**REGISTER FOR PASSWORD RESET**

**\*\*If you are receiving a ‘not registered for password reset’ error, please follow the steps listed below:**

**To Register for the Password Reset Tool (please logon to a computer for easier access):**

1. Go to Office 365 via https://office365.com/ and login with your student email

2. On the top right corner of your screen, there is a circle where your initials (or profile picture) are located, click on that and go to ‘View Account’

3. On the next tab that is opened, in the middle of the screen, you will see a white box labeled ‘Secure Info’, click on the blue link labeled ‘Update Info’ within that box

4. Under Security Info, click on the plus sign (+) to add a method for authentication. Choose a method that you would like to use (we recommend using your Smartphone)

5. Follow the prompts to complete the verification process

6. That’s it! You are all set to use the [Password Reset Tool](https://passwordreset.microsoftonline.com/) to change your password anytime you’d like or until your current password expires.

**For assistance, IT Help Desk can be reached at 857-701-1555 (x1555) or** [**helpdesk@rcc.mass.edu**](mailto:helpdesk@rcc.mass.edu)

Resetting your password

**LOGIN TO MicrosoftOffice.COM**

 If you need to reset your Microsoft account password, follow these steps:

1. **Select “Forgot password?”**: If you’re still on the “Enter password” window, choose “Forgot password?” If not, select “Reset password” below, enter the username for the account you want to reset, and click “Next.”
2. **Verify your identity**: For security reasons, Microsoft will verify your identity before proceeding. Choose how you want to receive a verification code (via email or phone).
3. **Get a verification code**: Confirm the verification details you selected. Microsoft will send a code to the email or phone number you provided. Retrieve the code from your recovery email or phone.
4. **Enter the code and reset your password**: Paste or type the code, create a new password, and click “Next.”

Remember to create a strong password! If you encounter any issues, you can use the sign-in helper tool for further assistance.

**PASSWORD REQUIREMENTS**

**12 characters**

**A Capital Letter**

**A number, symbol or both**

**Cannot contain parts of your name.**

**HAVING TROUBLE?**

**CALL HELPDESK 857-701-1555**

**EMAIL** [**HELPDESK@RCC.MASS.EDU**](mailto:HELPDESK@RCC.MASS.EDU)

**IN PERSON ROOM 327 BUILDING 3**