

Instructions to setup the new Microsoft Self-Service Password Reset Service

1. Log on to My College.laccd.edu SIS Portal



New Microsoft Self-Service Password Reset is here for Students!
All actively enrolled students are encouraged to register for the new self-service password reset service by recording an alternate email address (i.e. yahoo, google, Gmail) and/or a mobile (cell) number into the system.
[Click here for details](#)

Sign in with your organizational account

[Sign in](#)

1st time signing in? [Click here.](#)
Forget your password? [Click here.](#)
New Microsoft forget your password? [Click here.](#)

Figure 1: Mycollege.laccd.edu login page

2. Click on Email link

The screenshot shows the SIS Portal dashboard for West LA College. The top navigation bar includes links for LACCD Website, LACCD Colleges, Email (circled in red), and Online Classrooms. Below this is a blue banner with the West LA College logo and a 'Welcome to LACCD' message. The main content area is divided into several sections: 'To-Do Checklist' with a 'College Transcript' item, 'My Grades' showing 'BSICSKL 077CE' and 'Fund For Wrkpl Succ', 'My Class Schedule' showing 'Fund For Wrkpl Succ' and 'Days and Times: 1hr 50min/wk TBA', 'My Account' showing a 'past due balance of \$0' and 'Total due \$6.8', and 'Matriculation Status' showing 'Assessment Completion', 'Orientation Completion', and 'Counselling Completion' all as 'Satisfied'. On the right side, there is a vertical list of links: Assessment, Orientation, Student Educational Plan, Find a Class, Make a Payment, Scholarships, Online Tutoring, Manage Awards, Enrolment Shopping Cart, My Planner, Reg Date & Deadlines, Email (circled in red), and Scholarships.

Figure 2: SIS Portal dashboard with Email link circled

3. You will be given a message to provide additional information. **Please write down your @student.laccd.edu email address listed in the message.** You will be required to use your @student.laccd.edu email address to reset your password in the future. Click Next

