

Self Service Password Reset

How to reset your work email password to get into your applications that require authentication with Microsoft's single sign on solution.

Office365, Ring Central, Medline, and soon to be others.



1. Click this link:
[Office365 Login](#)
Enter your email
address and hit
Next.



Sign in

nortest@lchhfamilly.com

No account? [Create one!](#)

[Can't access your account?](#)

Back

Next

2. Click on
“Forgot my
password”



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← nortest@lchhfamilly.com

Enter password

Password

[Forgot my password](#)

Sign in

3. Type in the Characters that you see in the picture that you receive. The letters you see will be different than what you see below. Then hit NEXT.



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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: *

nortest@lchhfamilly.com

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

Next

Cancel

4. Choose how you want to receive your Verification code by text, or getting a call. Then type in your cellphone number and hit Text or Call at the bottom depending what method you chose.



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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Text my mobile phone

☐ Call my mobile phone

☐ Call my office phone

In order to protect your account, we need you to enter your complete mobile phone number (*****03) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

5. You will
receive a code to
your cellphone.
Type that
number in and
hit Next.



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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Text my mobile phone

☐ Call my mobile phone

☐ Call my office phone

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

897465

Next

[Try again](#)

[Contact your administrator](#)

6. You will then be allowed to create a new password. Type it in and type it again to confirm. Then hit Finish.



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Get back into your account

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

* Enter new password:

.....

strong

* Confirm new password:

.....

Finish

Cancel

7. Now you can press “Click Here” to take you back to the login screen to get back into your account with your new password.



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Get back into your account



Your password has been reset

To sign in with your new password [click here.](#)