

Self Service Password Reset (SSPR) Tool

The technology department is providing a new network password reset function that uses Office 365 to accomplish this. With this new tool you can easily reset expired or forgotten passwords and locked accounts.

In order to use this new tool, you will need to set up a few security questions. Very soon, when you log in to Office 365, you will be asked to set up your security questions.

Here is how the new process works. (Once you have completed the security question configuration.)

- Go to either <https://outlook.office.com/mail> or <https://portal.office.com/>



jandreason@wvc.edu

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

Welcome to the email login page for Wenatchee Valley College, powered by Office 365. For more information on how to login, obtain your credentials or how to setup an email client, please visit: www.wvc.edu/it/student-email.html

- You will be asked to re-enter your current password.

confirm your current password

In order to keep your security information private, we need you to re-enter your current password on the next page

re-enter my password

cancel

- Once you re-enter your password and click next, you will see this. Click set them up now.

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 1 of the options below.

 Security Questions are not configured. Set them up now

finish

cancel

- Please pick from the list of provided security questions.
- Once you set up your authentication, click Finish and you can access your email.
- If you forgot your password, sign in with your email address and click the Forgot my password link:



← jandreason@wvc.edu

Enter password

password

[Forgot my password](#)

Sign in

Welcome to the email login page for Wenatchee Valley College, powered by Office 365. For more information on how to login, obtain your credentials or how to setup an email client, please visit: www.wvc.edu/it/student-email.html

- You will enter in your email address and type in the characters that will be shown. 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.onmicrosoft.com or user@contoso.com



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

Next

Cancel

- Answer your security questions when you configured your account:



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Answer my security questions	<p>What was the name of your first pet?</p> <input type="text"/>
	<p>What is your favorite food?</p> <input type="text"/>
	<p>What is your mother's middle name?</p> <input type="text"/>
	<input type="button" value="Next"/>

- Next, you will enter in a new password and confirm password it as long as it meets our password requirements.

Please use a combination of uppercase and lowercase letters, numbers, and special characters. Your password can't be anything you have used before.



Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel

- Once you are successful, you will see this screen:



Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

- You can login to your email with your new password you created.

- You will receive an email confirmation from Microsoft on behalf of Wenatchee Valley College that looks like this:

Password reset notification

The password on your account has recently been reset. If you performed this password reset, then this message is for your information only.

- **User ID: jandreason@wvc.edu**

If you are not sure you or your administrator performed this password reset, then you should contact your administrator immediately.

Remember: Make sure you update all of your devices (phones, tablets, and PCs) with your new password!

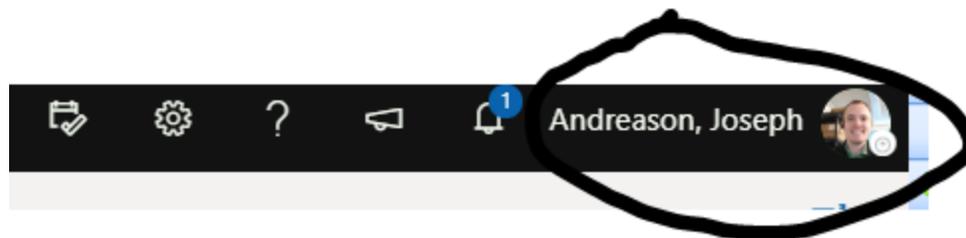
Sincerely,
Wenatchee Valley College

This message was sent from an unmonitored email address.
Please do not reply to this message.

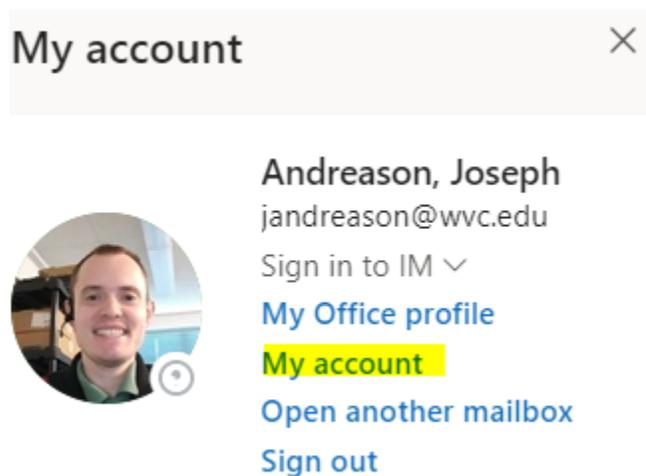
[Privacy Contact](#)



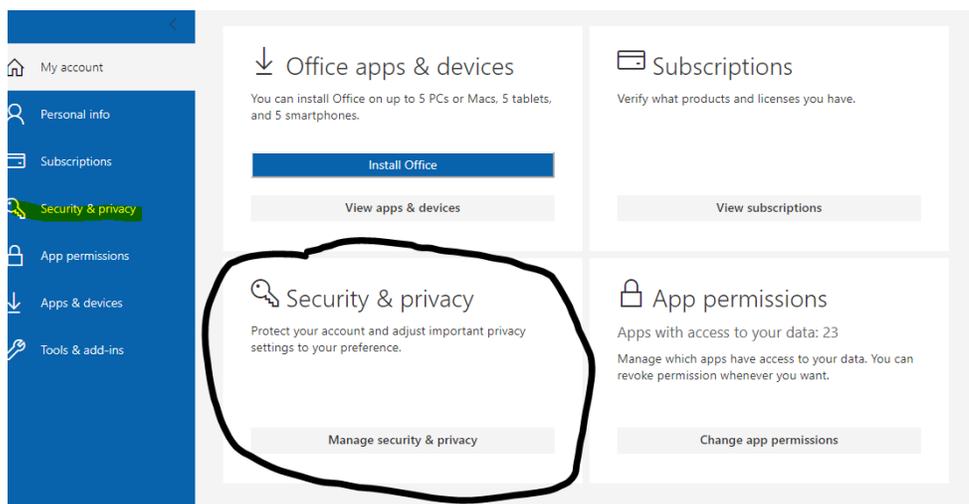
- If your password is about to expire or you want to change your password while you are on your web mail login, click your account name on the top right of the screen:



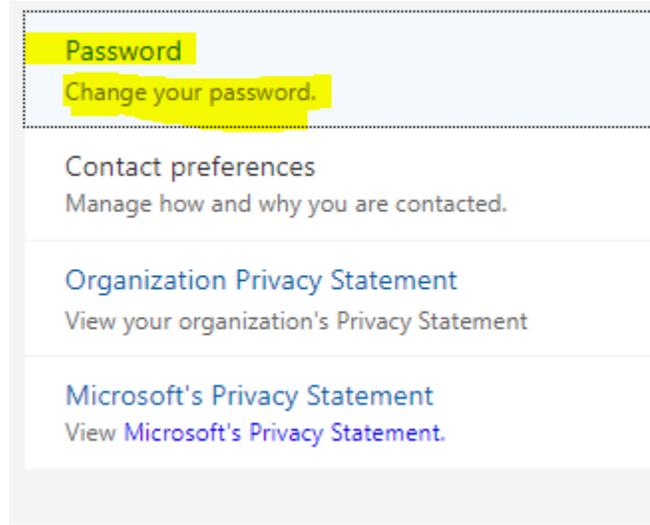
- Click My Account:



- Click on Manage Security & Privacy:



- Click the change your password link:



- You can change your password by following the same steps mentioned previously.