Compromised Password

- If you think your password has been compromised, please contact the IS Help Desk at 423-869-7411 immediately to have a technician reset your password

- Once the technician has reset your password, they will direct you to use the procedure listed below to setup a new password

Reset Password

- The user will need to open a web browser and navigate to https://passwordreset.microsoftonline.com

- The user will need to enter either their LMU email address and complete the challenge question before clicking 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. *

Next   Cancel

- The user will need to select either alternate email, text mobile phone, or call mobile phone to verify their account

- If the user selected "Text my mobile phone" first they would to enter the correct phone number and click on the Text button. Once they receive the text message with the six-digit code, they would need to enter that in the provided box and click on the Next button

- The user will then need to verify their account using their alternate email address by clicking on the Email button, enter the six-digit code that is emailed to them, and then clicking the Next button

- On the next screen the user can enter their new password and click the Finish button

LMU Lincoln Memorial University

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

[Finish]   Cancel

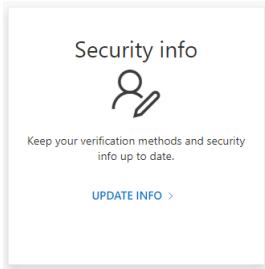- The user will receive this message verifying that the password has been changed

LMU Lincoln Memorial University

Get back into your account
✓ Your password has been reset

Changing Password Reset Information

- The user will need to login to Office365 through https://MyLMU.lmunet.edu and click on their picture in the top righthand corner of the window

- From the drop-down menu they will need to select View Account

- The user will then need to click on the UPDATE INFO under Security Info

- The user can then click Change next to each method they want to update

- The user will enter the new information and then verify it by entering the six-digit code that is either emailed or texted to them