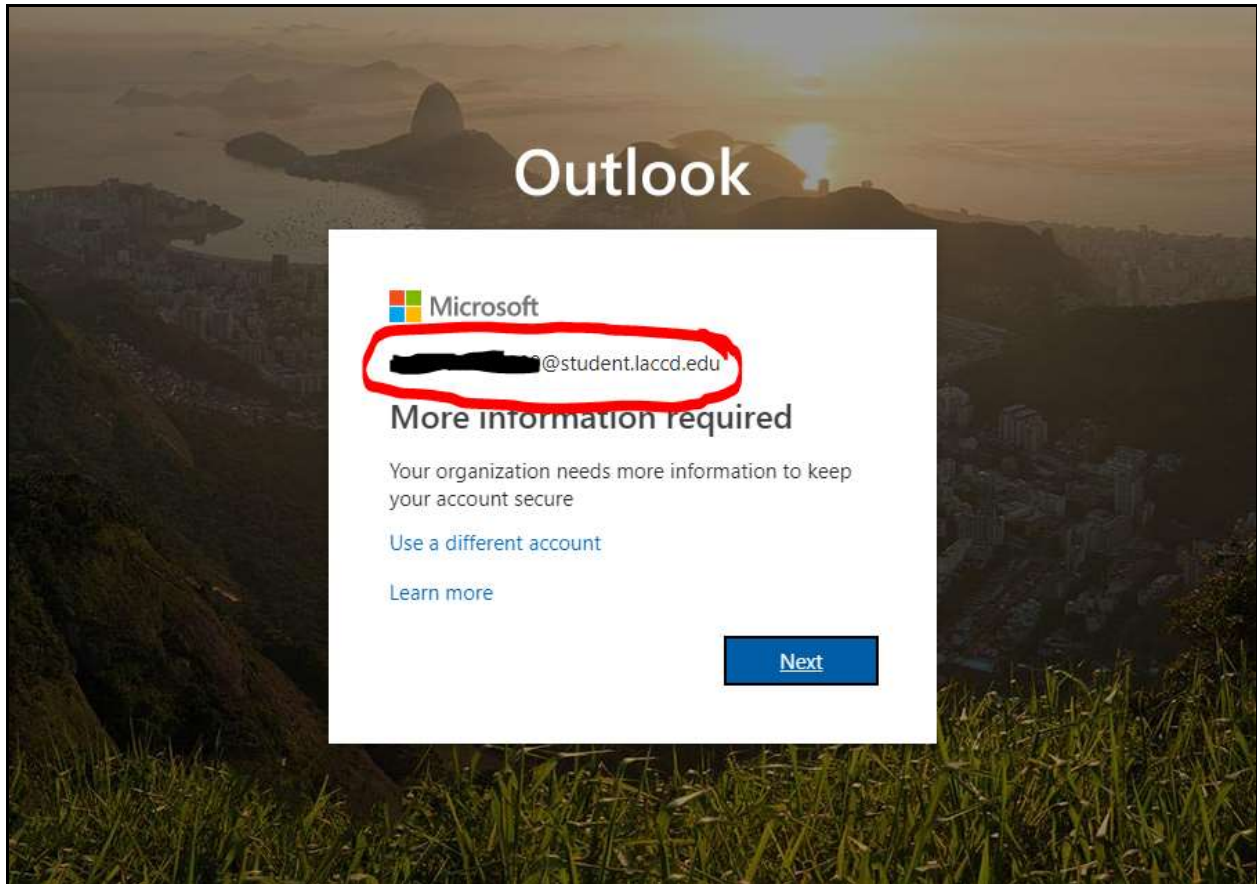


Figure 3: Microsoft SSPR setup prompt

4. Click the “Set it up now” link next to either or both of the authentication methods listed.

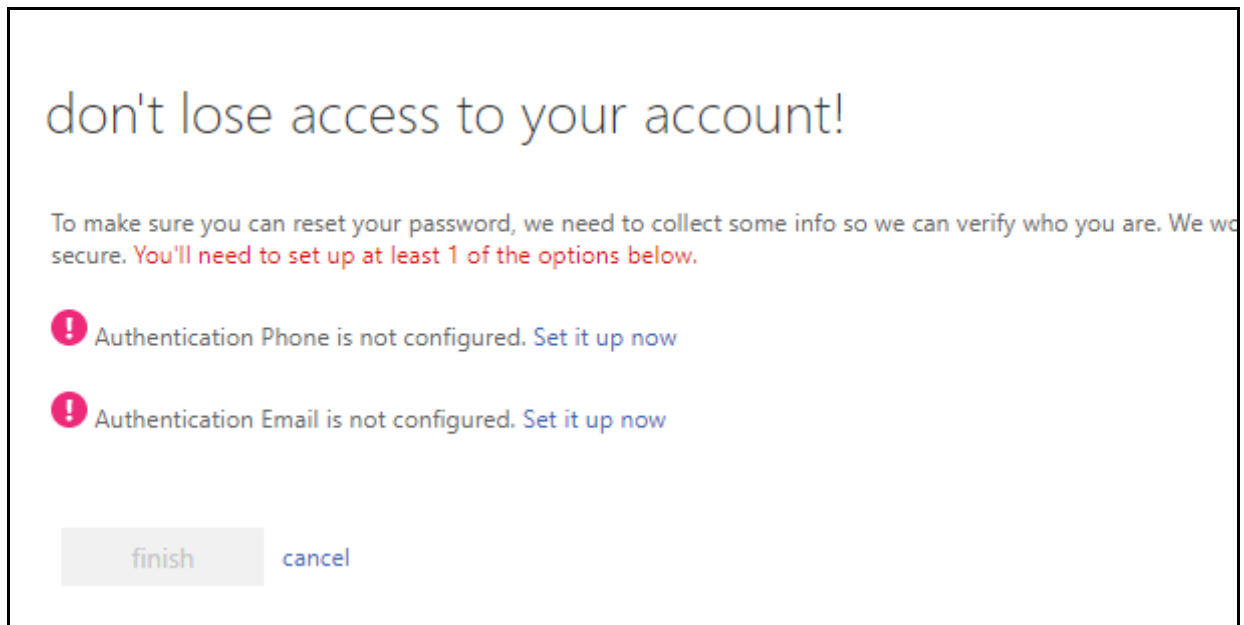
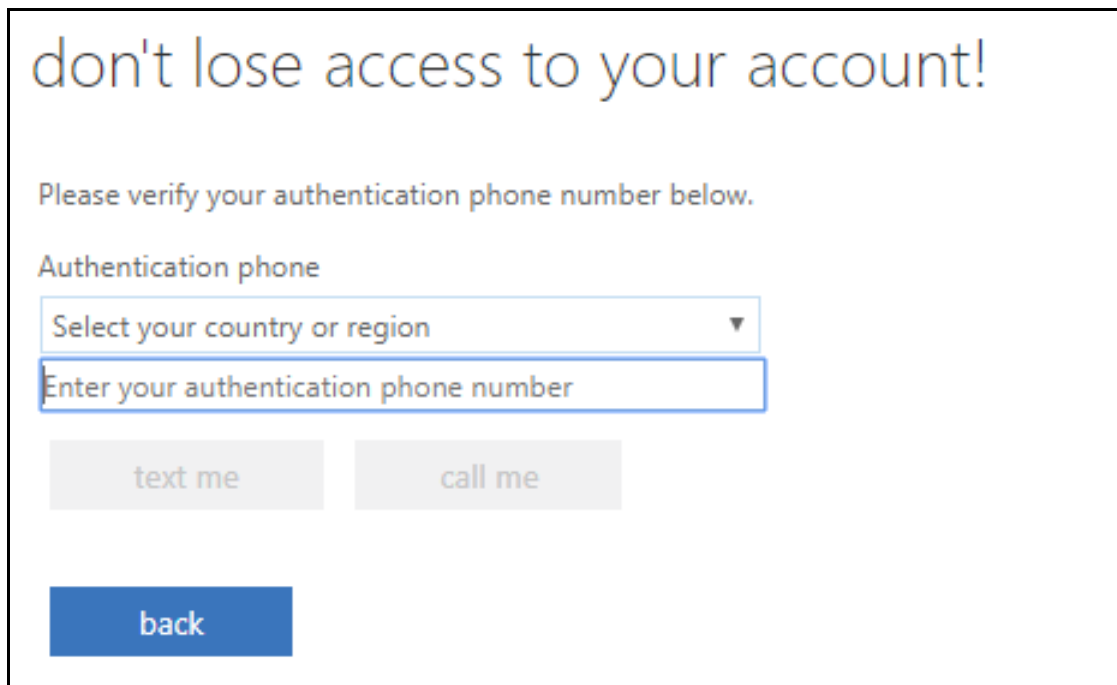


