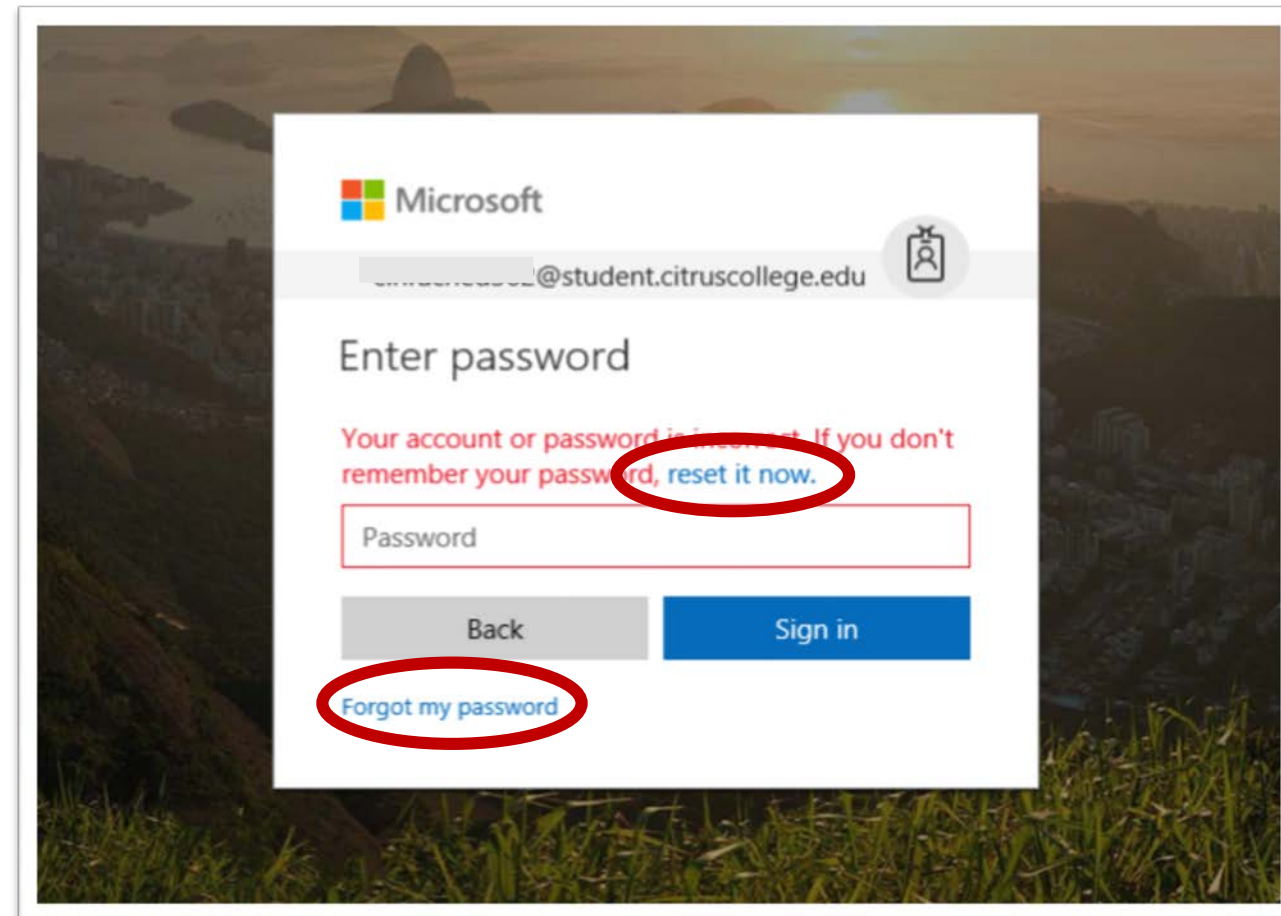
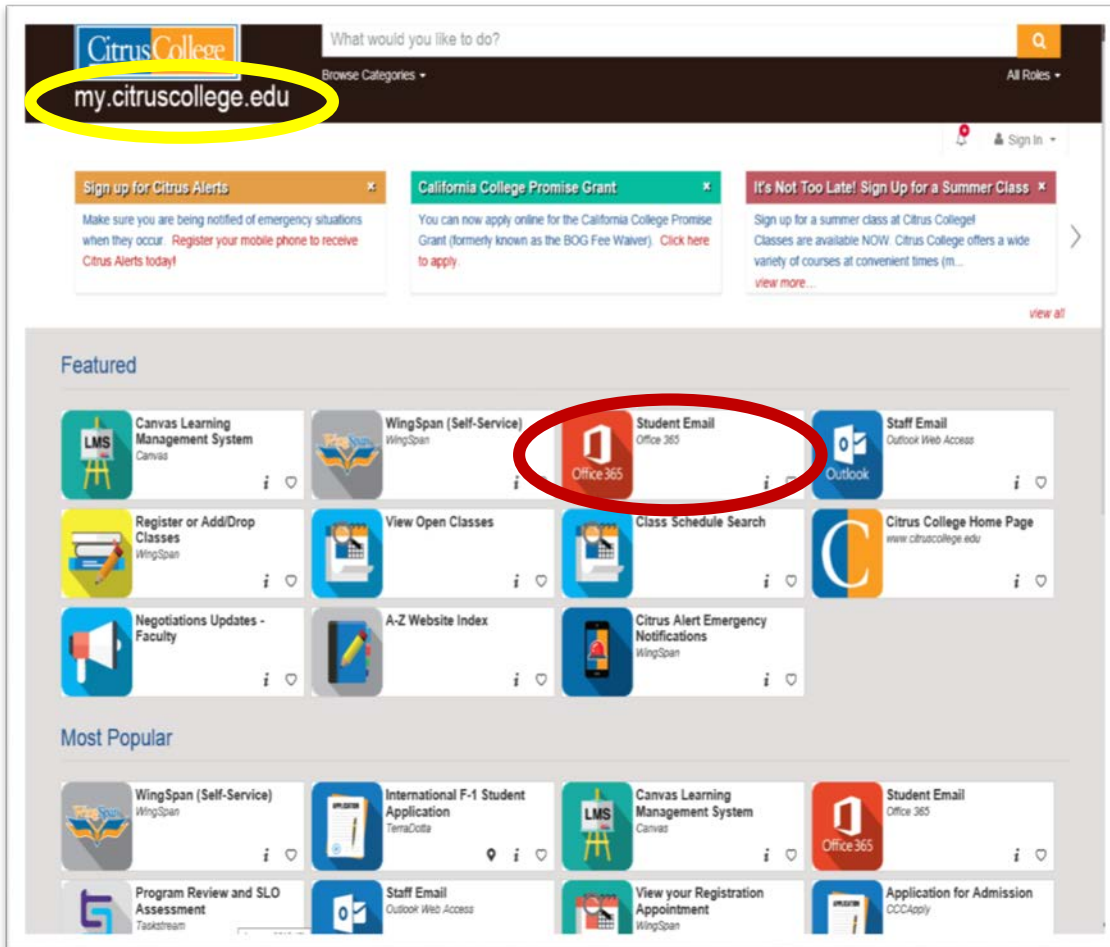


