How to Reset Your SkyDrive Account Password

If you do not remember your SkyDrive account password, please follow the below instructions to reset your password.

1. At the SkyDrive logon screen, click the *Can’t access your account?* link.

2. Enter your SkyDrive account, which is your student email address. Then enter the displayed characters and click the *Next* button.
3. You then have three options for resetting your password. The first option is to request a reset password link to be sent to your alternate email address(s) (set up in My Profile within SkyDrive).

   a) Select *Email me a reset link* and click the *Next* button. An email will be sent to your alternate email address(s).

   ![Email reset link](image)

   b) You will receive confirmation that an email was sent.

   ![Confirmation email](image)

   c) Access your personal email account and click the provided link. The link will then allow you to create a new password. Enter your new password twice and click *Next*.

   ![Create new password](image)
4. The second option for resetting your password is to use your personal security question.

a) Select **Security Question** and enter the answer to your personal security question (set up in MyProfile in SkyDrive). Click the **Next** button.

b) If you answer your security question correctly, you will see the following screen. Enter your new password twice, and click the **Next** button.
5. If you have not set up an alternate email address in your profile or have not set up a security question, you will need to use option #3.

a) Click the link – **I can’t use any of these options**.

![Reset your password](image)

b) Your student email address will default in the Email address field. Enter an email address where you can be contacted in the **Contact email address** field. Click the **Next** button.

![Recover your Microsoft account](image)
c) You will then be prompted to enter as much account information as possible. Click the *Submit* button when finished.

d) You’ll then receive the following message:

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Your information has been submitted

We'll send an email to janedoe@hotmail.com to let you know if you've provided enough information to recover your account. It usually takes us about 24 hours to review the information submitted. If you've already submitted a request, we'll close that request and take a look at this one.
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