

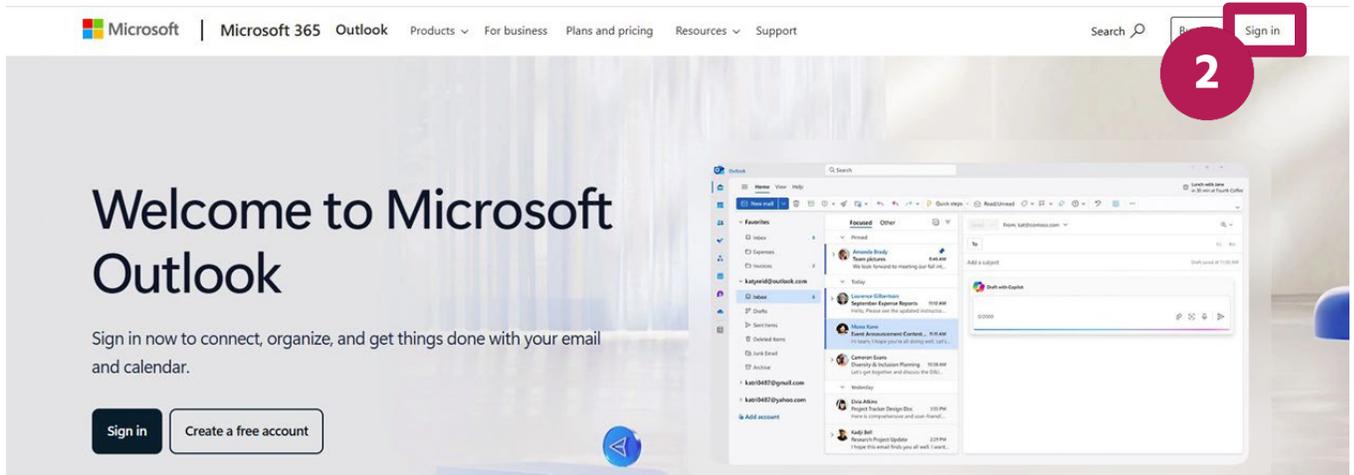
Self-Service Password Reset – Reset Your Password

Last modified on 4/18/2025 by NM

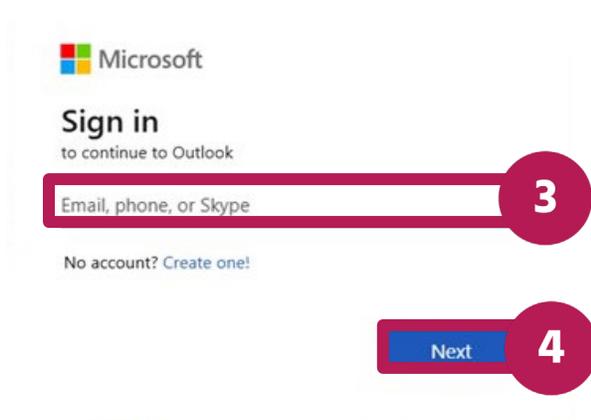
Self-Service Password Reset allows you to reset your City of Minneapolis password without having to call the IT Service Desk.

- This training assumes you have set up the Microsoft Authenticator App.
- The intended audience of this training are Board and Commission members.

1. Go to outlook.com.
2. Select **Sign in**.



3. Enter your City email address (include @minneapolismn.gov).
4. Select the **Next** button.



5. Next to “Can’t access your account?”, select the **here** link.



Sign in with your organizational account

Sign in

Can't access your account

[Click here.](#)

5

6. In the **Email or Username** field, enter your City email (include @minneapolismn.gov).
7. Enter the characters that you see in the picture.
8. Select the **Next** button.

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: *

6

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



7

Enter the characters in the image for the words in the audio. *

Next

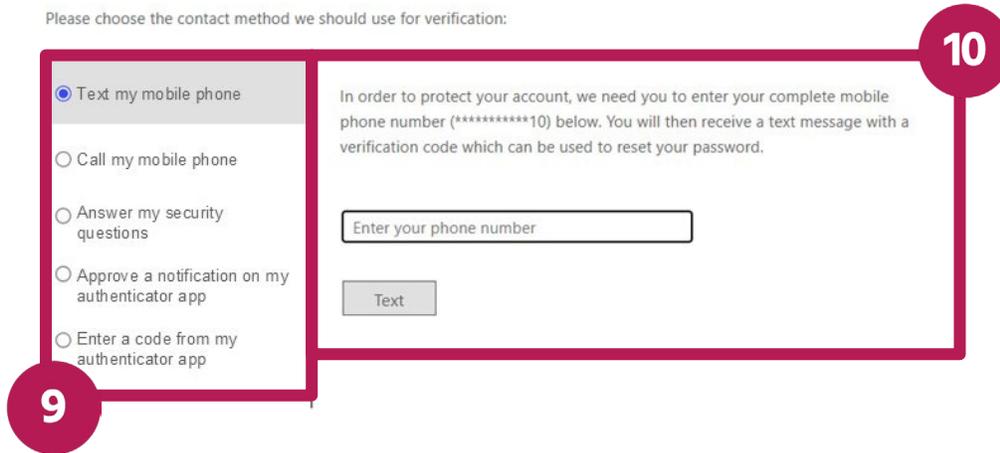
8

9. Depending on how you set up Multi-Factor Authentication, you'll want to choose the appropriate **contact method** from the left navigation menu.
10. Follow the instructions on the screen.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:



Text my mobile phone

Call my mobile phone

Answer my security questions

Approve a notification on my authenticator app

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****10) below. You will then receive a text message with a verification code which can be used to reset your password.

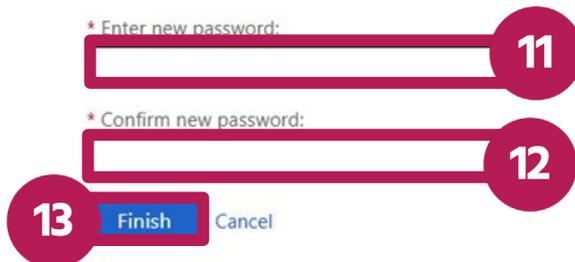
Enter your phone number

Text

11. Enter your new password.
12. Re-enter your password.
13. Select the **Finish** button.

Get back into your account

verification step 1 ✓ > choose a new password



* Enter new password:

* Confirm new password:

Finish Cancel

14. A confirmation message will appear when you've successfully reset your password.
15. Now you can go back to outlook.com and sign in with your new password.