Figure 4: Microsoft SSPR setup - Email or text message verification methods

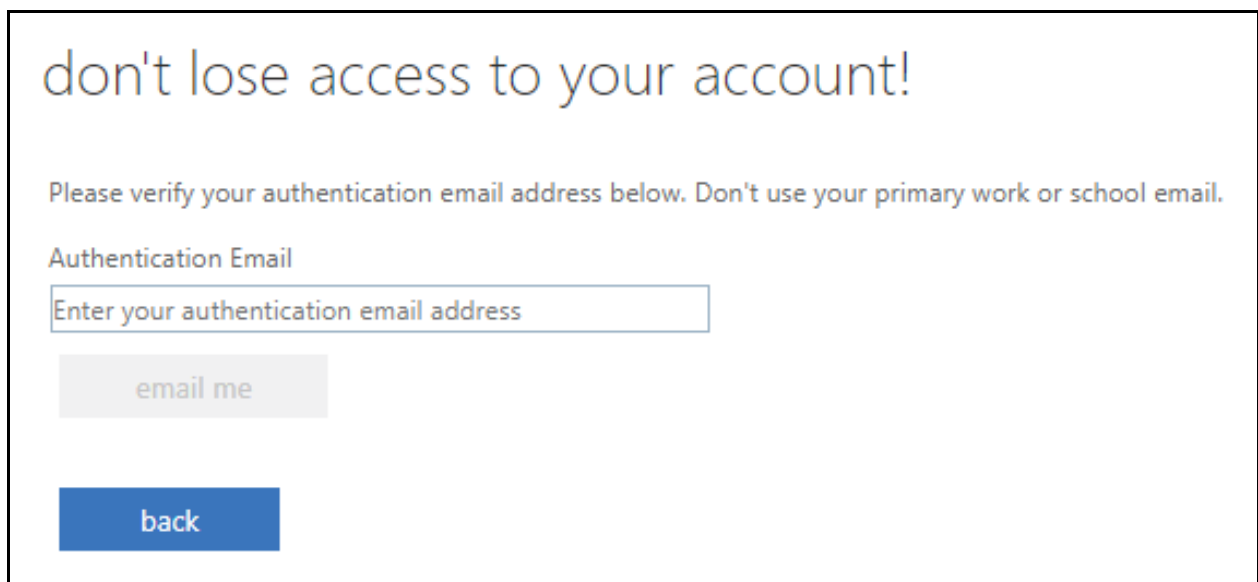
5a. Authentication via Phone will require a cell phone with text messaging capabilities if “Text Me” is selected. Otherwise “Call me” can be utilized.



