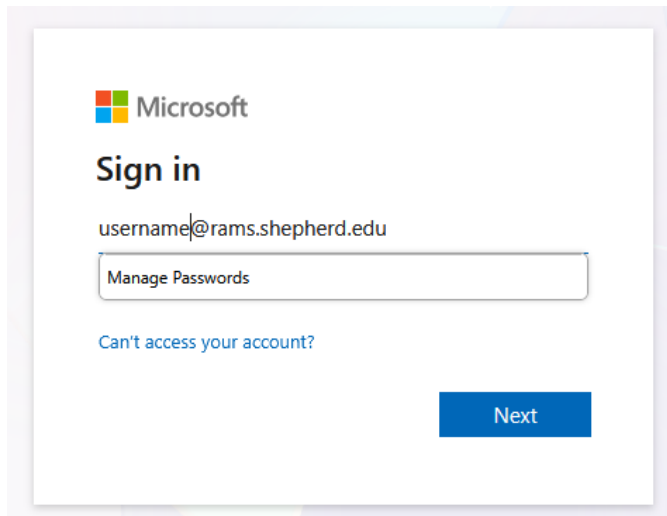


Shepherd University

Student Account Password Reset

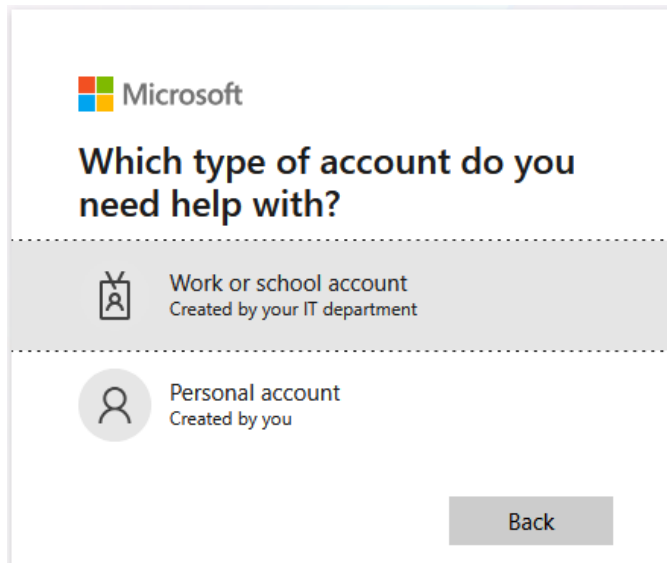
Get Started

- If you are a new student, you will receive an email to your personal address from bannermail@shepherd.edu. It will include your Shepherd email address. When setting up your account for the first time, navigate to:
<https://passwordreset.microsoftonline.com/>.
- If you are a current student needing to change your password, you may also navigate to the Microsoft login page as normal and select “Can’t access your account?”:



The screenshot shows the Microsoft Sign in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "username@rams.shepherd.edu". Below the input field is a "Manage Passwords" link. Further down is a link that says "Can't access your account?". At the bottom right is a blue button labeled "Next".

Then, select “Work or school account”:



The screenshot shows the Microsoft account selection page. At the top left is the Microsoft logo. Below it, the text "Which type of account do you need help with?" is displayed. There are two options listed, separated by a dashed line. The first option is "Work or school account" with a person icon and the subtext "Created by your IT department". The second option is "Personal account" with a person icon and the subtext "Created by you". At the bottom right is a grey button labeled "Back".

Reset Your Password

- On the recovery screen, enter your Shepherd email address and the characters in the picture. Click “Next”.

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: *

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



Enter the characters in the picture or the words in the audio. *

[Next](#) [Cancel](#)

- **Note:** New students can find their Shepherd email address in the welcome email received from IT upon acceptance.
- Select “Email my alternate email” and click “Email”. Your alternate email is the personal email address you provided during the application process.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Email my alternate email	You will receive an email containing a verification code at your alternate email address (va*****@gmail.com).
<input type="radio"/> Text my mobile phone	
<input type="radio"/> Call my mobile phone	
<input type="radio"/> Approve a notification on my authenticator app	
<input type="radio"/> Enter a code from my authenticator app	

[Email](#)

A message will display: “We've sent an email message containing a verification code to your inbox.”

- Go to your personal email account to retrieve the code. Return to the Microsoft recovery window and enter the code.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Email my alternate email <input type="radio"/> Text my mobile phone <input type="radio"/> Call my mobile phone <input type="radio"/> Approve a notification on my authenticator app <input type="radio"/> Enter a code from my authenticator app	<p style="background-color: #0070c0; color: white; padding: 2px;">We've sent an email message containing a verification code to your inbox.</p> <input type="text" value="Enter your verification code"/> <input type="button" value="Next"/> Are you having a problem?
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

- *Note:* If you are unable to access your recovery email account, contact the IT Services Desk. Contact information can be found at the bottom of this document.
- Once you have entered the code, you will be prompted to enter your new password. Once you have entered the new password once in each field, click “Finish”.

Microsoft

Get back into your account

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

* Enter new password:

* Confirm new password:


Please adhere to the following password standards:

- Must be at least 12 characters
- Must include at least one lower-case and one upper-case letter
- Must include at least one number
- Must include at least one of these special characters ~!@#\$*_-=` \(){}[]:;.,?/

- Once you have submitted your password, you will receive the success message.

Microsoft

Get back into your account

 Your password has been reset

You have now successfully changed your password. You may log into Microsoft 365 and other Shepherd resources using your Shepherd email address and newly created password.

MFA (Multi-Factor Authentication)

Upon your first successful sign-in, you will be prompted to set up Multi-Factor Authentication (MFA). We strongly recommend using the Microsoft Authenticator app, available for free on iOS and Android.

Instructions to setup MFA can be found at https://media.suweb.site/2026/02/MFA-instructions_revised.pdf?v=1770996741

Need Help?

If you experience any issues during the password reset process or signing in, please contact the Shepherd University IT Services Desk:

Email: itworkorder@shepherd.edu

Phone: (304) 876-5457

Location: Scarborough Library, Lower Level