Forgot my password", "Use an app instead", and "Sign in with another account". A blue "Sign in" button is located at the bottom right of the white box. At the very bottom of the page, there are links for "Terms of use", "Privacy & cookies", and a three-dot menu icon.

Enter the characters in the picture and click **Next**.

×

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University of Missouri System

COLUMBIA | KANSAS CITY | ROLLA | ST. LOUIS

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:

██████████@umsystem.edu

×

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



🔊

🔄

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

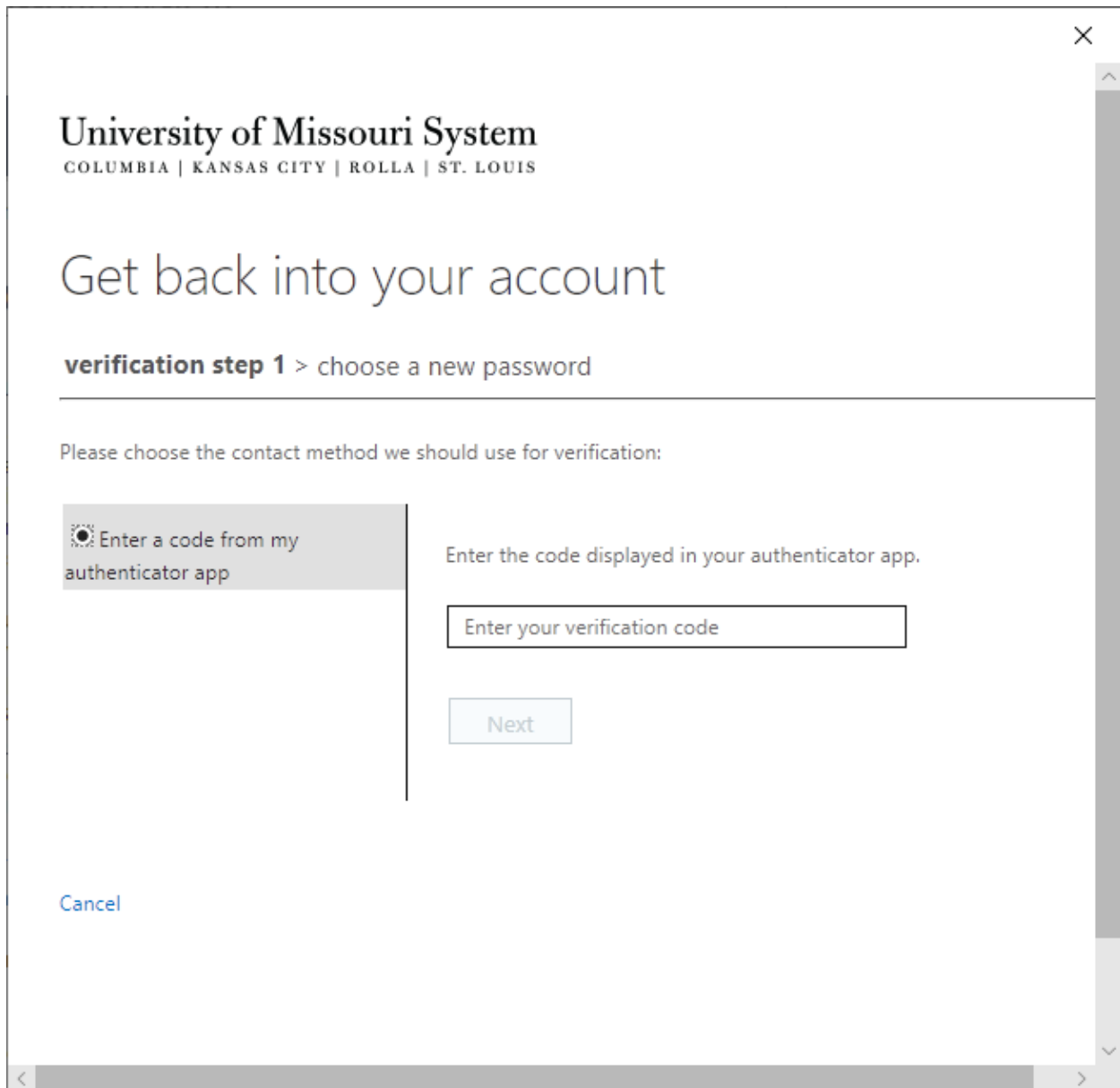
Next

Cancel

∨

From your mobile phone/device, open the Microsoft Authenticator app you use to approve authentication attempts into Microsoft products. You must find and open the application. It will not prompt you or pop-up on the screen of your mobile device like usual.

Once the Authenticator app is open, click on your account and on the next screen you will be given a one-time password code. Enter the code from the Authenticator app into the **Enter your verification code** field.



The screenshot shows a web browser window with the University of Missouri System logo at the top left. The main heading is "Get back into your account". Below this, it says "verification step 1 > choose a new password". A horizontal line separates this header from the main content area. The main content area starts with the text "Please choose the contact method we should use for verification:". Below this text, there are two options. The first option is "Enter a code from my authenticator app", which is highlighted with a grey background. To the right of this option, there is a text prompt "Enter the code displayed in your authenticator app." followed by a text input field labeled "Enter your verification code". Below the input field is a "Next" button. At the bottom left of the form, there is a "Cancel" link. The browser window has a standard address bar at the bottom with back and forward arrows.

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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

Next

[Cancel](#)

Create your new Password. Confirm the new password and click **Finish**.

×

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Get back into your account

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

* Enter new password:

* Confirm new password:

Finish Cancel

< Microsoft ©2016 Microsoft Corporation >

Use the new password for all prompts you see on your screen.

