

Self-Service Password Reset (SSPR) Using Microsoft Authenticator App

Note: You will need to have Microsoft Authenticator app already set up on your mobile device.

1. Go to: [Microsoft Online Password Reset](https://passwordreset.microsoftonline.com/) (<https://passwordreset.microsoftonline.com/>)
2. Enter your Merced College email, enter characters in the picture shown to you, and click “Next”

Microsoft

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



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

Next Cancel

3. Select “Approve a notification on my authenticator app” then click “Send Notification”

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Approve a notification on my authenticator app	Send a notification to your authenticator app on your mobile device.
<input type="radio"/> Enter a code from my authenticator app	

Send Notification

[Cancel](#)

4. Your computer will generate a number

Microsoft

Get back into your account

verification step 1 > choose a new password

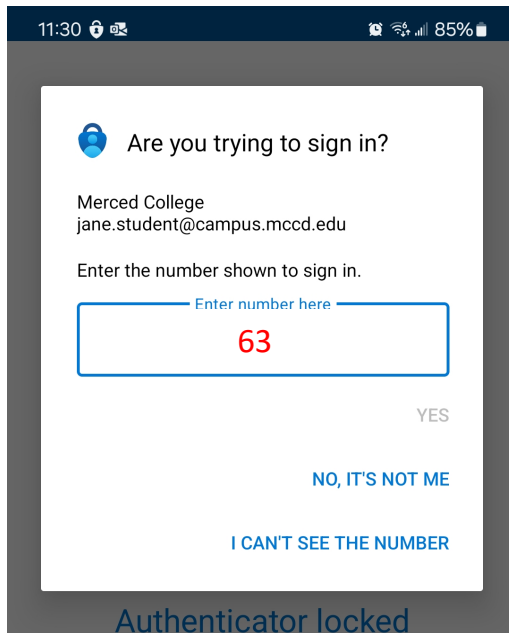
Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Approve a notification on my authenticator app	Approve the notification we're sending to your app by entering the number shown below.
<input type="radio"/> Enter a code from my authenticator app	

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[Cancel](#)

5. Open the notification on your mobile device, enter the number provided to you on your computer screen, and tap “Yes”.



6. Create a new password, confirm the new password, then click “Finish”

Note: Ensure that your new password is complex and follows these requirements: it must be at least 12 characters long, include at least one special character, one uppercase letter, one lowercase letter, and one number. You cannot reuse old passwords or include your first and last names in the password.

Microsoft

Get back into your account

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

* Enter new password:


* Confirm new password:

7. If successful, you will receive a message.

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Microsoft

Get back into your account

 Your password has been reset

8. To access your Microsoft account, go to: [Login | Microsoft 365 \(office.com\)](#)
9. To access your web mail, go to: www.webmail.mccd.edu

Note: A user (Student/Staff) will have only one password. Once you reset your password using this runbook, you will use the new password for all platforms, including Canvas, the portal, email, workstation login, Microsoft apps, etc.