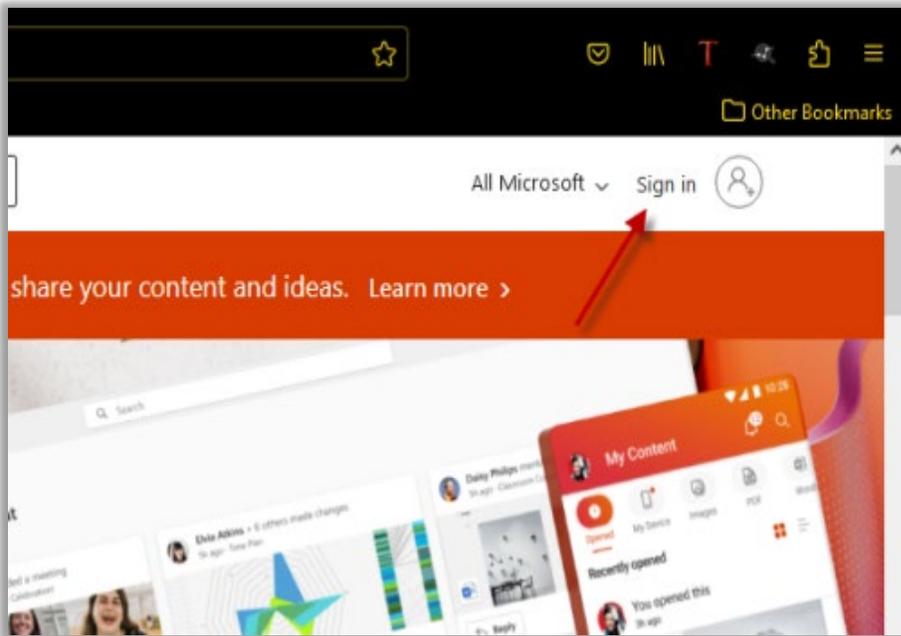


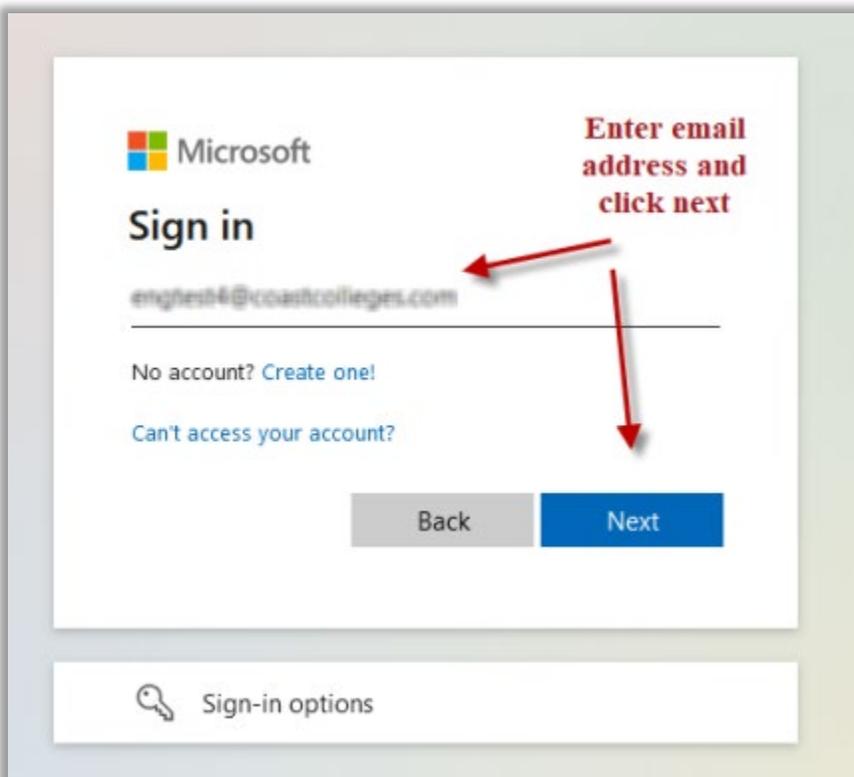
Self Service Password Reset

Instructions on how to reset your password if you have successfully logged in previously and setup MFA.

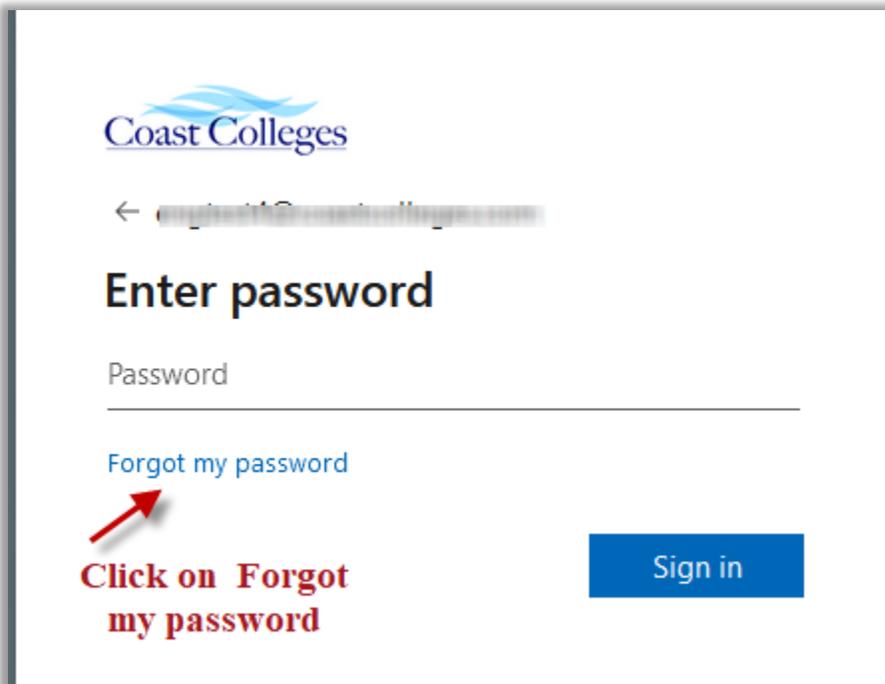
1. Open a browser and go to <https://office.com> and click on Sign In at the top right portion of the page.
 - a. Alternatively, it might be easier to go to <https://passwordreset.microsoftonline.com> or <https://aka.ms/sspr> which will bring you to **step 4**.



