**SELF-SERVICE PASSWORD RESET**

**STEP 1:**

Self-Service Password Reset will enable you to reset, unlock, and change your College of Charleston password on your own. To use this service, you must first register your account. On your initial attempt to log in to Office 365 web applications (such as Outlook web access, OneDrive, Teams, Via TRM, etc.) with your College of Charleston credentials, a window will pop up saying that more information is required. Click Next.

**STEP 2:**

On the next window, you will see options for setting up validation methods such as mobile authenticator app, phone number, or personal email address. If you would like to use the methods shown, proceed by clicking **Set up** and skip to Step 4. If you would like to change the methods shown, click **Choose security info** and proceed to Step 3.

**STEP 3:**

On this window you can change your validation methods. For example, if the mobile authenticator app method pops up as your first method, but you would rather use a phone number and personal email address, you can change that here. To do this, change the Second Method from phone to email first, then change the First Method from authenticator app to phone. Once you change your methods, click **Close**.
STEP 4: If you chose phone as a validation method, click Set up. Then, select United States from the drop down menu. Then, enter the phone number of the device you prefer to validate with. This is typically your cell phone. Next, you can choose to verify with a code that is texted to you or by answering a call and pushing # to confirm your identity. Click Next to continue.

Keep your account secure

Sometimes your organization needs more info to make sure it’s you. Set up the security info below so you can prove who you are.

▲ Phone
Select country or region
Enter phone number
Call me
Text me a code

Choose security info
Get help
Cancel

Depending on what you selected, you will either receive a code by text or a phone call. If you chose Text me a code, enter the code and click Done. If you chose Call me, answer the call and push # to confirm your identity.

Verify your phone

Enter the code we sent to +1 843

Resend code

Back
Done

If you chose email as a validation method, enter a personal email address you prefer to validate with. Click Next to continue.

Set up your email

What email do you want to use?

Enter email

Cancel
Next

If you chose the mobile authenticator app as a validation method, install the Microsoft Authenticator app on your Android, iOS, or Windows Phone at https://www.microsoft.com/en-us/account/authenticator. In the app, on the Accounts screen, select Add account. Then, select Work or school account and scan or manually enter QR code displayed.

STEP 5:

Once you are finished setting up and verifying your validation methods, choose Done. Now that your account is registered, the next time you need to reset or change your College of Charleston password, you can do it on your own by visiting password.cofc.edu and choosing Reset Your Password or Change Your Password.

For questions, contact the Helpdesk by email helpdesk@cofc.edu, chat help.cofc.edu, or phone 843.953.3375.