

How to Recover Your Account - Hotmail

Are you having trouble signing in? This usually happens because...

1. You've forgotten your password. That's ok, happens to all of us.
2. Someone stole your password and is using your account to send spam. We block compromised accounts to protect you and your contacts, and try to help you recover your account.

The fastest way to get back control of your account is to change your password.

Afterwards, you'll want to ensure the attacker hasn't changed your account information or they can steal it right back

Here are the steps you should take.

1. Can you still sign in? If you can, then go to Account.Live.com and change your password.
2. Are you asked for your cell phone number after signing in? At sign in, we may ask for a cell phone number in order to send a text message with a secret code for you to enter. This helps prevent spammers from using your account.
3. If you can't sign in, try resetting your password.
 - o If you setup a location and secret question on your account, you can enter the answer to reset your password. Go [here](#) and select "Use my location information and secret answer to verify my identity"
 - o If you setup an alternate email address on your account, you can send yourself a password reset link. Go [here](#) and select "Send password reset instructions to me in e-mail".

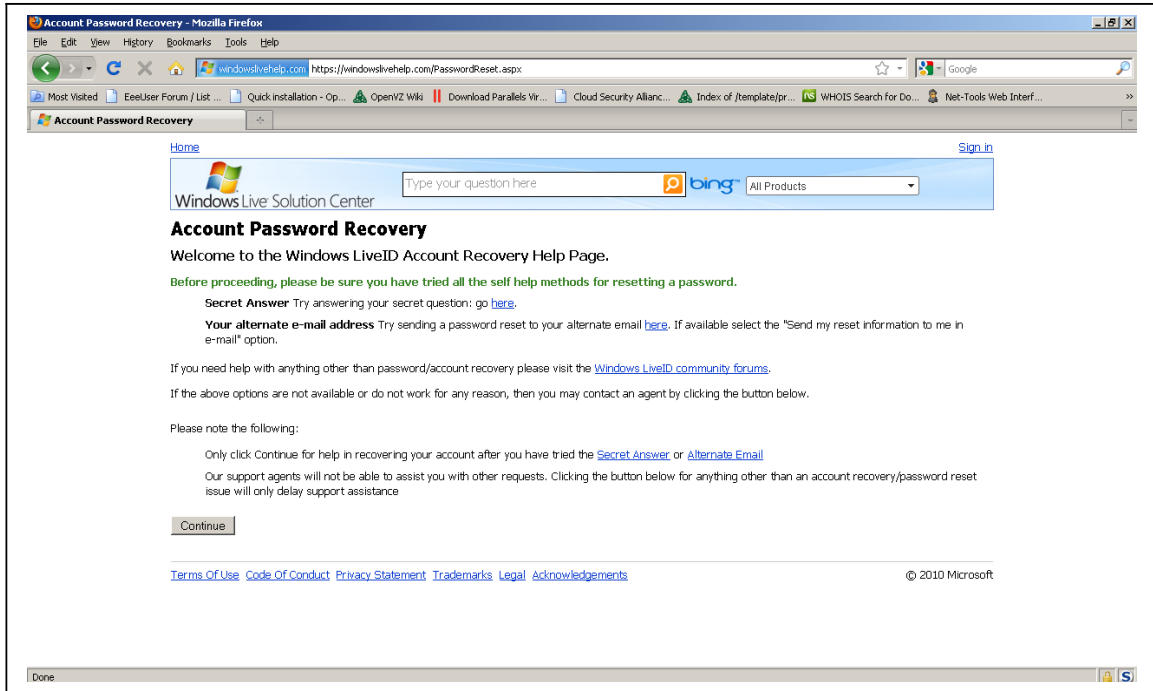
None of the above options worked. What do I do now?

If you can't sign in or reset your password, go to the [Windows Live Validation](#) page, and submit the requested information. This process takes time (up to 48-72 hours), so only use this if the previous options do not work for you.

