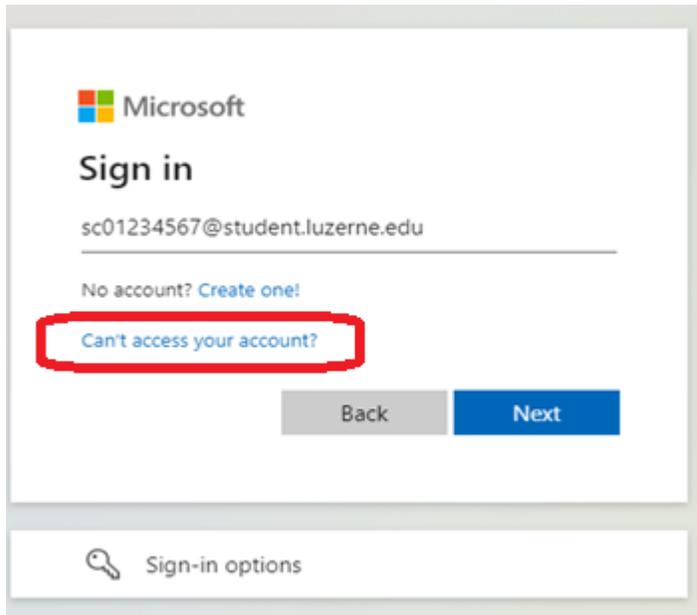


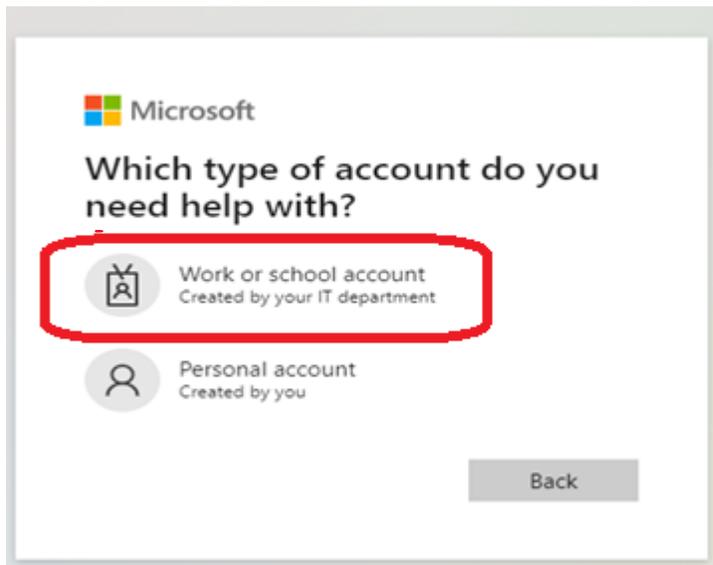
Forgot your Password?

Enter your full student Email address into “Access Microsoft 365 Email” or “Luzerne Student Self Service” to log into your Microsoft account.”

After entering your full student Email address, click on - Can't access your account?



Click on – Work or school account.



Get back into your account. Enter your Email address and enter the characters in the picture. Then click Next.

## 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

Click on - I forgot my password.

# 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

Choose which method you want to authenticate. With your cell phone. The text message will also work if you have the Authenticator app installed.

## Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

You will receive an email containing a verification code at your alternate email address (sa\*\*\*\*\*@gmail.com).

Email

# Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

---

\* Enter new password:

\* Confirm new password:

**Finish**

Cancel