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.

7. Click the link **“contact an administrator”**

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

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](http://www.citruscollege.edu/TECS)