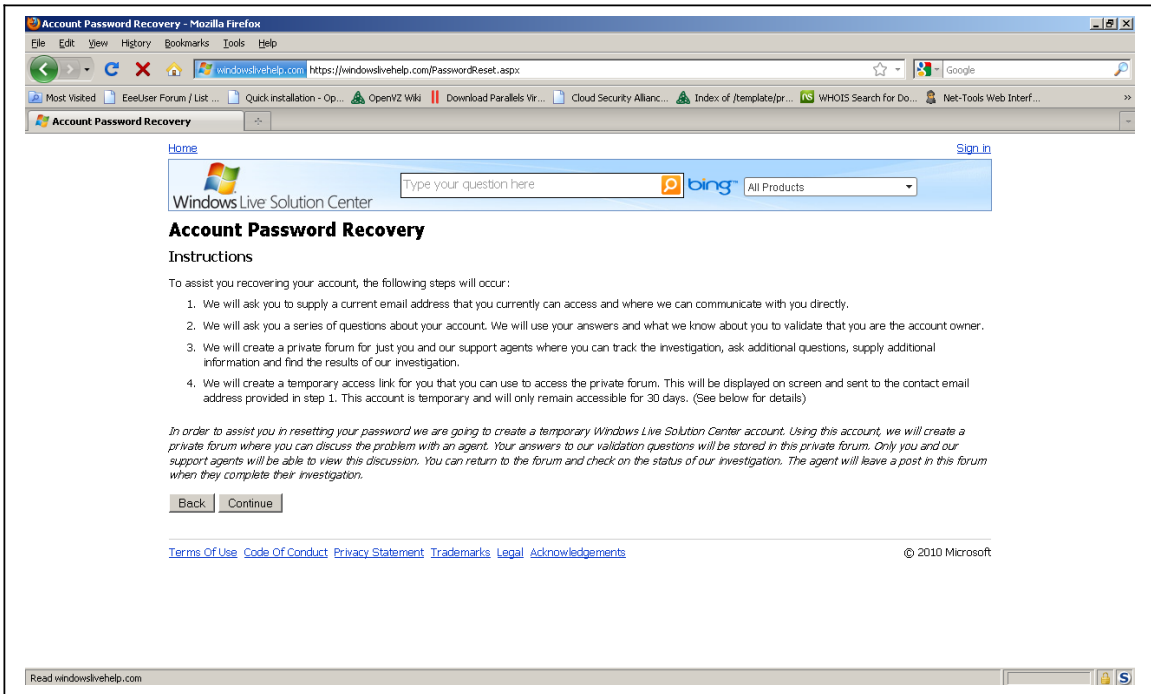
The validation process will ask for key information about your account which only you would be able to provide. This allows us to verify that you are the legitimate owner of the account. The criteria requirements are very strict to protect you, so please provide as much detail as possible on every question. You may have to call some of your contacts to get information such as email subject lines and contact email addresses. The more

information you provide to us, the more likely it will be that our Support Agents can validate your identity and help you recover your account.

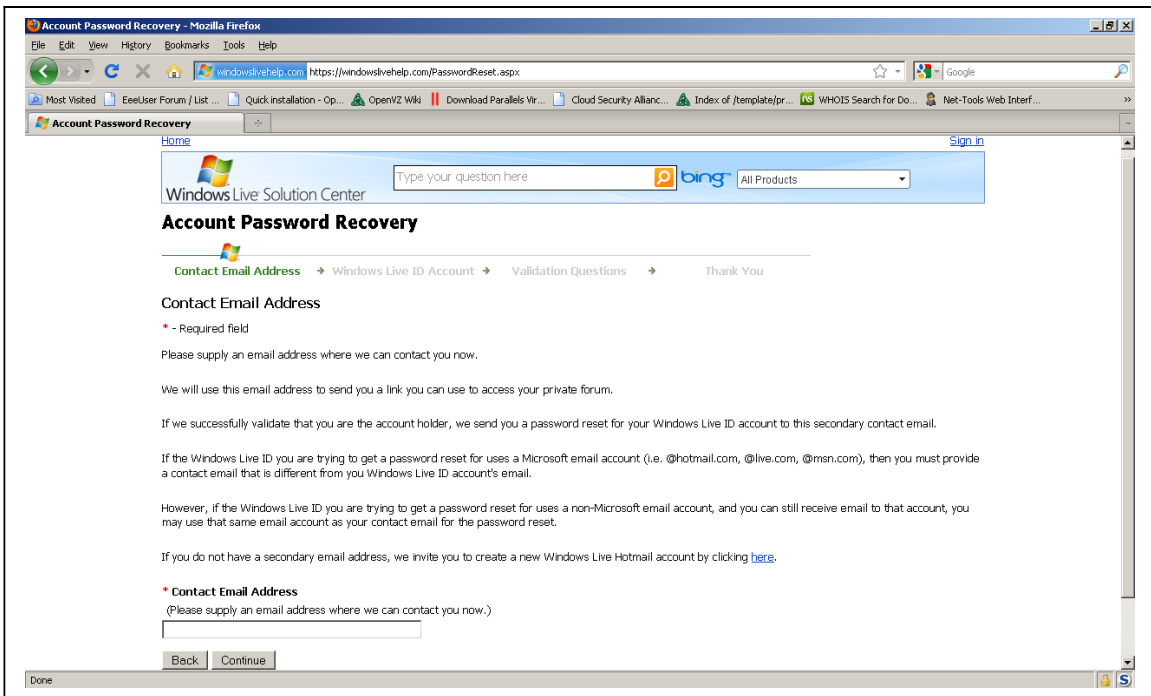
<https://windowslivehelp.com/PasswordReset.aspx>

