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**.

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@cofc.edu

More information required

Your organization needs more information to keep your account secure

Use a different account

Learn more

Next

Welcome to Office 365 for the College of Charleston.

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.

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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.

∧ Authenticator app
Set up your mobile app and approve a notification

Set up

∨ Phone
We'll call or text you to verify your phone number

Choose security info
Get help
Cancel

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**.

Choose security info

FIRST METHOD

Authenticator app

SECOND METHOD

Phone

Close

Choose security info

FIRST METHOD

2 → Phone

SECOND METHOD

1 → Email

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.

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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
We'll call or text you to verify your phone number

[Set up]

∨ Email
We'll send you a code to verify your email address

Choose security info
Get help
Cancel

Set up your phone

What phone number do you want to use?

[Select your country or region ▾]

[Enter phone number]

○ Call me
○ Text me a code

[Cancel]   [Next]

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

[Enter code]

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.

Microsoft Authenticator [4+]
Microsoft Corporation
#22 in Productivity
★★★★☆ 4.3, 1.3K Ratings
Free

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.