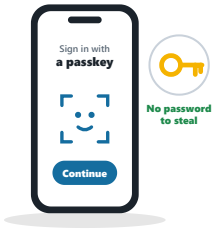
NAPLES COMPUTERS
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Reset a Forgotten Microsoft or Apple ID Password

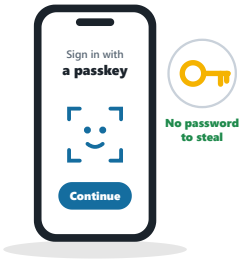
The safe way, step by step.



We Make I.T. Happen!™

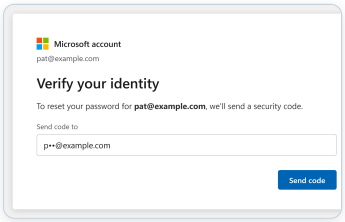
1 Go to the Real Site Yourself

Type the address, or use a **trusted app** — never a link in a text or email.



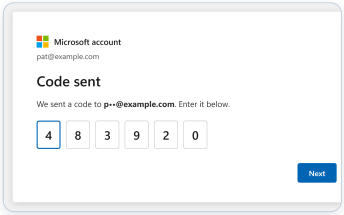
2 Microsoft: Forgot My Password

On the sign-in page, select **Forgot my password**, then click **Send code**.



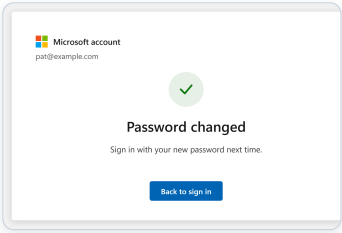
3 Microsoft: Enter the Code

Type the code you receive, and click **Next**.



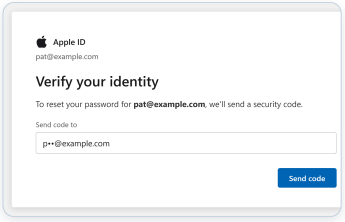
4 Microsoft: New Password

Create a new password, type it twice, and click **Save**.



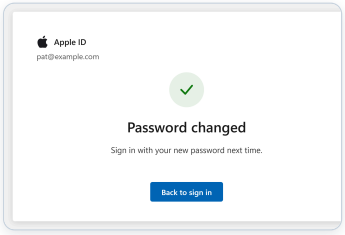
5 Apple ID: iforgot.apple.com

Enter your Apple ID, and click **Send code**.



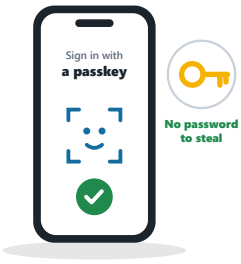
6 Apple ID: Verify & Reset

Enter the code sent to your trusted device, then set a new password.



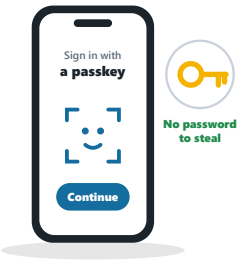
7 No Code or Trusted Device?

Account recovery still works for both — it just takes longer.



8 Set Up a Passkey Next

Face, fingerprint, or PIN — so you may not need a password at all.



Good to Know

- **No real company** will ever call or text asking for your verification code.
- A password-reset link in an unexpected text or email is often a **scam**.
- Still locked out? Call **239-513-1960** and we'll help you get back in.

Need Help?

Contact Naples Computers

239-513-1960

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