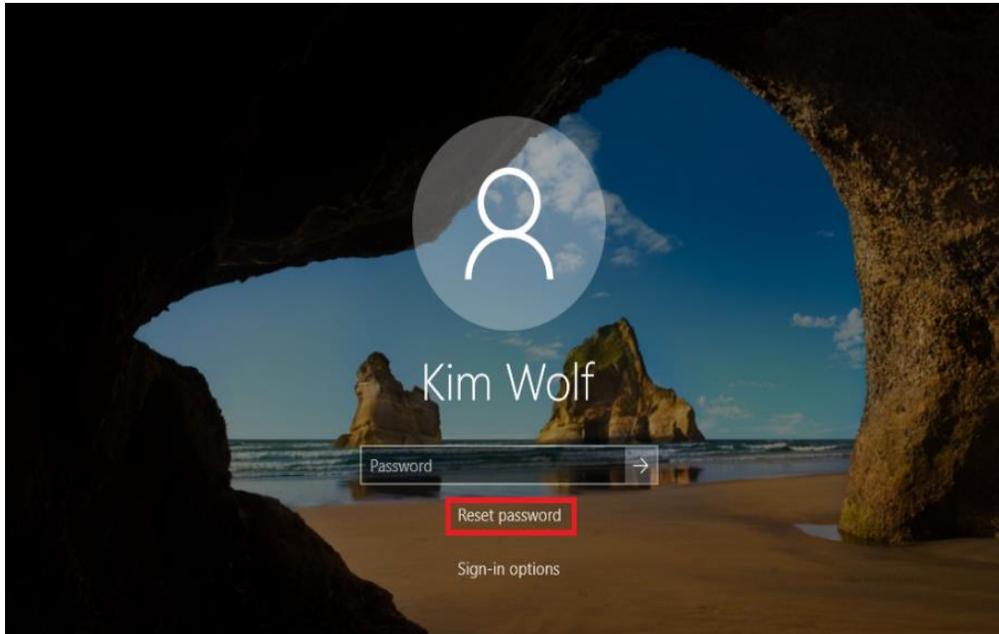


# Reset Your Devereux Network Password

## Reset via Computer Login Screen

1. Click **Reset Password**.



2. Enter your User ID in the format [username@ad.devereux.org](mailto:username@ad.devereux.org)
3. Click Next
4. Choose the verification method you want to use, e.g. security questions or text message, etc.
5. Provide the requested verification information and proceed to choose a new password.

## Reset Password via Online Portal

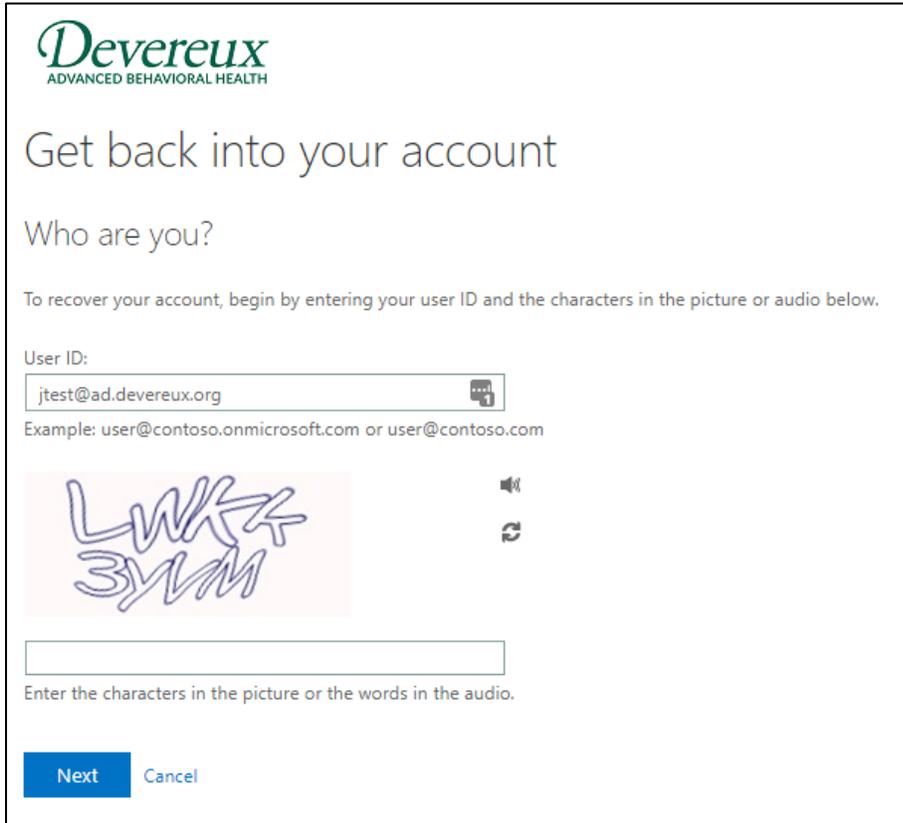
1. Browse to [passwordreset.devereux.org](https://passwordreset.devereux.org) in a web browser. This also works on mobile web browsers from any device or location.
2. Select your account on the **Pick An Account** screen, or type it in using the format **username@ad.devereux.org**
3. Click on **Forgot my password**.