The screenshot shows a web page titled "don't lose access to your account!". Below the title is a message: "Please verify your authentication phone number below." The form is labeled "Authentication phone" and contains two input fields: a dropdown menu for "Select your country or region" and a text box for "Enter your authentication phone number". Below these fields are two buttons: "text me" and "call me". At the bottom left is a blue "back" button.

Figure 5: Microsoft SSPR setup – Enter phone number

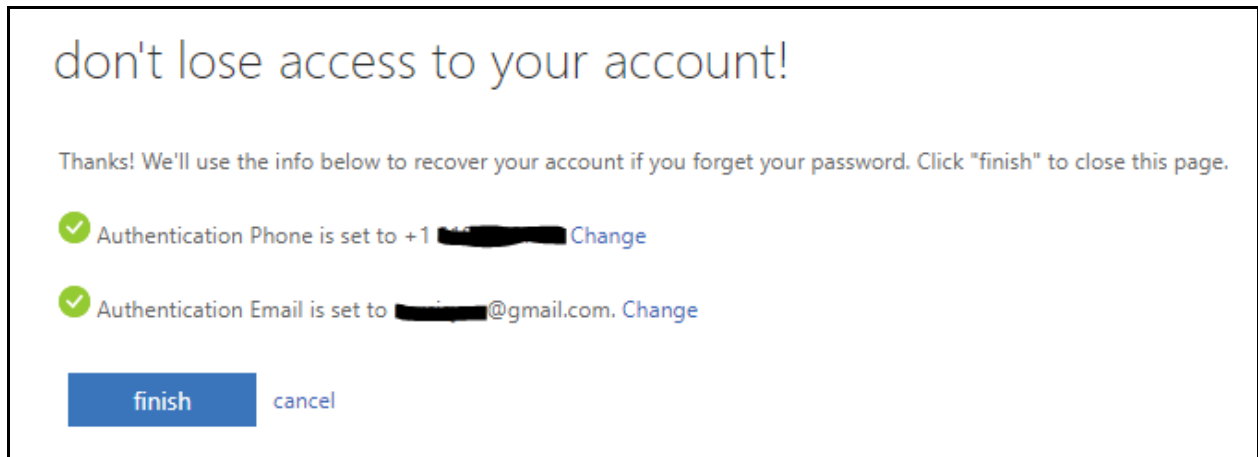
5b. A secondary Authentication Email (i.e. yahoo, Gmail, google) can also be setup to email your authentication codes to.



The screenshot shows a web page titled "don't lose access to your account!". Below the title is a message: "Please verify your authentication email address below. Don't use your primary work or school email." The form is labeled "Authentication Email" and contains a text box for "Enter your authentication email address". Below this field is a button labeled "email me". At the bottom left is a blue "back" button.

Figure 6: Microsoft SSPR setup – Enter email address

6. Once registration of a phone and/or email is completed you may click “finish”



don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

✓ Authentication Phone is set to +1 [redacted] [Change](#)

✓ Authentication Email is set to [redacted]@gmail.com. [Change](#)

[finish](#) [cancel](#)

Figure 7: Microsoft SSPR setup – Finish

How to reset SIS MyCollege.laccd.edu portal password using the new Microsoft Self Service Password Reset Page

1. Go to MyCollege.laccd.edu and click on “New Microsoft forget your password” link



New Self-Service Password Reset is here!
All actively enrolled students are encouraged to register for the new self-service password reset service by recording an alternate email address (i.e. yahoo, google, Gmail) and/or a mobile (cell) number into the system.
[Click here for details](#)

