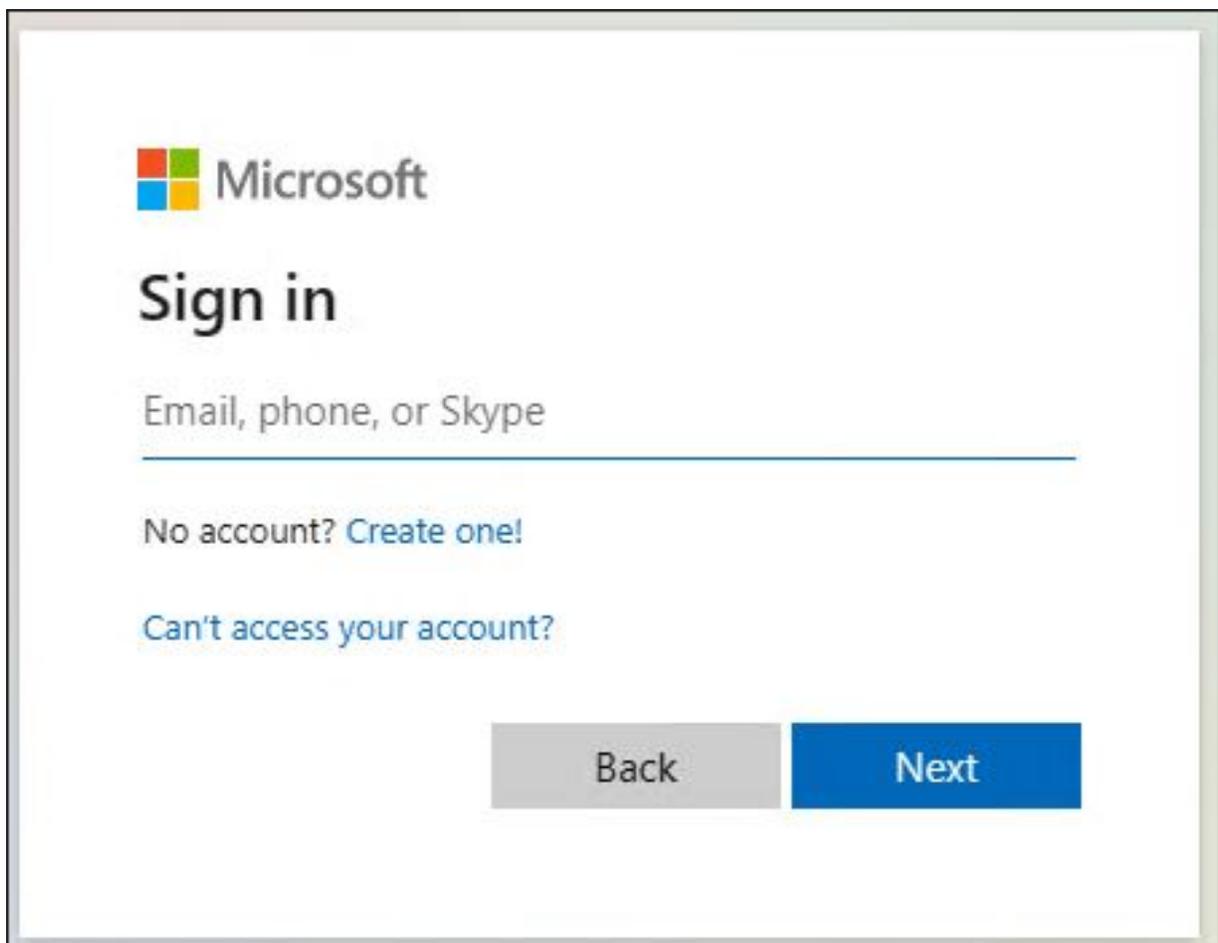


## Steps for Resetting your Microsoft O365 Account Password:

When trying to log into your O365 account on a PC, MAC or mobile phone you may need to change your password. Follow the steps below to change your password online:

Log in to Office 365 at <https://outlook.office365.com/owa/colin.edu/>



The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed in a large, bold font. Underneath, there is a text input field with the placeholder text "Email, phone, or Skype". Below the input field, there are two links: "No account? Create one!" and "Can't access your account?". At the bottom right, there are two buttons: a grey "Back" button and a blue "Next" button.

