Self-Service Password Reset (SSPR) Using a Secondary Email

Note: You will need to have a Secondary Email (Personal) already set up with your Microsoft account

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, 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: *

```
jane.student@campus.mccd.edu
```

Example: user@contoso.onmicrosoft.com or user@contoso.com

```
YV6V
```

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

Next   Cancel

3. Click "Email"

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

⦿ Email my alternate email	You will receive an email containing a verification code at your alternate email address (80********@gmail.com).
	Email

4. Open your secondary email, find the email that says "Merced College account email verification code" enter that code into the box on your computer screen, and click "Next"

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

⦿ Email my alternate email	We've sent an email message containing a verification code to your inbox.
	[_____]
	Next Are you having a problem?

5. 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:

[•••••••••••••]

[Finish] Cancel

6. If successful, you will receive a message.

Microsoft

Get back into your account

✅ Your password has been reset

7. To access your account, go to: Login | Microsoft 365 (office.com)
8. 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.