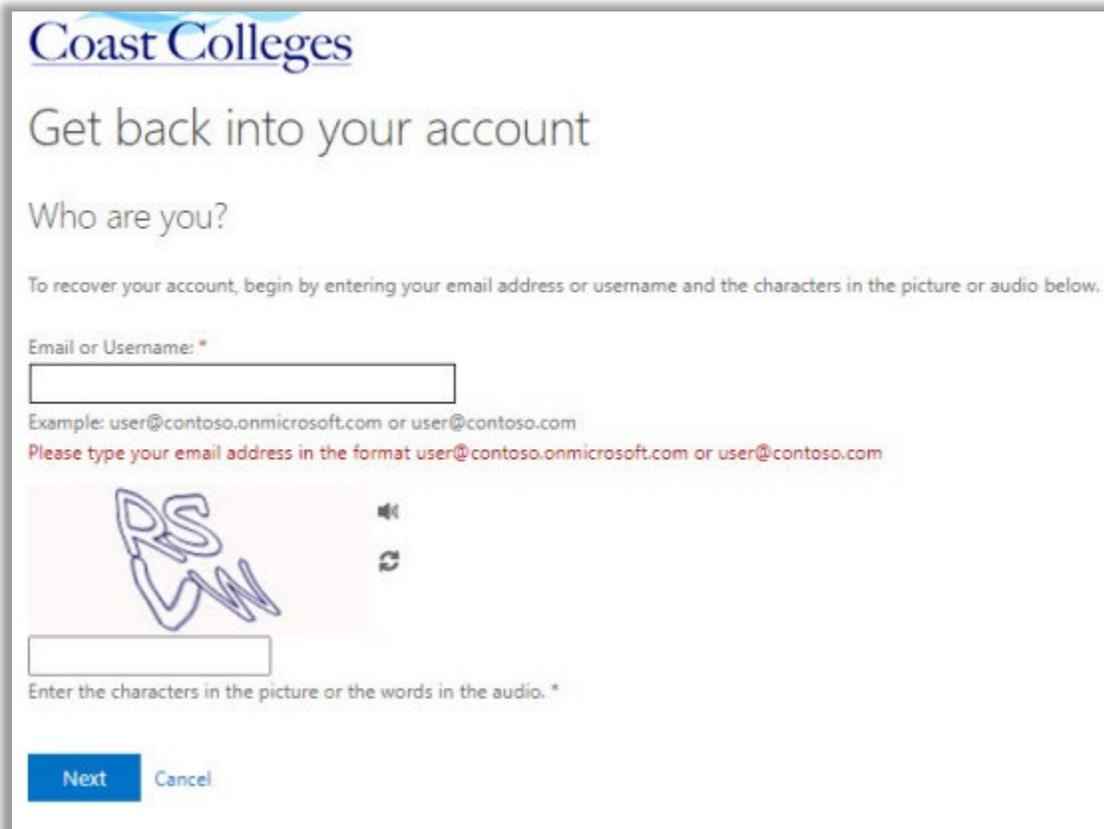
2. Enter your email address in the login box and click Next.



- At the next screen click on Forgot my password.



- Enter your Email address and the Captcha characters.



- Verification step 1.

Note: If mobile app is your multifactor authentication method, you will see the following screen
Enter the code sent to your authenticator app and click Next.

Coast Community College District branding image

Coast Colleges

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

[Cancel](#)

Or if mobile phone is your multifactor authentication method, you will see the following screen. Enter your phone number and click the Text button. There is a call option as well.

Coast Colleges

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Send a text to my mobile phone number

Call my mobile phone number

In order to protect your account, we need you to enter your complete mobile phone number (*****34) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your verification code sent to your phone and click Next

Coast Colleges

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Send a text to my mobile phone number

Call my mobile phone number

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

Enter your verification code

Next

6. Enter your new password and click the Finish button

Coast Colleges

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish Cancel

Note: The password should contain at least 12 characters and contain characters from three of the following categories:

- Uppercase letters of European languages (A through Z, with diacritic marks, Greek and Cyrillic characters)
- Lowercase letters of European languages (a through z, sharp-s, with diacritic marks, Greek and Cyrillic characters)
- Base 10 digits (0 through 9)

Non-alphanumeric characters (special characters): (~!@#\$%^&* _+=`|\(){}[];'"<>.,?/) Currency symbols such as the Euro or British Pound aren't counted as special characters for this policy setting.

7. If the password is accepted successfully, it is advised to close your browser and utilize your new password on next logon.