Sign in with your organizational account

Student ID, SAP ID or Office365 Email

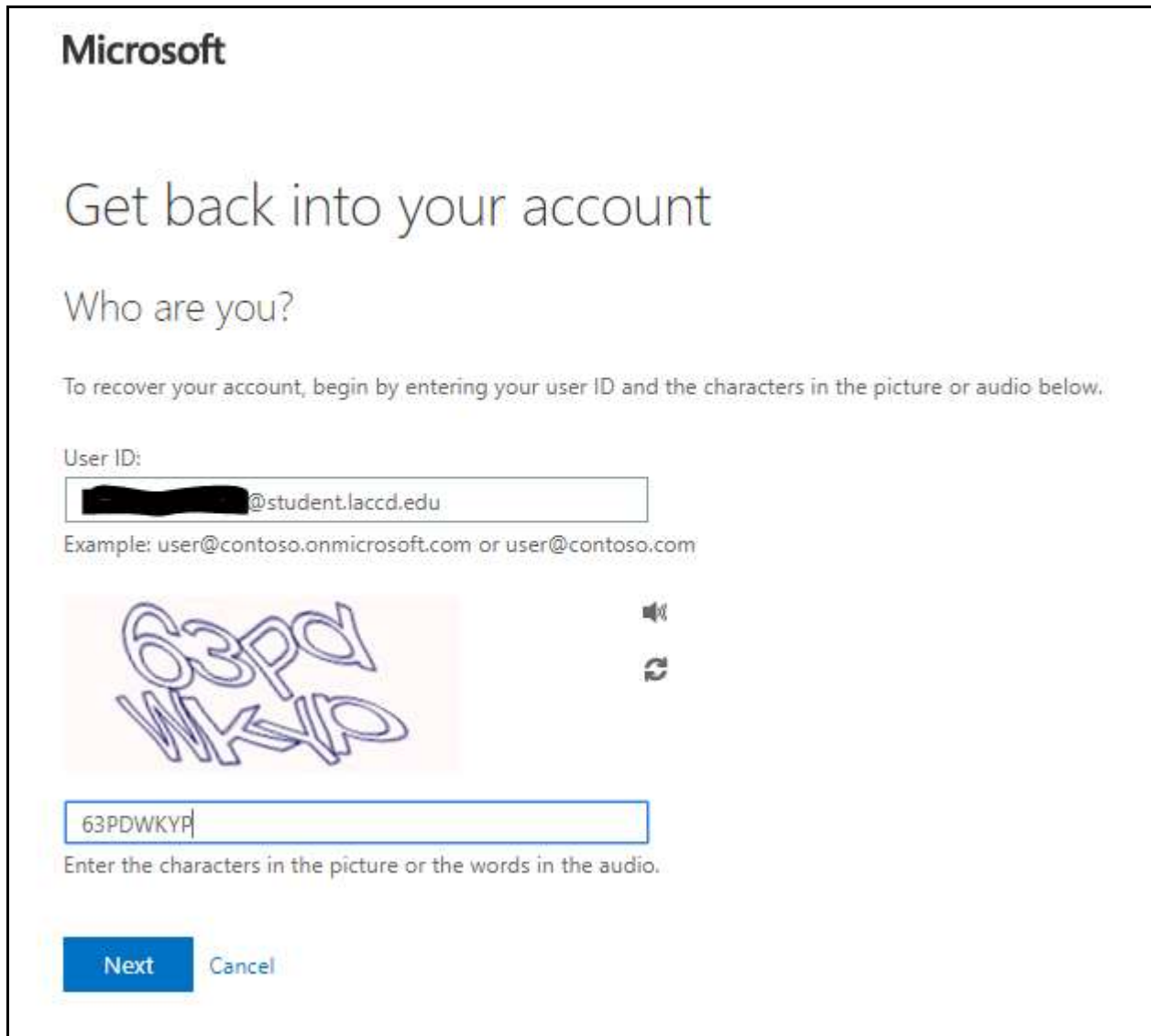
Password

[Sign in](#)

1st time signing in? [Click here.](#)
Forget your password? [Click here.](#)
New Microsoft forget your password? [Click here.](#)

Figure 8: Mycollege.laccd.edu login page with "New Microsoft forgot your password" link circled

2. Enter your @student.laccd.edu address that was provided to you when you originally registered with Microsoft Self Service Password Reset. Enter the “Captcha” code shown on screen.



