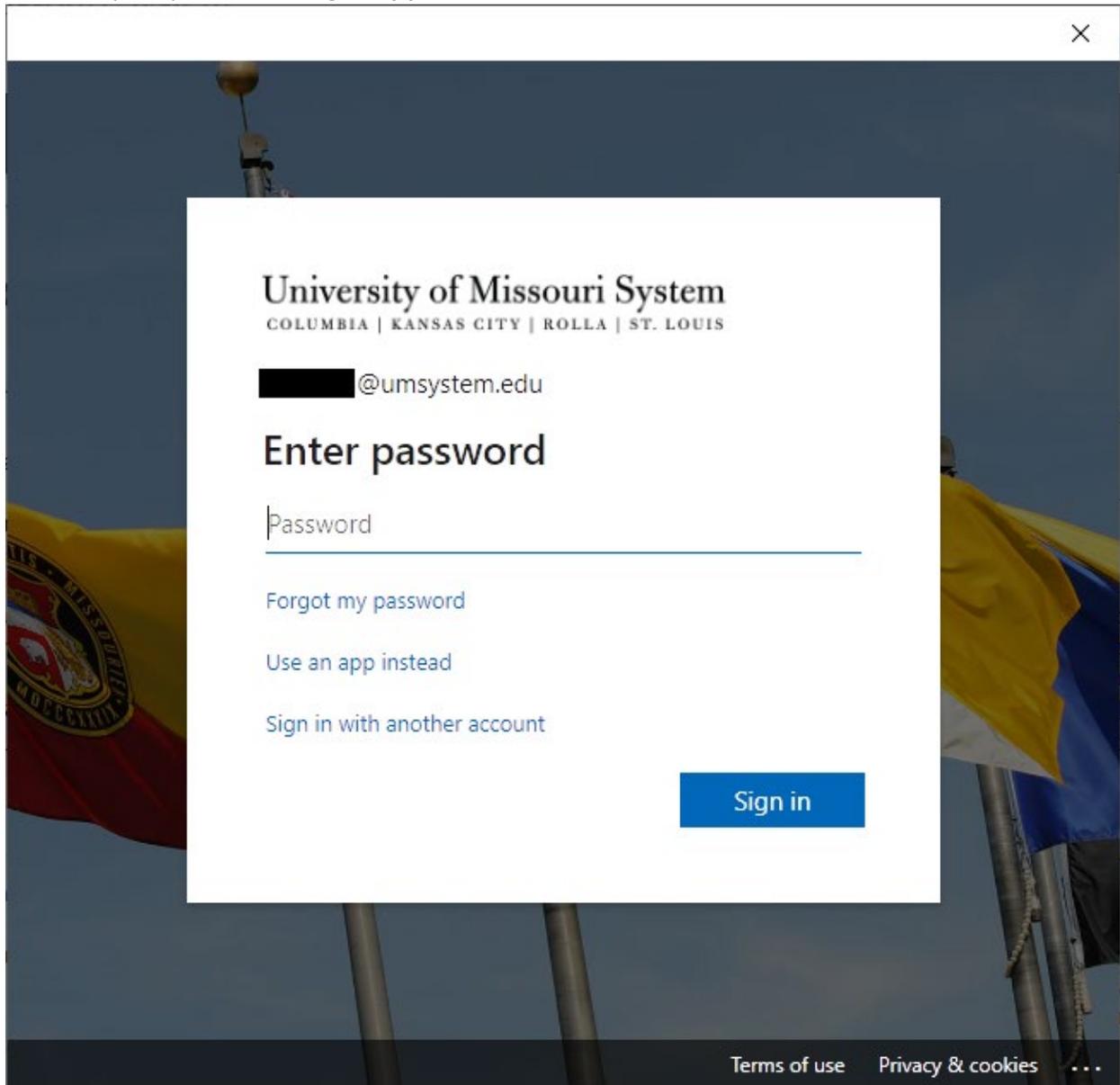


From this prompt, click on **Forgot my password**.



University of Missouri System  
COLUMBIA | KANSAS CITY | ROLLA | ST. LOUIS

[redacted]@umsystem.edu

## Enter password

Password

[Forgot my password](#)

[Use an app instead](#)

[Sign in with another account](#)

[Sign in](#)

[Terms of use](#) [Privacy & cookies](#) ...

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

✕  
↑  

# 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:

✕  

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 mobile application interface for the University of Missouri System. At the top, the university's name and locations (COLUMBIA | KANSAS CITY | ROLLA | ST. LOUIS) are displayed. The main heading is "Get back into your account", followed by "verification step 1 > choose a new password". Below this, a prompt asks the user to "Please choose the contact method we should use for verification:". Two options are presented: "Enter a code from my authenticator app" (which is highlighted with a grey background) and "Enter the code displayed in your authenticator app.". The second option includes a text input field labeled "Enter your verification code" and a "Next" button. A "Cancel" link is located at the bottom left of the screen. The interface includes standard mobile navigation elements like a close button (X) in the top right and back/forward arrows at the bottom.

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

✕

**University of Missouri System**  
COLUMBIA | KANSAS CITY | ROLLA | ST. LOUIS

## Get back into your account

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

---

\* Enter new password:

\* Confirm new password:

**Finish**

Cancel

< Microsoft ©2016 Microsoft Corporation Support >

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

The screenshot shows a browser window with a Microsoft Outlook login page. The browser's address bar displays 'login.microsoftonline.com/e3fefdb...'. The Outlook page is titled 'Microsoft Outlook' and shows 'Connecting to cherylan@mst.edu'. Below this, there is a text input field for the email address containing '█@umsystem.edu' and a password field labeled 'Password'. A checkbox for 'Remember my credentials' is present and unchecked. A 'More choices' link is visible below the password field. At the bottom of the Outlook prompt are 'OK' and 'Cancel' buttons.

Overlaid on the Outlook prompt is a 'Windows Security' dialog box. It contains the text 'Microsoft Outlook' and 'Connecting to cherylan@mst.edu'. It features a password field with '█@umsystem.edu' and a 'Remember my credentials' checkbox. Below the password field is a 'More choices' link. At the bottom are 'OK' and 'Cancel' buttons.

Overlaid on the Windows Security dialog is a 'University of Missouri System' sign-in prompt. The header reads 'University of Missouri System' with 'COLUMBIA | KANSAS CITY | ROLLA | ST. LOUIS' below it. The main heading is 'Sign in'. The email field contains '█@umsystem.edu'. Below the email field is a link that says 'Can't access your account?'. A blue 'Next' button is at the bottom right.

At the bottom of the University of Missouri System prompt is a 'Sign-in options' link with a magnifying glass icon.

The background of the browser window shows a webpage with several flags (yellow, red, and blue) and a dark blue sky. At the bottom right of the browser window, there are links for 'Terms of use', 'Privacy & cookies', and a three-dot menu icon.