**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)