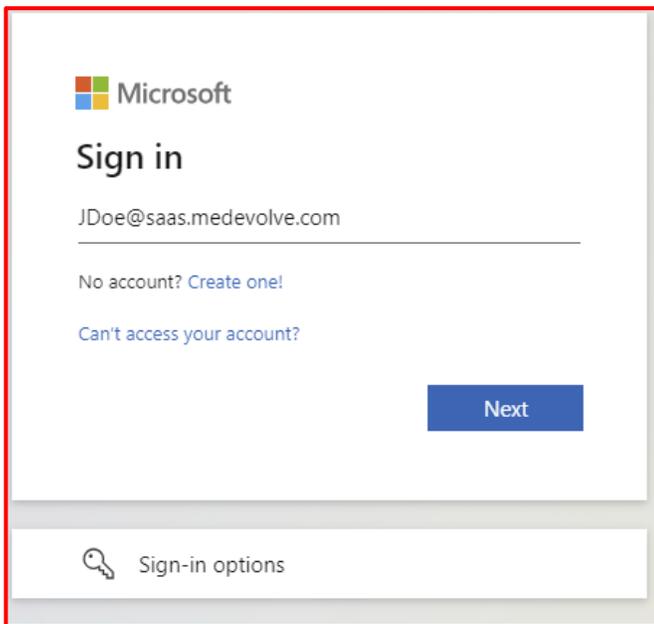


Steps to reset your forgotten password for your MedEvolve SaaS Microsoft account:

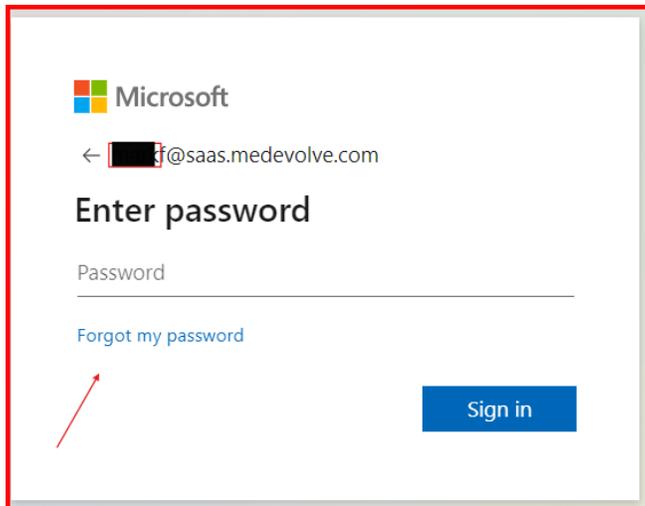
1. **Go to the Microsoft Sign-In page:** Open your browser and navigate to account.microsoft.com.
2. **Select 'Sign In':** On the sign-in page, click the "Sign in" button.

Enter your Microsoft username: Your Microsoft username is the portion of your SaaS username that comes after the \ followed by `@saas.medevolve.com`.

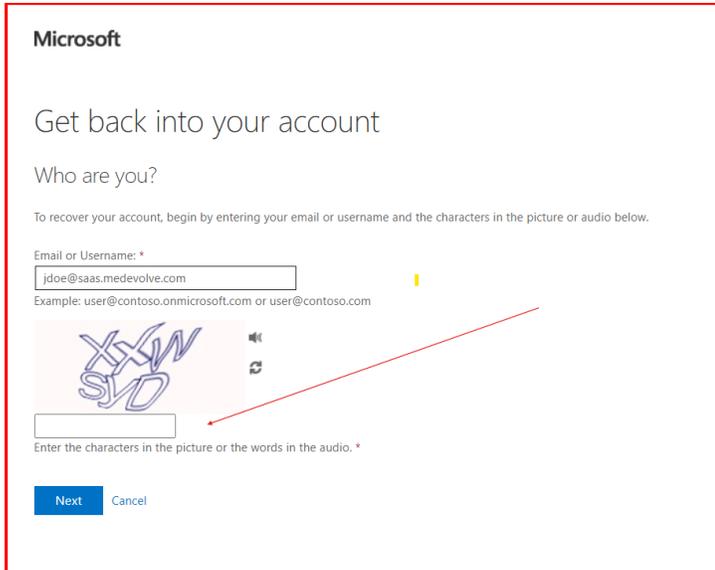
For example: If your SaaS username is SAAS\MEI-djordan you would enter `MEI-djordan@saas.medevolve.com` for your Microsoft username.



