

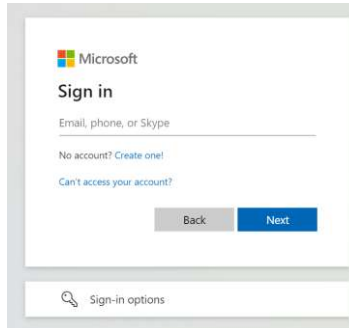
# Setting Up Account Authentication for Password Resets

Students must have the following information before starting.

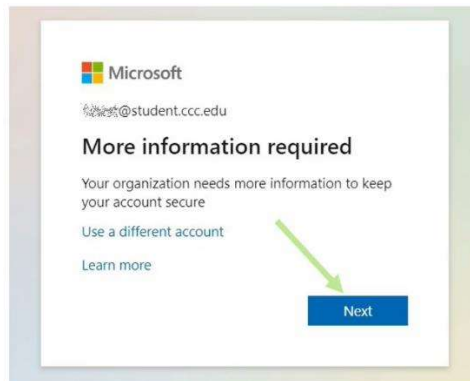
- Username or email address.
- Temporary or existing password.

To begin setting up Self-Service Password Reset

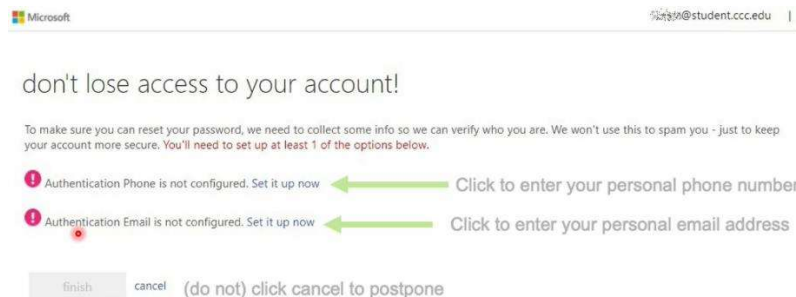
- Navigate to <https://portal.office.com>



- o Enter the student's email address (username@student.ccc.edu) and temporary/existing password and click Sign In.
- Microsoft will let you know More Information Required (this only appears the first time, **DO NOT STOP THIS PROCESS**)



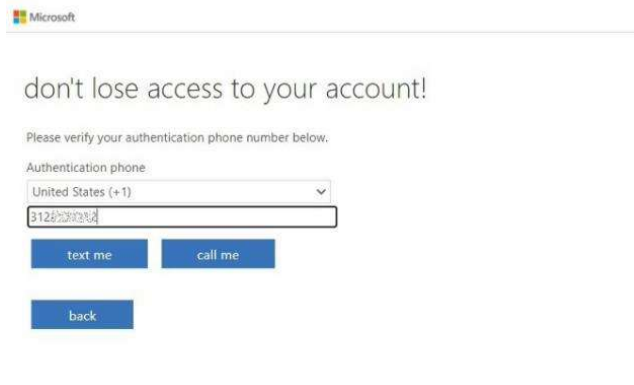
- o If this window doesn't appear, the student has already completed this process.
- Setup an Authentication Phone or Email



- o **DO NOT CLICK CANCEL, this is important.**

## Setting Up Account Authentication for Password Resets

- Click on Authentication Phone “Set it up now”, enter phone number and select method of authentication (Text or Call)



Microsoft

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

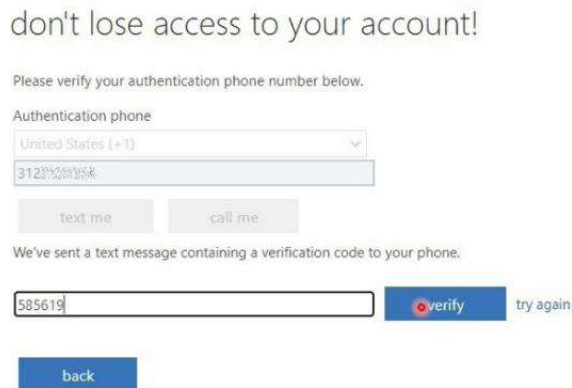
United States (+1)

3122333333

text me call me

back

- Enter texted or call provided code and click Verify.



don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

3122333333

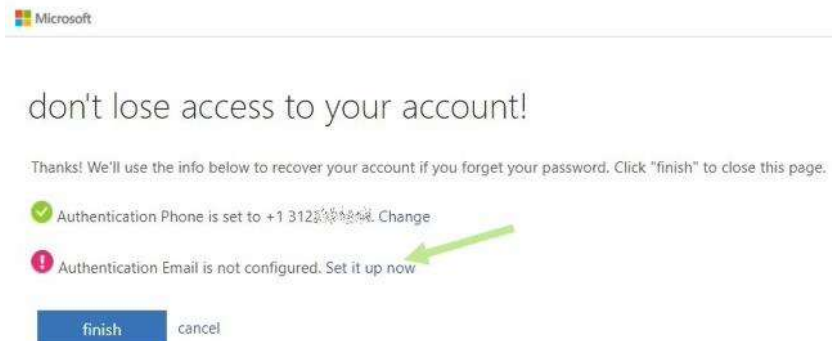
text me call me

We've sent a text message containing a verification code to your phone.

585619 verify try again

back

- Follow the same process for Authentication Email (reminder to use an everyday personal email address for this)



Microsoft

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

✓ Authentication Phone is set to +1 3122333333. Change

! Authentication Email is not configured. Set it up now

finish cancel