Enter your Co-Lin email address and click 'Next'



← @colin.edu

## Enter password

Password

---

[Forgot my password](#)

[Sign in](#)

Contact Technology Department if you have any questions.

Click the **'Forgot my password'** link.



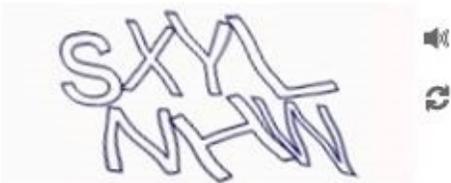
# Get back into your account

Who are you?

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

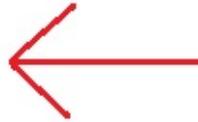
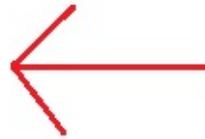
Email or Username: \*

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



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

**Next** Cancel



Make sure your email address is entered in the 'Email or Username' field and if it is not enter it. Next enter the CAPTCHA characters shown on the screen in the field provided. Click '**Next**' when finished.



## Get back into your account

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

---

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

You will receive an email containing a verification code at your alternate email address (an\*\*\*\*\*@yahoo.com).

Email

Cancel

Select from the options listed on the verification step 1 page. You will have the option for the two-factor authentication code being sent to your phone via text, an email being sent to your personal email address or through an automated phone call.

## Email:

**COPIAH LINCOLN**  
COMMUNITY COLLEGE

### Get back into your account

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

---

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone

You will receive an email containing a verification code at your alternate email address (an\*\*\*\*\*@yahoo.com).

[Email](#)

[Cancel](#)

If you select alternate email, click the 'Email' button to have the verification code sent to the email address listed on this page. Once you have received it type it in the field pictured below.

**COPIAH LINCOLN**  
COMMUNITY COLLEGE

### Get back into your account

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

---

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone

We've sent an email message containing a verification code to your inbox.

[Next](#) [Are you having a problem?](#)

[Cancel](#)



## Get back into your account

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

---

\* Enter new password:

\* Confirm new password:

Finish

Cancel

Enter your new password and click **'Finish'**



## Get back into your account

Your password has been reset

We've reset your password successfully, but you'll have to wait a few minutes before the changes are committed to the cloud. After these changes are committed, you'll be able to use your new password wherever you sign in with a work or school account.

## Text my Mobile Phone:

**COPIAH - LINCOLN**  
COMMUNITY COLLEGE

### Get back into your account

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

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*97) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Cancel

If you select 'Text my mobile phone' enter your 10 digit mobile phone number and click 'Text'. The mobile number must match the number listed on the 'Text my mobile phone' option. Type the verification code from your mobile phone and type it in the field pictured below.

**COPIAH - LINCOLN**  
COMMUNITY COLLEGE

### Get back into your account

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

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

Cancel



## Get back into your account

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

---

\* Enter new password:

\* Confirm new password:

Finish

Cancel

Enter your new password and click **'Finish'**



## Get back into your account

Your password has been reset

We've reset your password successfully, but you'll have to wait a few minutes before the changes are committed to the cloud. After these changes are committed, you'll be able to use your new password wherever you sign in with a work or school account.

## Call my Mobile Phone:

**COPIAH LINCOLN**  
COMMUNITY COLLEGE

### Get back into your account

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

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*97) below. You will then receive a call. Please answer it to continue.

Enter your phone number

Call

Cancel

If you select 'Call my mobile phone' enter your 10 digit mobile phone number and click 'Call'. The mobile number must match the number listed on the 'Call my mobile phone' option. Follow the instructions and press the # button on your mobile phone



## Get back into your account

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

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone

We're calling your phone. Please answer it to continue.

\* \*

Cancel



## Get back into your account

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

---

\* Enter new password:

\* Confirm new password:

Finish

Cancel

Enter your new password and click **'Finish'**



## Get back into your account

Your password has been reset

We've reset your password successfully, but you'll have to wait a few minutes before the changes are committed to the cloud. After these changes are committed, you'll be able to use your new password wherever you sign in with a work or school account.

## **Important Notes\***

If the mobile number or alternate email address listed on your Microsoft O365 account is incorrect, please contact the following:

Students contact Enrollment Services

Wesson: 601-643-8307

Natchez: 601-446-1100

Simpson County: 601-849-0122

eLearning: 601-643-8618

Faculty/Staff contact HR at 601-643-8408