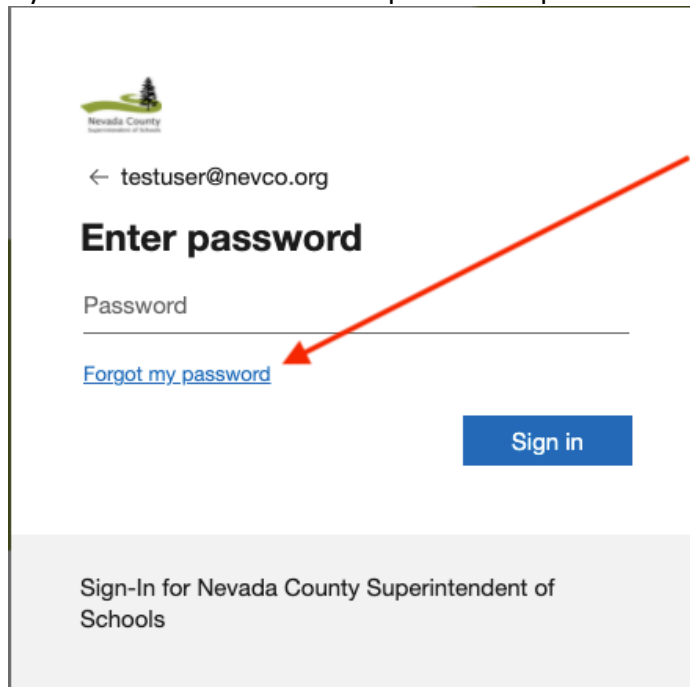


How to reset your MS365 Nevco password

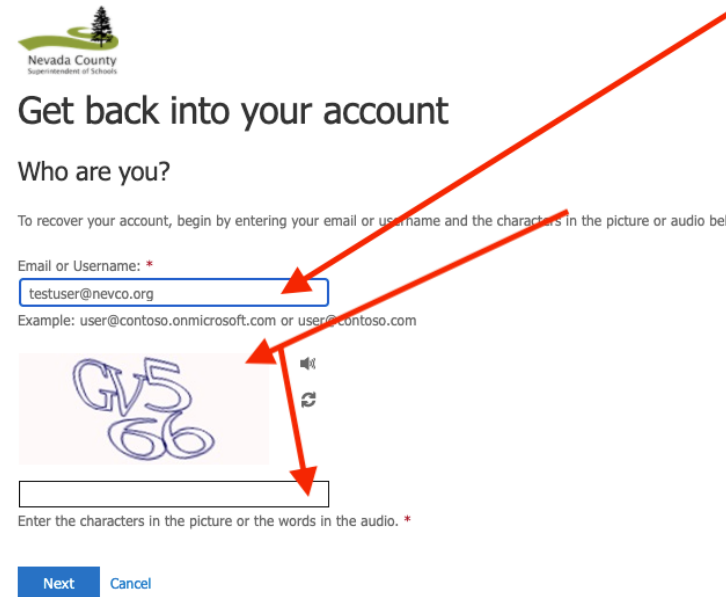
If you have forgotten your password or cannot login to your Nevco Microsoft services, you should follow these directions to get back into your account.

