



How to Change Your Forgotten Password

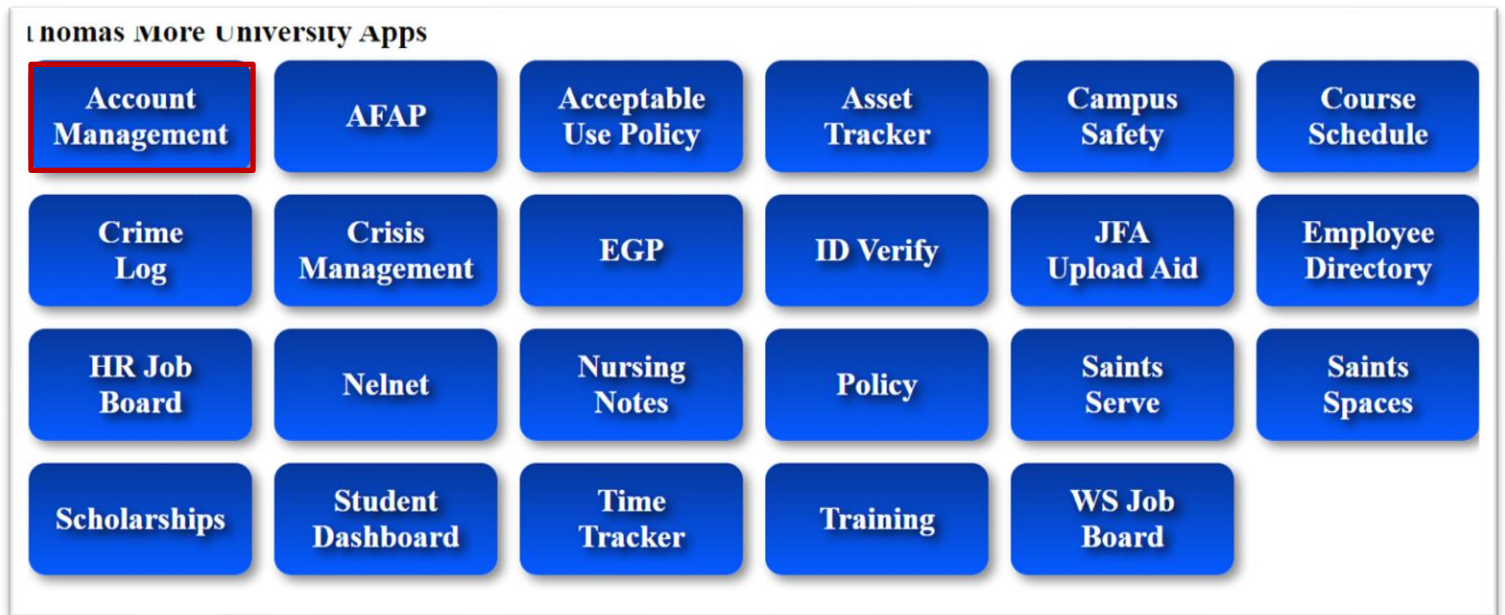
This tutorial will show you how to change your password if you have forgotten it

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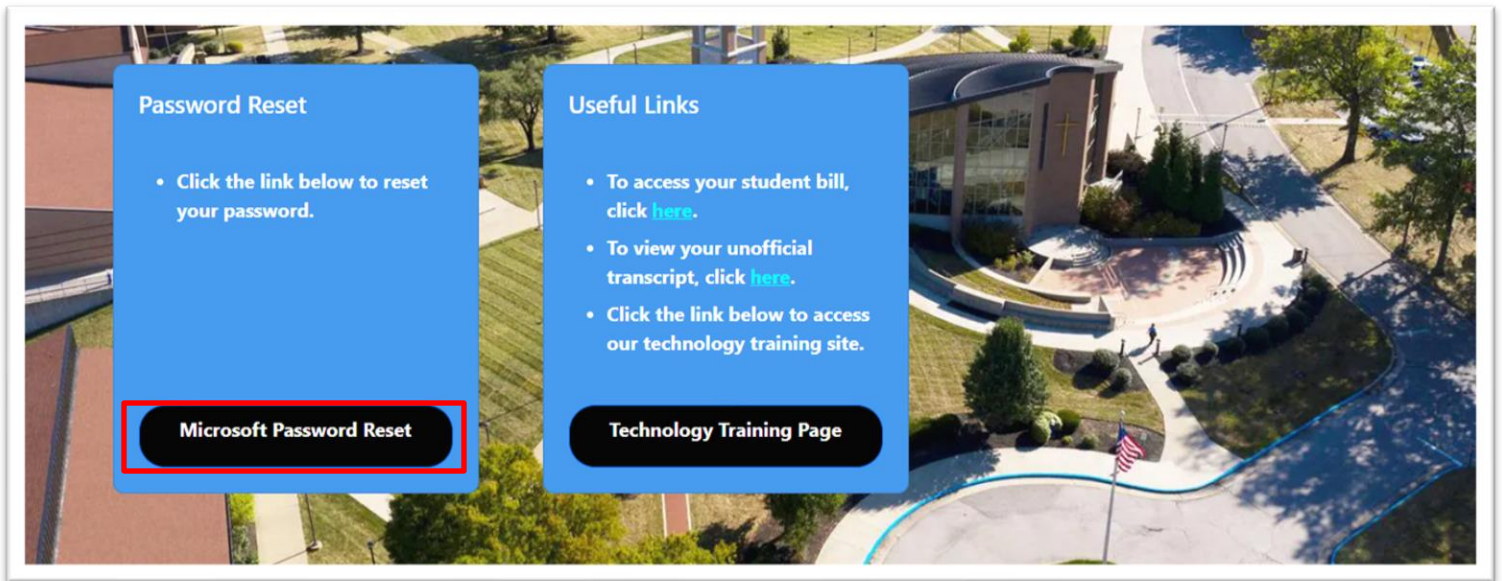
If you need any assistance please contact the IT Helpdesk in one of the following ways.
Browse to www.helpdesk.thomasmore.edu, call 859-344-3646, email helpdeskticket@thomasmore.edu, or stop by the Computer Center on the lower level of the administration building.

