![Odessa College Information Technology logo]

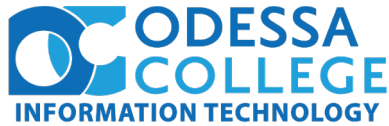# Office 365 Password Reset Instructions for Computer & Email Accounts

How to set your security methods in Office 365 to allow self service password resets

1. Visit https://www.office.com/ and at the top right corner, click **Sign In.** On the **Sign In** page, type your work or school User ID (your OC email address) and current computer/email password.
2. Once logged in, click on your full name at the top right corner of the screen and select **View account**.
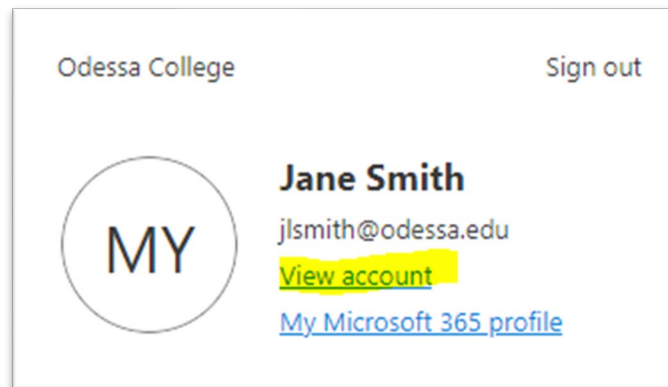
3. Under **Security info**, click **Add sign-in method**. In order to use the self service password reset for your OC account, you will need to set at least **two** methods to verify your identity and recommend setting **three,** just in case one of your methods of authentication does not work or is inaccessible (such as third party email).
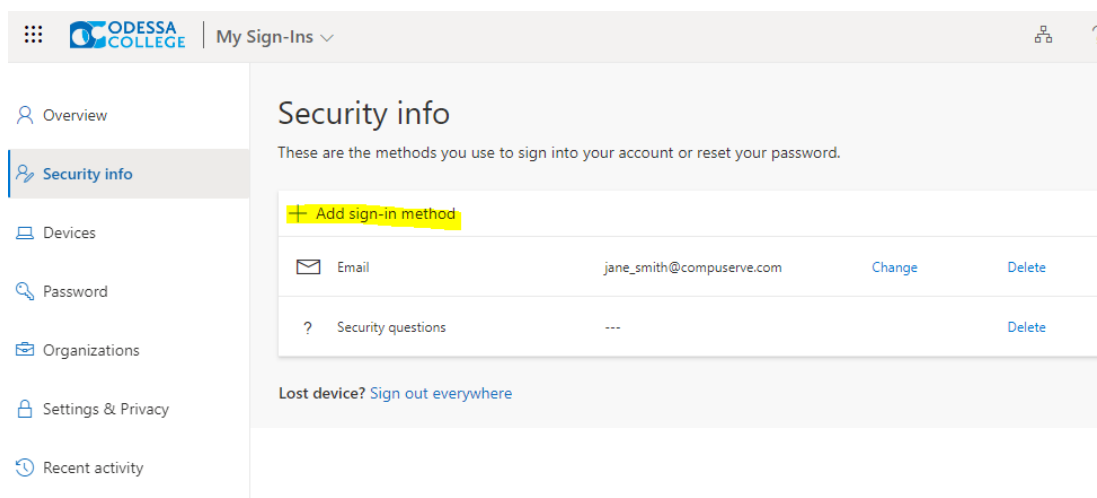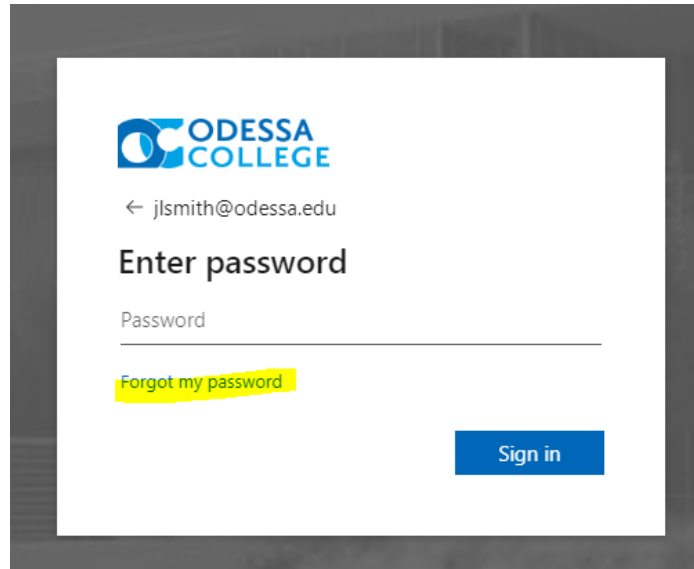
Office 365 Password Reset Instructions for Computer & Email Accounts

How to reset or unlock your password for your faculty, staff, or student account

1. On the **Enter password** screen, select **Forgot my password**.

2. On the **Get back into your account** screen, type your work or school User ID (your OC email address), prove you aren't a robot by entering the characters you see on the screen, and then select **Next**.

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3. Select at least **two** of the methods to verify your identity and change your password and add the requested information.

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[Self service password reset methods- detailed](#)

- Email (recommended)
    1. Select **Email my alternate email**, and then select **Email**.
    2. Type the verification code from the email into the box, and then select **Next**.
    3. Type and confirm your new password, and then select **Finish**.
- Text Message
    1. Select **Text my mobile phone**, type your phone number, and then select **Text.**
    2. Type the verification code from the text message into the box, and then select **Next**.
    3. Type and confirm your new password, and then select **Finish.**
- Phone Number
    1. Select **Call my mobile phone**, type your phone number, and then select **Call**.
    2. Answer the phone call and follow the instructions to verify your identity, and then select **Next**.
    3. Type and confirm your new password, and then select **Finish**.
- Security Questions (recommended)
    a. Select **Answer my security questions**, answer the questions, and then select Next.
    b. Type and confirm your new password, and then select **Finish**.
- Microsoft Authenticator App (recommended)
    a. Notification
        1. Select **Approve a notification on my authenticator app**, and then select **Send Notification**.
        2. Approve the sign-in from your authenticator app.
        3. Type and confirm your new password, and then select **Finish**.
    b. Code
        1. Select **Enter a code from my authenticator app**, and then select **Send Notification.**
        2. Open your authenticator app, type the verification code for your account into the box, and then select **Next**.
        3. Type and confirm your new password, and then select **Finish**.
        4. After you get the message saying that your password has been reset, you can sign in to your account using your new password.
            a. If you still can't access your account, contact the helpdesk at x6677 for more assistance.