Step 1: Click on Forgot my Password

Step 2: Type in your email address and the provided captcha and click NEXT



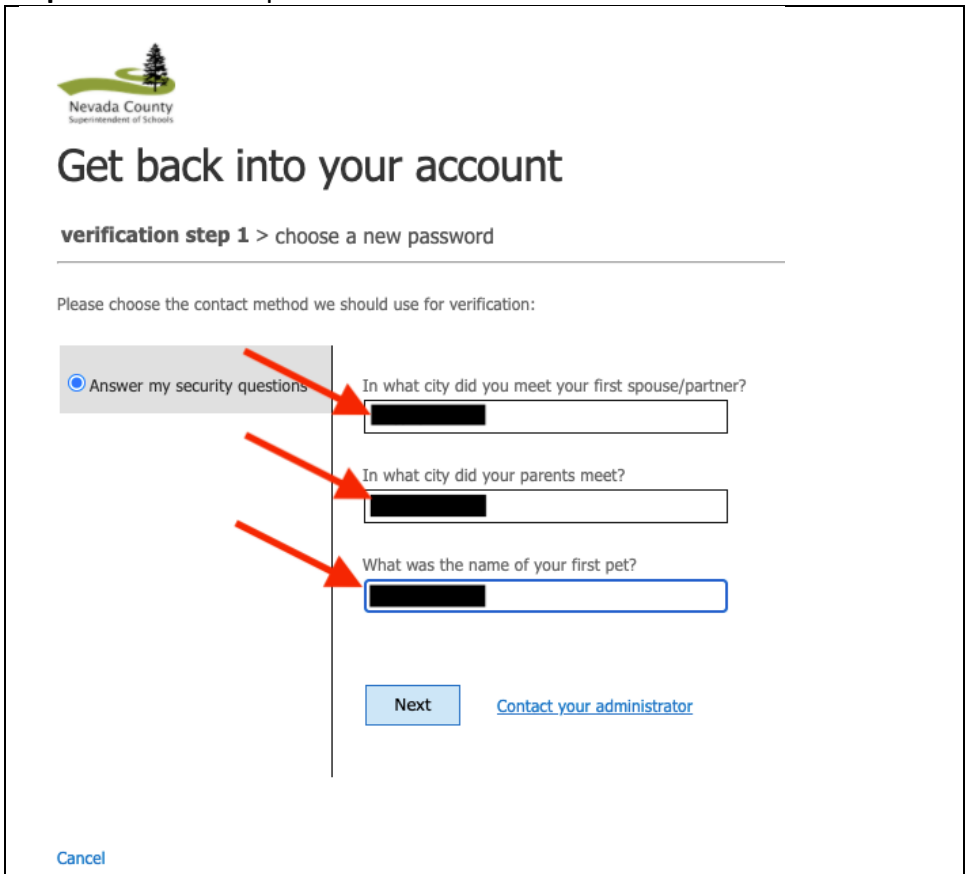
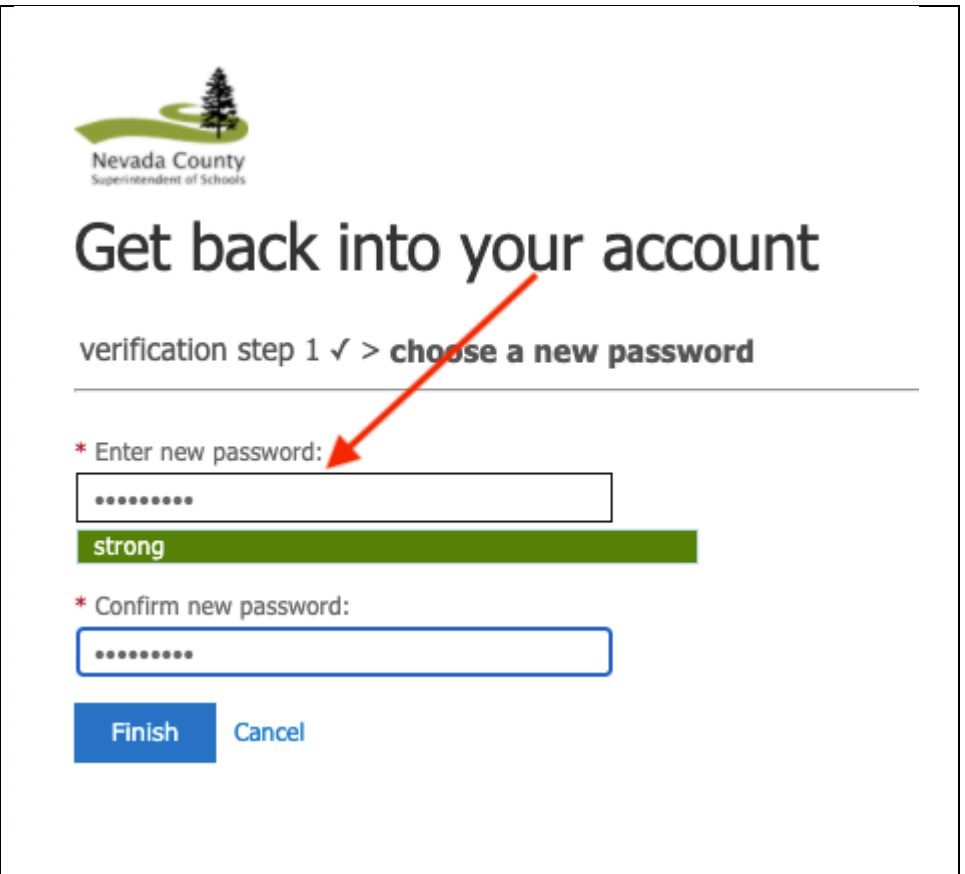
The screenshot shows the password reset page for Nevada County Superintendent of Schools. At the top left is the Nevada County logo. Below it is a back arrow and the email address "testuser@nevco.org". The main heading is "Enter password". There is a "Password" input field. Below the input field is a blue link that says "Forgot my password". At the bottom right is a blue "Sign in" button. At the bottom left, in a grey box, it says "Sign-In for Nevada County Superintendent of Schools". A red arrow points from the "Forgot my password" link towards the right.



The screenshot shows the account recovery page titled "Get back into your account". It asks "Who are you?". Below this is a sub-heading: "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There is an "Email or Username: *" input field containing "testuser@nevco.org". Below this is an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". There is a CAPTCHA image showing the characters "GV5" and "66". Below the CAPTCHA is an audio input field. At the bottom are "Next" and "Cancel" buttons. A red arrow points from the "Forgot my password" link in the previous screenshot to the "Email or Username" input field. Another red arrow points from the CAPTCHA image to the audio input field.

Step 3: Using the security answers you selected during SSPR setup, enter the appropriate data and click NEXT

Step 4: Enter a new password and click FINISH

	
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TROUBLESHOOTING

If you get this error, you have not registered for SSPR. You will need to contact I.T. in order to regain access to your account. 530-464-5010



Get back into your account

We're sorry

You can't reset your own password because you haven't registered for password reset.

If you can't sign in, you must [contact your administrator](#) to reset your password for you.

After you can sign in again, [register for self-service password reset](#), to make sure that you're able to reset your own password in the future.

Show additional details

Rick Jex, Director
Technology Services Department
HelpDesk 530-464-5010