Browse to <https://itwin.thomasmore.edu/> and select “Account Management ”



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Scroll down and select “ Microsoft Password Reset ”



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Type in your TMU email address, enter the characters, and then select “ Next ”

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. *

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Select your first verification method and follow the steps provided



THOMAS MORE
UNIVERSITY

Get back into your account

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

Please choose the first contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone

You will receive an email containing a verification code at your alternate email address [REDACTED]

[Email](#)

[Cancel](#)

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Get back into your account

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

Please choose the second contact method we should use for verification:

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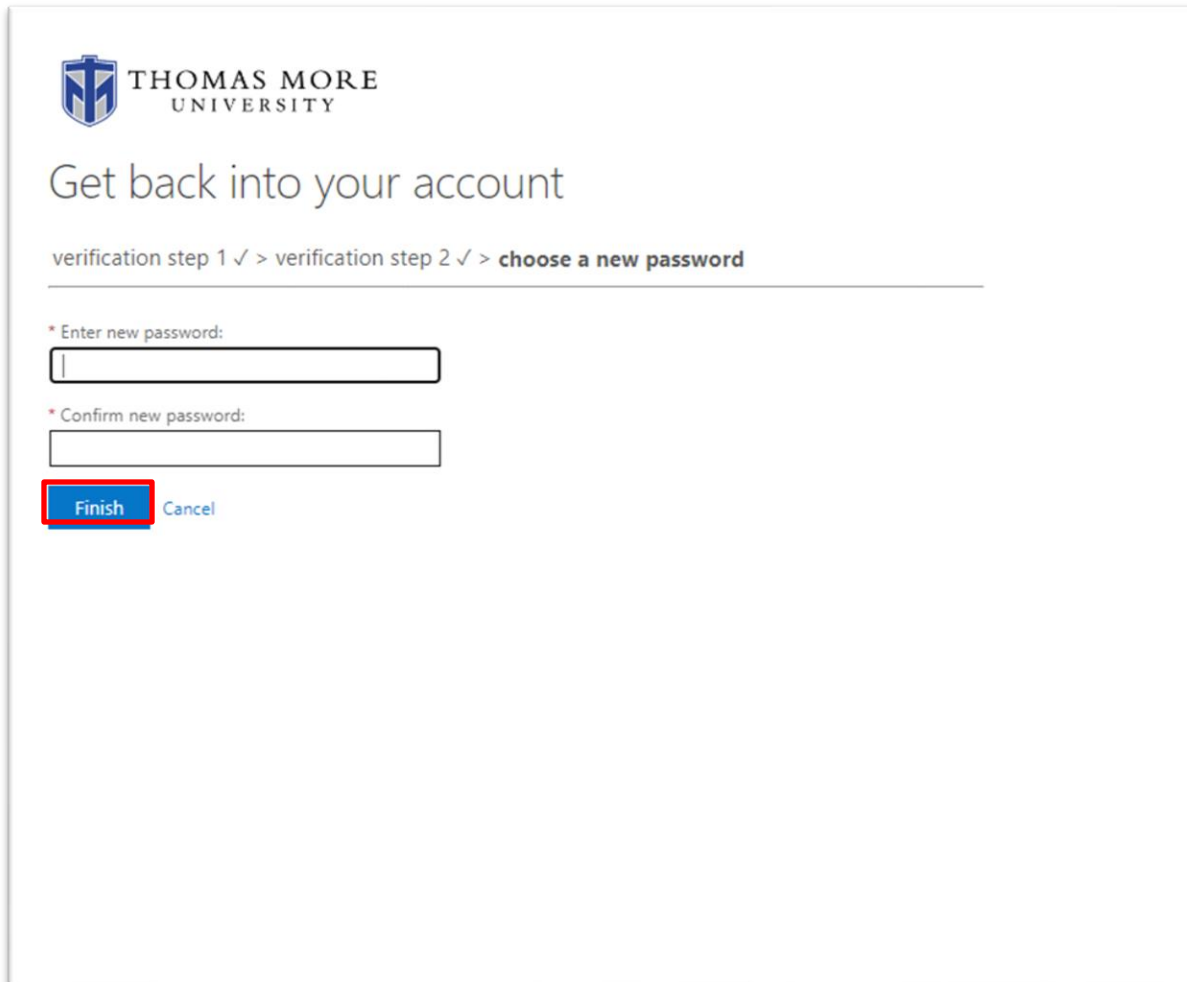
You will receive an email containing a verification code at your alternate email address [REDACTED]

Email

Cancel

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Type your new password and select “Finish”



The screenshot shows the Thomas More University logo at the top left. Below it, the text reads "Get back into your account". A progress indicator shows "verification step 1 ✓ > verification step 2 ✓ > choose a new password". There are two input fields: the first is labeled "* Enter new password:" and the second is labeled "* Confirm new password:". At the bottom left, there is a blue "Finish" button with a red border, and a "Cancel" link to its right.

Your password must meet the requirements listed on the IT Services page on MyTMU.

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