Detailed steps for resetting your password:

1. Browse to: https://aka.ms/sspr
   Type in your account name and the captcha characters and 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:*  
optest1@piercetransit.org  
Example: user@contoso.cnmicrosoft.com or user@contoso.com

![MkYR]  
Enter the characters in the picture or the words in the audio.*
2. This brings you to the verification page.

Choose the method to verify your account.
3. After you prove your identity it will prompt you for a new password

Hints about choosing a new password:
- It can’t be one of our old passwords.
- We do ask you not to reuse a password that you use from other places.
- It must be at least 8 characters
- It has to have three of four different types of characters: Upper Case, Lower Case, Numbers, Special Characters (i.e. !@#$%).
- It cannot contain your name or account name
- It cannot be a very common password like Password