

Unblock your account or change your password

If your account is blocked or if you'd like to change your password, you can easily do so.

Go to the account unlock page

To unlock your account or reset your password, go to the account unlock page. You can either click the "I can't access my account" link on the login page (or the "Forgot my password" on the password page) or you can go [directly to the site from this link](#).

Enter your SGSC email address and then enter the captcha letters on the screen:



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

If you know your password but your account says that it is blocked when you try to sign in, skip to the next section.

If you forgot your password

If you forgot your password, select the first option and click Next:



Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel

This option will send a multifactor authentication request

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 (*****90) below. You will then receive a text message with a verification code which can be used to reset your password.

[Cancel](#)

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

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

[Cancel](#)

Once you verify your account it will prompt you to change your password.



Get back into your account

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

* Enter new password:

* Confirm new password:

Finish

Cancel



Get back into your account

✓ Your password has been reset

If you know your password but your account is blocked

If you know your password but you get an error that your account has been blocked, choose the second option after signing into the account unlock page:



Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel

This option will send a multifactor authentication request

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[Cancel](#)



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

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

[Cancel](#)

After you authenticate, your account will be unlocked



Get back into your account



Your account has been unlocked

Still need help?

If neither of these solutions work for you, or if you have a new phone or your phone number has changed and you cannot authenticate to verify your account, [contact the IT department for assistance](#).

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