3. **Click 'Forgot Password?':** Below the password field, you will see a link labeled "Forgot my password." Click on that link.



4. **Choose a Recovery Option:** Once you select your recovery option, Microsoft will send you a security code. Check your email or phone for the code, then enter it on the Microsoft page.



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.

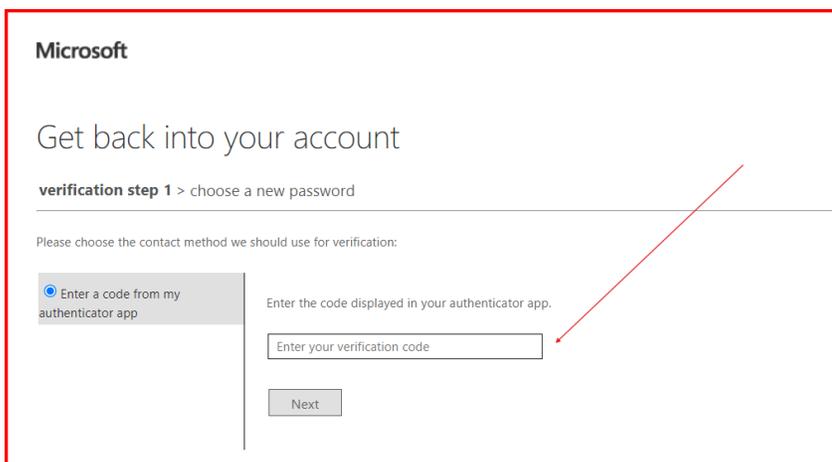
Email or Username: *

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

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

5. **Enter the Security Code:** You'll be asked to verify your identity. This is accomplished by providing the security code via the Microsoft Authenticator app installed on your phone.



Microsoft

Get back into your account

verification step 1 > choose a new password

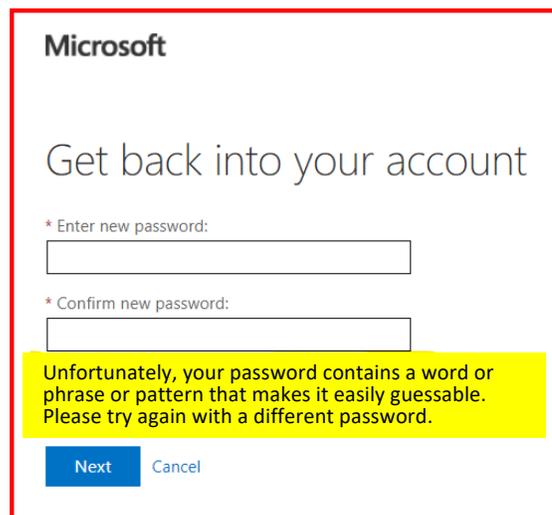
Please choose the contact method we should use for verification:

Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

6. **Create a New Password:** After verifying your identity, you'll be prompted to enter a new password. Make sure it is strong and different from your previous password.

Note: *If you receive the highlighted error message, it likely means that the password you entered does not meet the complexity requirements required by Microsoft. Please continue with a more secure password.*



The screenshot shows a Microsoft account recovery page titled "Get back into your account". It features two input fields: "* Enter new password:" and "* Confirm new password:". Below these fields is a yellow error message box that reads: "Unfortunately, your password contains a word or phrase or pattern that makes it easily guessable. Please try again with a different password." At the bottom of the form are two buttons: "Next" (highlighted in blue) and "Cancel".

7. **Sign In with the New Password:** After successfully resetting your password, you can now attempt to login to SaaS as usual using the newly created password.