Locked Account Message using Office 365

Problems logging on any campus computer or Office.com **five times** or more **and** a **locked password message** appears, call the **Information Technology Student Staff desk** at **517-264-7655**, Monday – Friday; 8:00 a.m. 5:00 p.m., to **unlock your account**.
 If not, continue to the directions listed below:
 Reset your password by logging into https://office.com.
    Select the **Reset password** link on the **sign-in screen**.
    Log into your account username@sienaheights.edu
    Tap on **Forgot my password** link.
    Who are you? The page will appear, **Enter the Characters** in the picture or the words in the audio., tap on the **next button**.
    Answer your security questions.

    Enter a new password.
    Should include:
        1. **Uppercase Letter Lowercase Letter**
        2. **Number**
        3. **Special Character**
        4. **12 Characters or longer**
    Should not include:
        1. **Cannot use your name/username/Student Id**
        2. **Do not duplicate an earlier password.**
    Sign in as normal, using your new password.