STUDENT EMAIL PASSWORD RESET GUIDE

1. Go to my.citruscollege.edu
2. Click on the red Office 365 tab to go to the student email login page by Microsoft

3. Attempt logging in with the temporary password.
The format is: Capital "C", lowercase "c", followed by your 8 digit birthday. (ex: Cc08231998)
4. If this does not work, click on "reset it now" or "Forgot my password"



5. For the User ID: Enter your complete student email address, as shown below.
6. Enter the letters for the picture box, click next.


Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID

Example: user@contoso.com or user@contoso.com



swrsg

Enter the characters in the picture or the words in the audio.

Next Cancel

7. Click the link “[contact an administrator](#)”

Get back into your account

We're sorry

You cannot reset your password at this time because your administrator has not configured password reset for your organization. There is no further action you can take to complete your password reset. To learn more about password reset configuration read the article [Quick Start: Azure AD self-service password reset](#).

If you'd like, we can [contact an administrator](#) on your organization to reset your password for you.

Additional details: SSPR_0011: Your organization has not defined a password reset policy. Please contact your admin and ask them to define a password reset policy.

8. When you reach this page, your request has been submitted.

Get back into your account

Your admin has been notified

Only your admin can reset your password. To assist you, we've sent an email to your admin requesting a password reset.

Note that this request could take some time to complete, depending on your organization's support policies. Contact your admin or helpdesk for any further assistance.

YOU WILL NOT RECEIVE ANY CORRESPONDENCE FROM THE SCHOOL ABOUT YOUR PASSWORD RESET.

HOWEVER: 5 minutes after you have clicked the “[contact an administrator](#)” link, proceed to the login screen for Office 365 and enter your temporary password in the format: CcMMDDYYYY (ex: Cc08231998). It will prompt you to re-enter this password, then create your new password and confirm.

If you have any questions or need further assistance, (for example: User ID doesn't exist) please contact the TECS HELP DESK. See www.citruscollege.edu/TECS