NAPLES COMPUTERS HOW-TO · SECURITY & SAFETY

Reset a Forgotten Microsoft Account or Apple ID Password (the Safe Way)

Locked out of your Microsoft account or your Apple ID? This guide shows how to reset a forgotten password safely, using Microsoft's own sign-in page or Apple's iforgot.apple.com, plus how to spot a fake password-reset text or email instead of the real thing.

Before you start

Start from the real site, never from a link in a text or email.

Go there yourself
Type the address, or use an app you already trust. Don't click a link in a message.

Have your recovery info ready
Your recovery phone, email, or trusted device is how you'll get the code.

Real companies won't ask for the code
If someone calls or texts asking for your code, hang up. It's a scam.

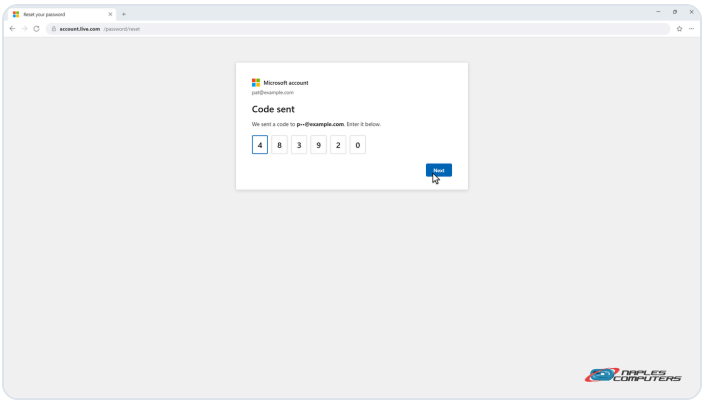
Step by step

MICROSOFT ACCOUNT

1 Microsoft: Forgot my password?

On the Microsoft sign-in page, select Forgot my password, and click Send code.

WHAT TO DO
Type the code you receive, create a new password, and click Save.



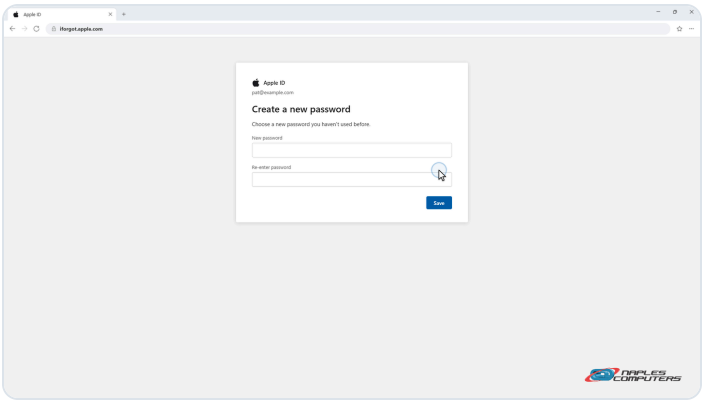
APPLE ID

2 Apple ID: iforgot.apple.com

At iforgot.apple.com, enter your Apple ID, and click Send code.

WHAT TO DO

Type the code sent to your trusted device, create a new password, and click Save.



A few tips

- [ ] Beware the fake "password reset" text
  A link in an unexpected text or email can lead to a fake copy of the real site.
- [ ] No trusted device or code? Account recovery takes longer
  Both Microsoft and Apple have a slower process when you've lost everything.
- [ ] Set up a passkey next
  Face, fingerprint, or PIN — so you may not need a password at all next time.

Recap: reset a forgotten password

- [ ] Go to the real site yourself — never a link in a text or email
- [ ] Microsoft: sign-in page → Forgot my password → code → new password
- [ ] Apple ID: iforgot.apple.com → code → new password
- [ ] No code? No trusted device? Use account recovery instead

Always start from the real site yourself, typing the address or using a trusted app, never by clicking a link in a text or email. No real company will ever call or text you asking for your verification code.

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