Using the Microsoft Online Password Reset Tool

Change or unlock your UTMB password from anywhere, at any time.

In order to use this helpful utility, you should have previously set up the Microsoft Password Reset Tool. Any UTMB employee or student has the access needed to do this. (You must know your password in order to register.)

1. To unlock your account or reset your UTMB password:
   1. Use any available browser, including smart phone or tablet, go to [http://mymail.utmb.edu](http://mymail.utmb.edu).
   2. Click on “Can’t access your account?”

Contact the UTMB IS Service Desk
(409) 772-5200 | (281) 554-1577 | (888) 898-2401 | ishelp@utmb.edu
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3. “Click on Work or School Account”

4. Enter your UTMB email account and type in the captcha challenge.
5. Choose “I forgot my password.”

6. Proceed with the verification process...

**Note:** Based on the number of alternative contact methods you entered, you will be presented with a list of options to choose from for your contact method. Choose a method, follow the prompts and your password will be reset automatically. If you need to change your alternative contact info or security questions and know your current password, visit [http://aka.ms/ssprsetup](http://aka.ms/ssprsetup).

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