

Reply all | Delete Junk ...



# Helping Students with Surface Pro setup

Lorenzatti, Joseph

To: Faculty and Administration;

Reply all |

Wed 9/9/2015 8:35 AM

Inbox

Hi all:

Andrew asked me to send out instructions if students forget their Microsoft Account password (the one they use to log into the Surface).

Understand we do not have the ability to reset their password for them.

Here are the instructions to retrieve their password (understand this has to be done from another computer during the setup). I've attached it as a .pdf in case you want to print it out.

## Lost Microsoft Account Passwords

If a student forgets their Microsoft Account password (the password used to log into the computer) while settings up their Surface the Technology Department does not have a way to reset it. They must follow the reset process by performing the following **AT ANOTHER COMPUTER**:

Go to <http://account.live.com>  
Click on **Can't access your account?** link:



Sign in

Microsoft account [What's this?](#)

Email or phone

Password

Keep me signed in

**Sign in**

[Can't access your account?](#)  
[Sign in with a single-use code](#)

Select the option that best fits their situation



Why can't you sign in?

- I forgot my password
- I know my password, but can't sign in
- I think someone else is using my Microsoft account

Cancel

Next

Microsoft

Click Next and enter the information necessary to reset

IF THE STUDENT DOES NOT HAVE A WAY TO RESET THEIR ACCOUNT, THEY MUST COME TO THE TECHNOLOGY DEPARTMENT. We will work with the student to ensure their Surface Pro will be set up.