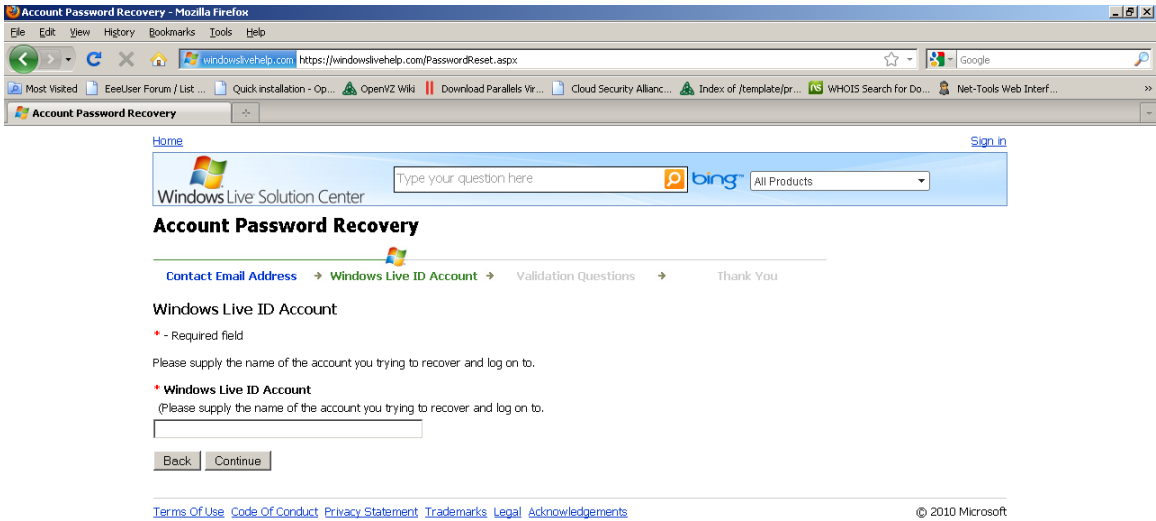


Click on continue.



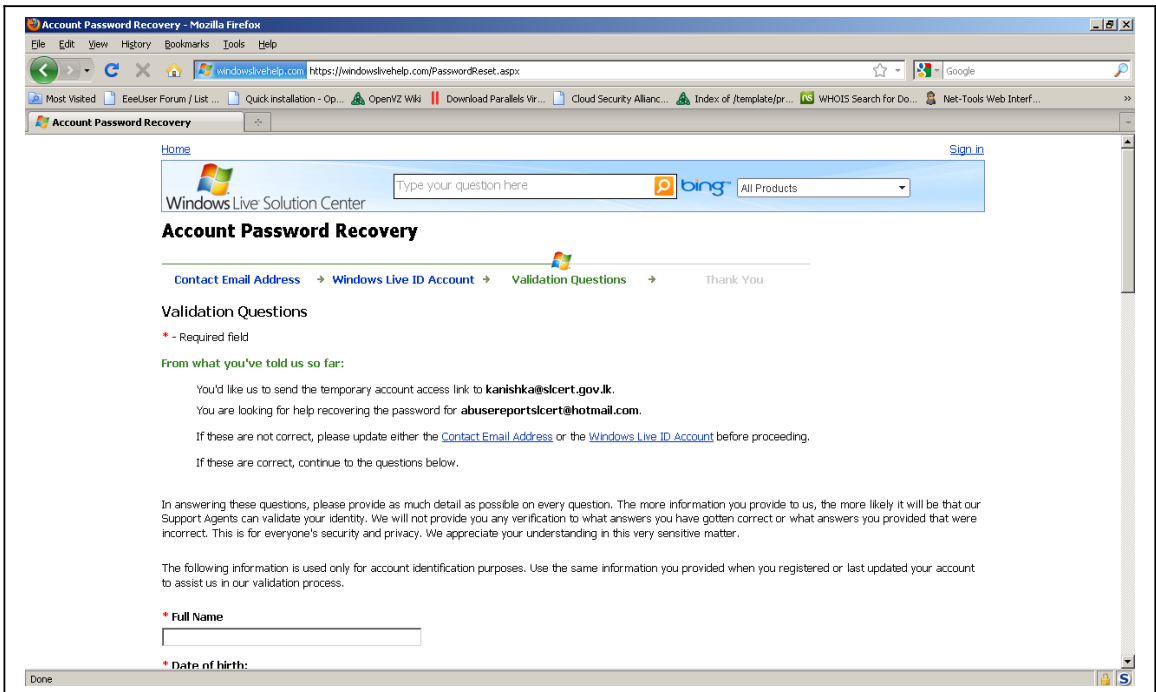
Fill in all the fields with the correct information.





