

I forgot my password. How can I set a new password?

If you have forgotten your password or it no longer works, you can set a new password via the link below. Follow the steps below to be able to set a new password yourself via the multifactor verification.

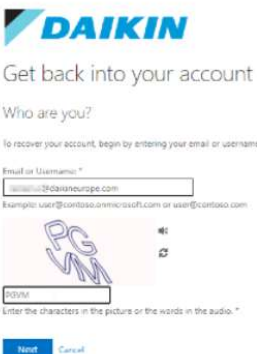
CLICK: <https://dir-denv.itrp.com/p/knowledge/b6a0/how-to-reset-my-password-from-the-webbrowser>

STEP 1:

Click on the link below and enter **your Daikin email address** (not your private email address). Then also enter the characters you see in the drawing and click on next.

How to reset my password from the webbrowser

- Using a web browser (pc or phone) go to <https://passwordreset.microsoftonline.com/>
- Enter your email address and enter the characters from the picture in the text box below



DAIKIN

Get back into your account

Who are you?

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

Email or Username: *

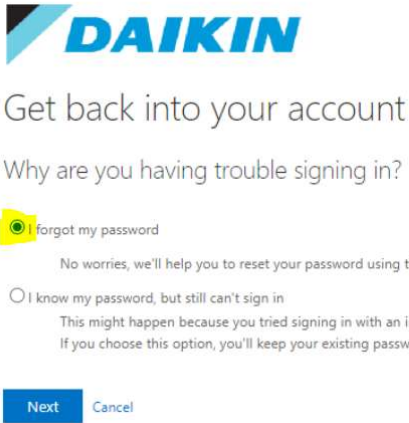
Example: user@contoso.onmicrosoft.com or user@contoso.com

PG VM

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

Next Cancel

STEP 2: Select “I forgot my password” and click on “next”.



DAIKIN

Get back into your account

Why are you having trouble signing in?

☒ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

☐ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel


STEP 3:

Choose the verification via mobile phone and select "Text my mobile phone" and click on "next". You will then receive a text message with the verification code. Enter this code and click next.

(Don't choose the 'verification via authenticator app').

Verification via mobile phone

- Select the option you prefer (Text message or phone call) and enter the registered phone number. In this case the registered number ends with 20

 **Get back into your account**

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Text my mobile phone

☐ Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****20) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

- After pressing next you will receive a call or a text message with the verification code, enter this code and click next

Enter your verification code

Next Try again Contact your administrator

STEP 4: Choose your own password, make sure it has at least 14 characters !!

- Once the code (phone/sms/authenticator app) is entered, you get below screen where you can enter a new password, and click finish when you are done.

Get back into your account

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

* Enter new password:

* Confirm new password:

Finish Cancel

STEP 5:

- Now the new password is set

Get back into your account

✔ Your password has been reset