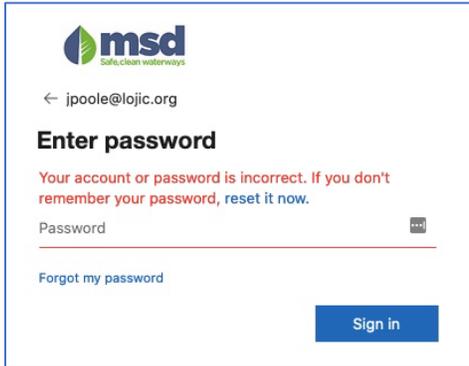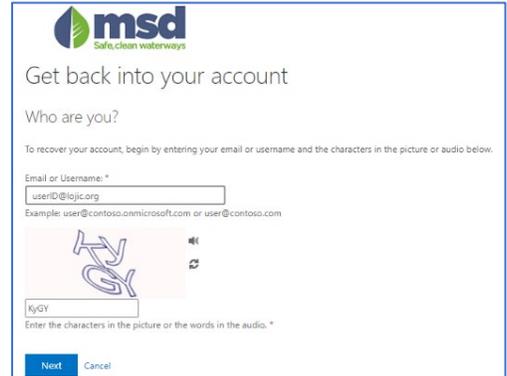# LOJIC Horizon Network Self Service Password Reset

To **reset** your LOJIC Horizon password because it is not working or you cannot remember it, Click **reset it now** or **Forgot my password**. You can also go to this link: https://passwordreset.microsoftonline.com/



In e-mail field, enter userID@lojic.org.
Example:
**jpoole@lojic.org**

Enter in captcha (not case-sensitive).

For **verification step 1**, Select **Text my mobile phone** or **Call my phone** with an automated code. The last two-digits of the phone number stored by Microsoft are shown. Select the appropriate method for verification and enter in the full 10-digit phone number. (Example: **5025406223**)

**Click** the **blue button** under the entered phone number.
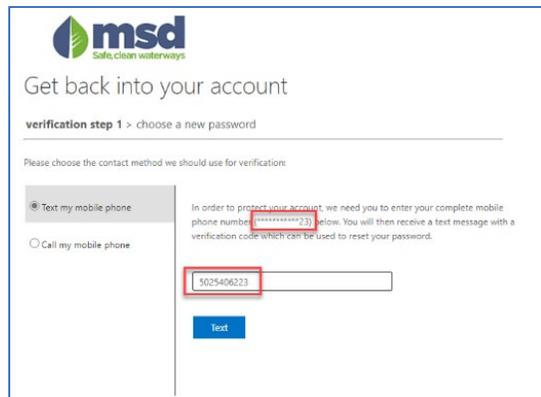
Enter in the six-digit code received via text or call and **click Next**.
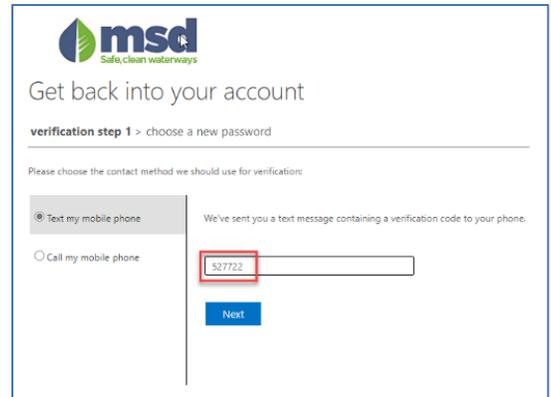
Enter new password and **confirm** by typing again.

Password Requirements:

- Between 16 and 30 characters
- At least one upper case letter (A-Z)
- At least one lower case letter (a-z)
- First character must be a letter
- At least one number (0-9)
- Include at least one of these special characters: _ ! # %
- No spaces
- Cannot be the same as current password
- Cannot be your username
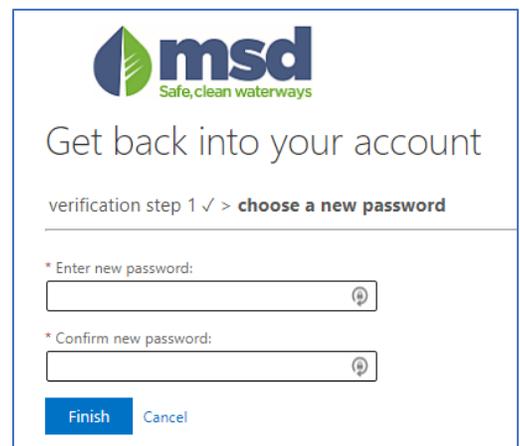
This message will appear if successful.

Please contact the **MSD Helpdesk at 502-540-6200** if problems are encountered.