



Online Password Reset Tool Procedure

- Navigate to <https://passwordreset.microsoftonline.com>
- Fill in your Frontier email address and challenge phrase, click the “NEXT” button.


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. *

- On the next screen, choose “I forgot my password” or “I know my password, but still can’t sign in”



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.

- Choose the form of verification you wish to use:



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:

Text my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****44) below. You will then receive a text message with a verification code which can be used to reset your password.

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

Enter your phone number

- Enter verification code



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:

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

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

Enter your verification code

[Try again](#)
[Contact your administrator](#)

AREA	ACTIVE DIRECTORY (STANDARD)		
	Parameter	Prior (Old Policy)	New (As of 2/13/24)
Password Policy	Password History (remembered passwords)	5	5
	Maximum password age (days)	90	90
	Minimum password length (characters)	8	12
	Password complexity requirements	3 of the following: - 1 uppercase letter - 1 lowercase letter - 1 numeric - 1 special character	3 of the following: - 1 uppercase letter - 1 lowercase letter - 1 numeric - 1 special character
	Password masking	Enabled	Enabled