Transferring data from windowslivehelp.com...

A temporary account would be created to assist you in the recovery process and submit your information to the hotmail team.



Account Password Recovery - Mozilla Firefox

File Edit View History Bookmarks Tools Help

https://windowslivehelp.com>PasswordReset.aspx

Account Password Recovery

* **Date of birth:**

* **Country:**

State:
(if applicable)

* **ZIP or Postal Code:**

* **The secret answer to your question:**

* **Your alternate e-mail address:**
(This is the alternate email address you stored with your account information and is not necessarily your contact email.)

* **Your IP address:**
(List the IP addresses from each computer that you use to access your account. To determine your IP address, visit <http://www.whatismyip.com>. The numbers that appear at the top of this Web page is your IP address)

* **Your Internet service provider:**
Please complete

* **The last date and time that you successfully signed in:**

Done

Account Password Recovery - Mozilla Firefox

File Edit View History Bookmarks Tools Help

https://windowslivehelp.com>PasswordReset.aspx

Account Password Recovery

* **The last date and time that you successfully signed in:**

For Windows Live Hotmail customers

The names of any folders that you created in addition to the default folders:

Names of contacts in your Hotmail address book:

Subjects of any old mail that is in your Hotmail Inbox or mail folders:

For Windows Live Messenger customers

Names of contacts on your Messenger contact list:

Your Messenger nickname (display name):

Customers who have paid services (Hotmail Plus, Office Live, or Xbox Live customers)

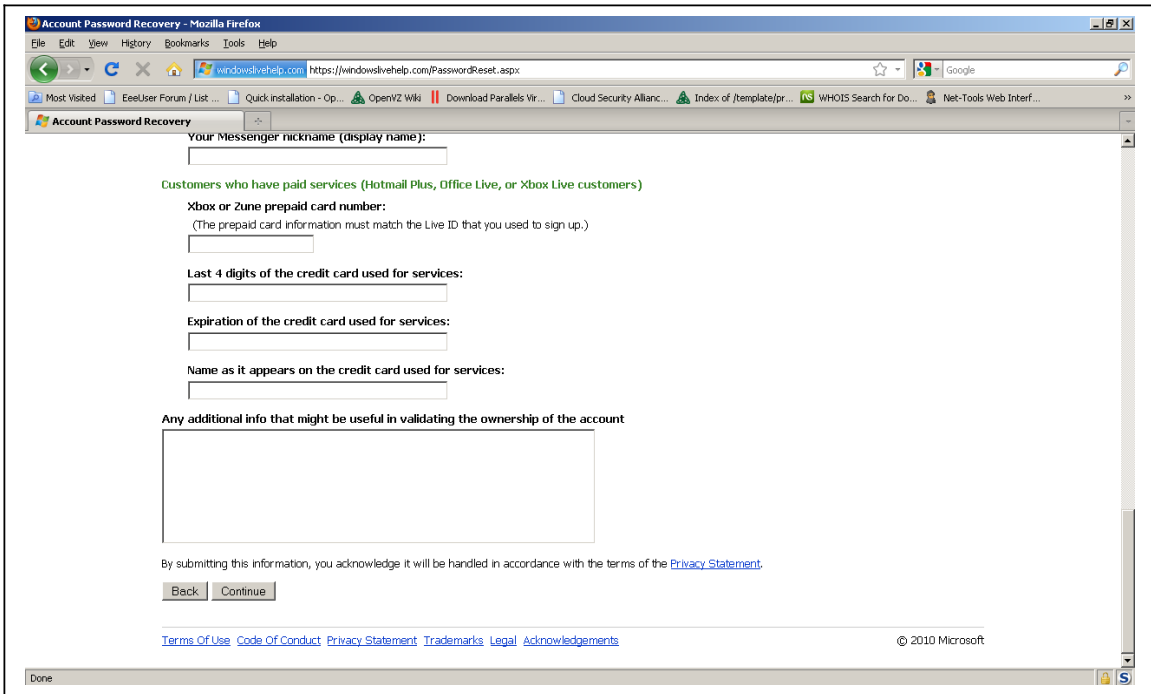
Xbox or Zune prepaid card number:
(The prepaid card information must match the Live ID that you used to sign up.)

Last 4 digits of the credit card used for services:

Expiration of the credit card used for services:

Name as it appears on the credit card used for services:

Done



Ensure that the correct information is provided and once you enter the temporary forum additional details could be provided to them (example headers of mails sent by you to your friends, list of folders on your mail account etc) to claim that you are the correct owner of the compromised account.