**Enter password**

Password

[Forgot my password](#)

4. Enter your User ID ([username@ad.devereux.org](mailto:username@ad.devereux.org)) if it is not already filled in, and enter the characters you see in the picture. Click **Next**.



**Devereux**  
ADVANCED BEHAVIORAL HEALTH

## Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

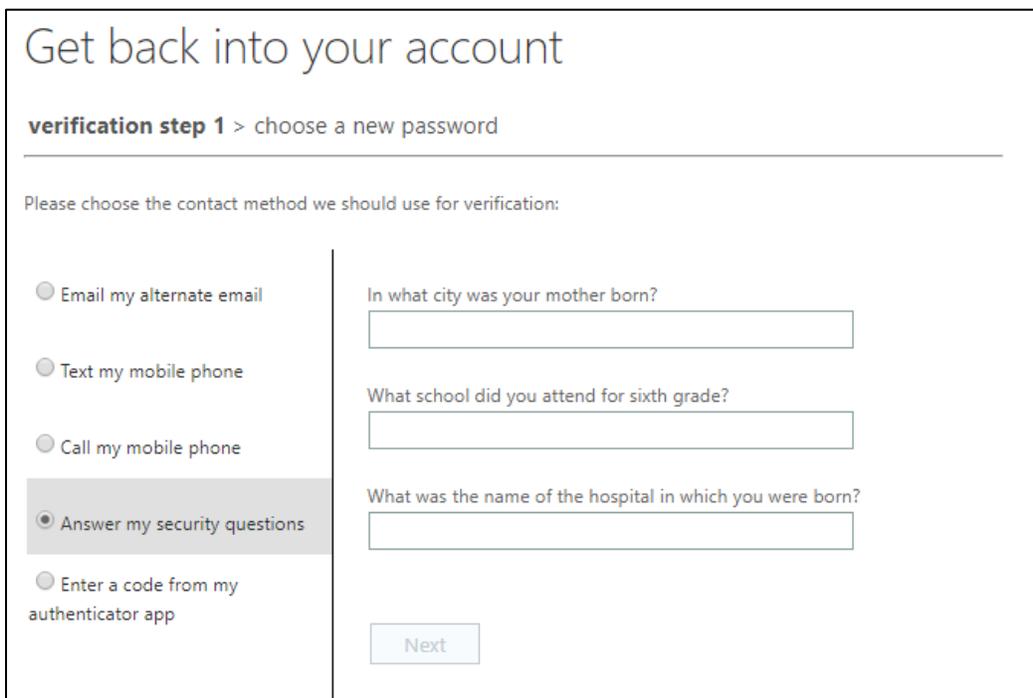
Example: user@contoso.onmicrosoft.com or user@contoso.com



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

**Next** Cancel

5. Choose a method to verify your account. The methods available to you here depend on what you chose when you first registered for Self-service Password Reset or Multi-factor Authentication.



## Get back into your account

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

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Answer my security questions
- Enter a code from my authenticator app

In what city was your mother born?

What school did you attend for sixth grade?

What was the name of the hospital in which you were born?

Next

6. Choose your new password and type it twice to confirm.

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

---

\* Enter new password:

\* Confirm new password:

**Finish** Cancel

If you get the below error screen, you may not have registered yet or you may not be authorized to use self-service password reset.

First, go to <http://verifyme.devereux.org> and confirm you have at least one authentication method registered. Please contact the help desk at 800-969-4310 if you require assistance with this error.



## 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.