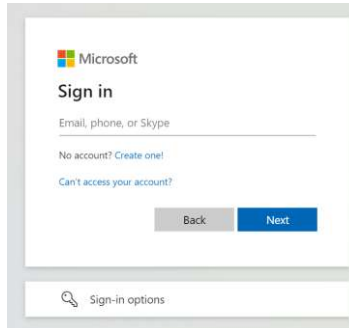# Setting Up Account Authentication for Password Resets

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**)
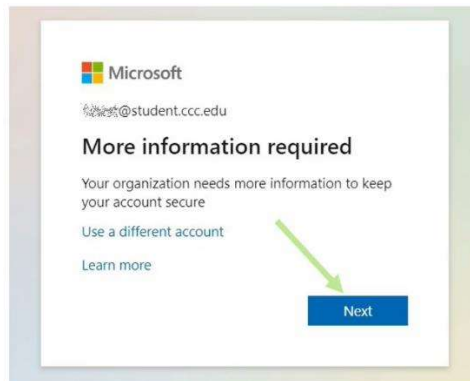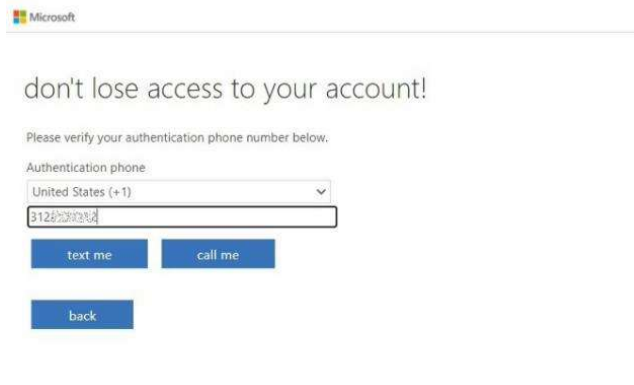

- o If this window doesn't appear, the student has already completed this process.
- Setup an Authentication Phone or Email
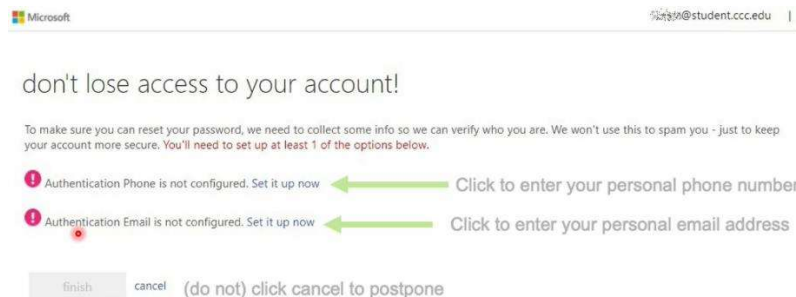
- o **DO NOT CLICK CANCEL, this is important.**

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)
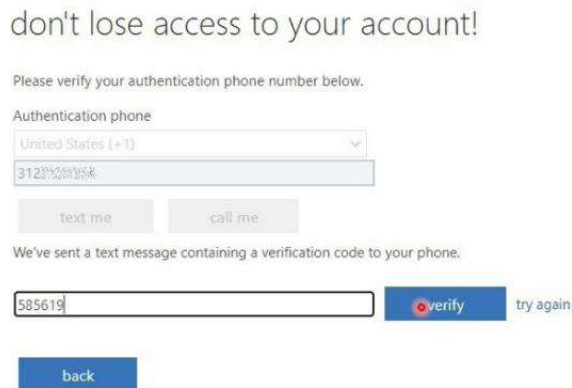
- Enter texted or call provided code and click Verify.
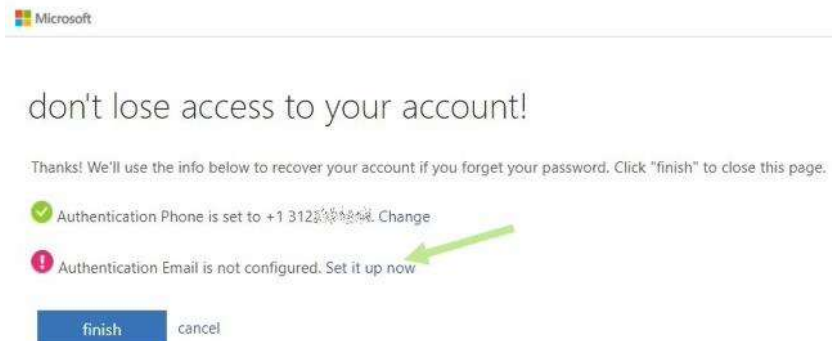
- Follow the same process for Authentication Email (reminder to use an everyday personal email address for this)