



## Office 365 Password Reset

**Please Note:** This will reset your password for your Single Sign-On (This includes your CUW email, Portal, and Blackboard login).

1. Go to [my.cuw.edu/my.cuaa.edu](http://my.cuw.edu/my.cuaa.edu) and select the “Need help?” button below the regular Sign In boxes.

**CONCORDIA UNIVERSITY**  
WISCONSIN & ANN ARBOR

A screenshot of the university's sign-in page. The page is titled "Sign In" and contains two input fields: "Username" and "Password". Below these fields is a checkbox labeled "Remember me on this computer". At the bottom of the form, there are two buttons: "Need Help?" and "Login". The "Need Help?" button is highlighted with a red rectangular border.

2. Click the link under “Change Your Password”

---

Trouble Logging In?

### I.T. Helpdesk

Contact the I.T. Helpdesk by following one of the links below:

CUW: [Create Ticket](#) or [Call 262-243-4357](#)

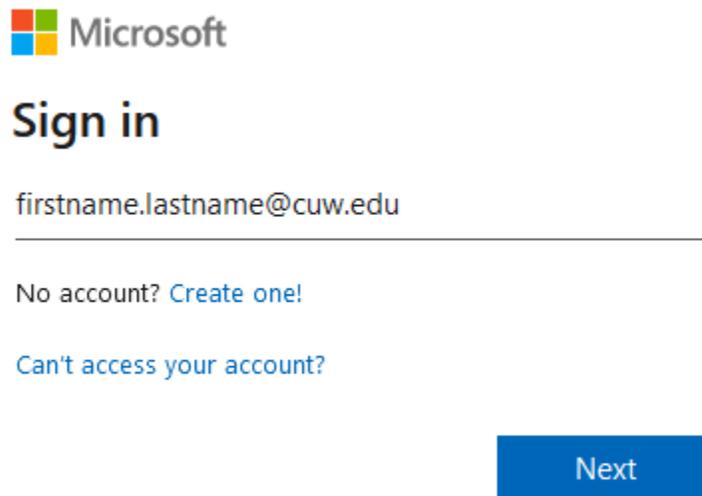
CUA: [Create Ticket](#) or [Call 734-995-7424](#)

### Change Your Password

[For Students and Adjunct Faculty](#)

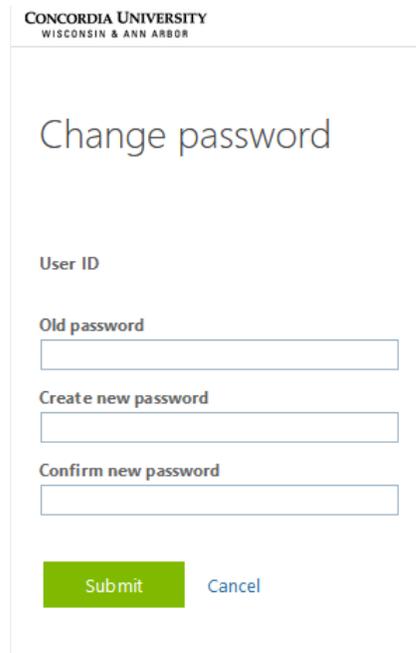
Close

3. On the Microsoft Sign in page, enter your full CUWAA email address.



The image shows the Microsoft Sign in page. At the top left is the Microsoft logo. Below it is the text "Sign in". Underneath is a text input field containing the email address "firstname.lastname@cuw.edu". Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom right is a blue button labeled "Next".

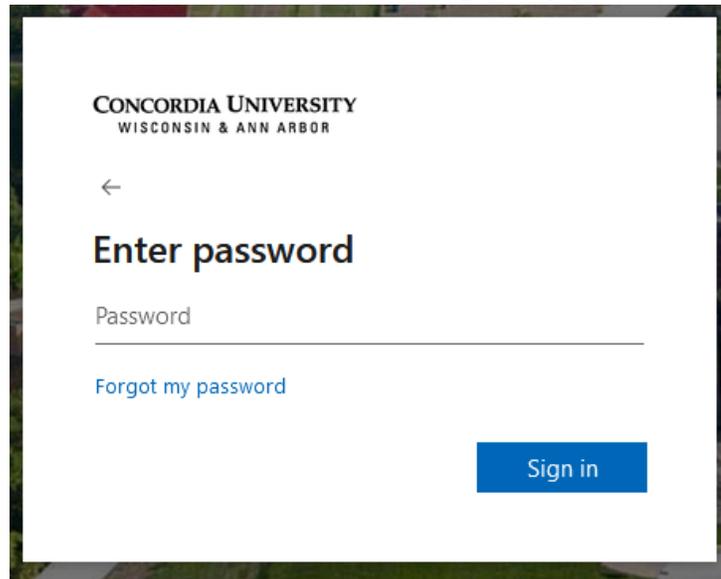
4. On the next page, enter your current CUWAA password. If you do not know your password, skip to step 7.
5. Enter your current password as well as what you would like to update the password to. You will have to enter the new password twice. Select *Submit*.



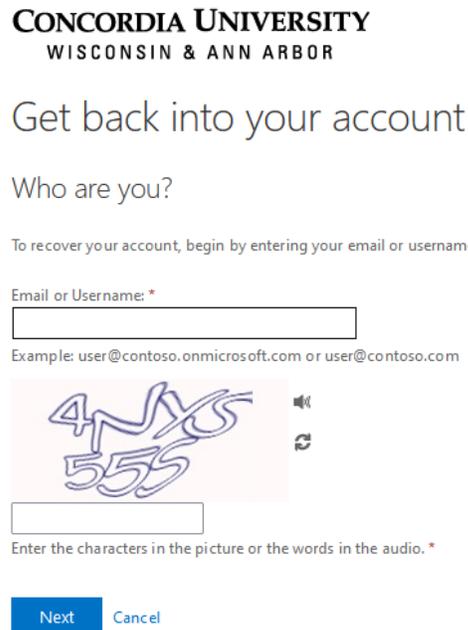
The image shows the Concordia University Change password page. At the top left is the Concordia University logo with the text "CONCORDIA UNIVERSITY WISCONSIN & ANN ARBOR". Below it is the text "Change password". Underneath are four text input fields: "User ID", "Old password", "Create new password", and "Confirm new password". At the bottom are two buttons: a green "Submit" button and a blue "Cancel" button.

6. Next it asks you to log back into Microsoft's site with your new password. You are welcome to do so, but it is not necessary.
-

7. **If you don't know your password:** Select *Forgot my password*.



8. Enter your Concordia email in the top empty field and then fill in the bottom field with the characters that appear in the CAPTCHA (right above the second field). Select *Next*.



9. Select a verification method you previously set up with the account and follow the prompts to verify your identity.

## 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

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*34) 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

10. Enter a new password twice and select *Finish*.

## Get back into your account

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

---

\* Enter new password:

\* Confirm new password:

Finish

Cancel