Microsoft

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

63PDWKYP

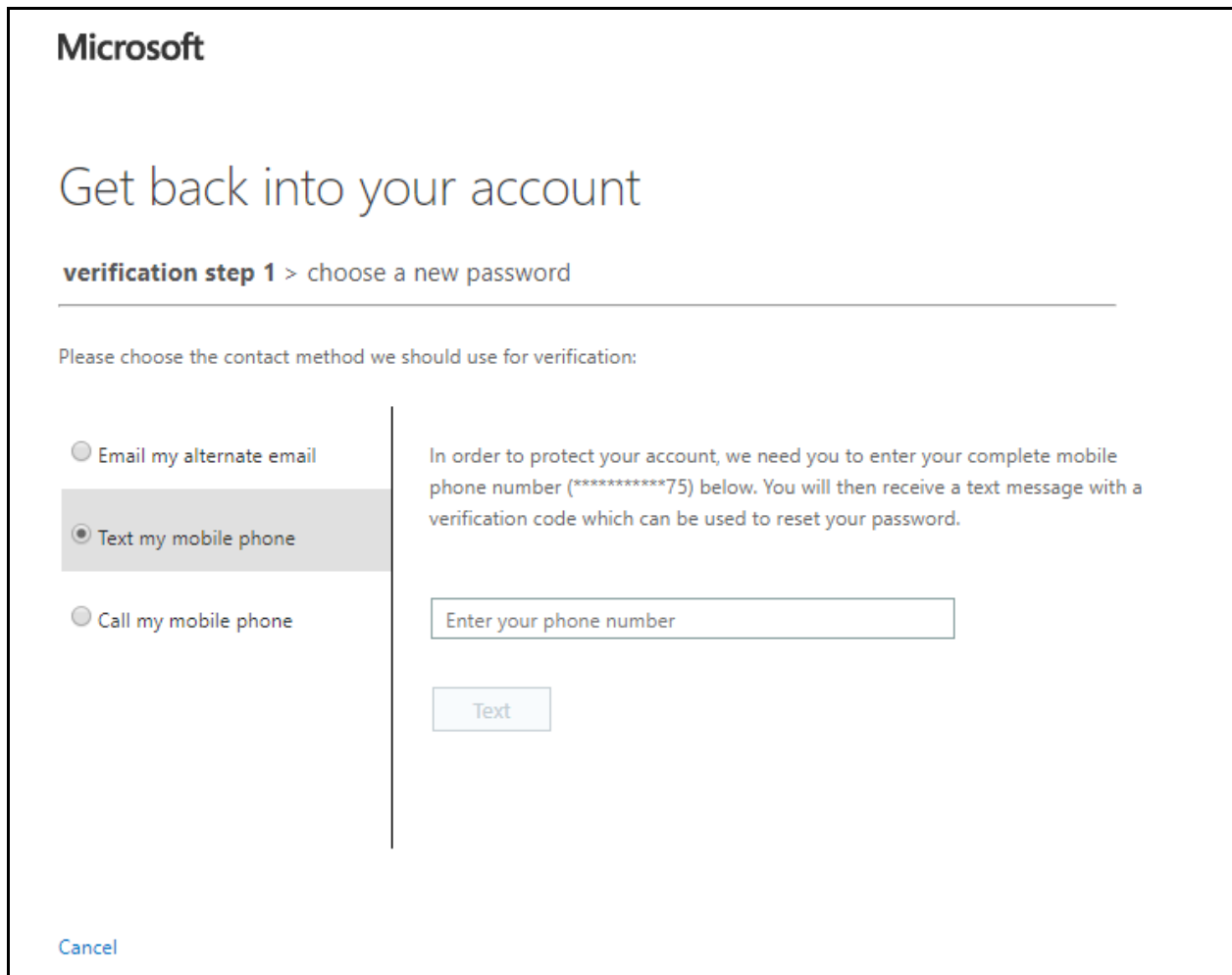
Enter the characters in the picture or the words in the audio.

Next Cancel

Figure 9: Microsoft SSPR – Enter your @student.laccd.edu email address and captcha info

3. Click Next

4. Select a method of verification and follow on screen instructions.



The screenshot shows the Microsoft account recovery interface. At the top is the Microsoft logo. Below it is the heading "Get back into your account". A breadcrumb trail reads "verification step 1 > choose a new password". A horizontal line separates this from the main content area. The text "Please choose the contact method we should use for verification:" is displayed. On the left, there are three radio button options: "Email my alternate email", "Text my mobile phone" (which is selected and highlighted with a grey background), and "Call my mobile phone". To the right of these options, a vertical line separates them from a text block that reads: "In order to protect your account, we need you to enter your complete mobile phone number (*****75) below. You will then receive a text message with a verification code which can be used to reset your password." Below this text is a text input field with the placeholder "Enter your phone number". Underneath the input field is a button labeled "Text". At the bottom left of the screen is a "Cancel" link.

Microsoft

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 (*****75) 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](#)

Figure 10: Microsoft SSPR – Enter your verification method account (phone number or email)

5. Enter the verification code that was mailed/texted/called in to you. Then click next.

Microsoft

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

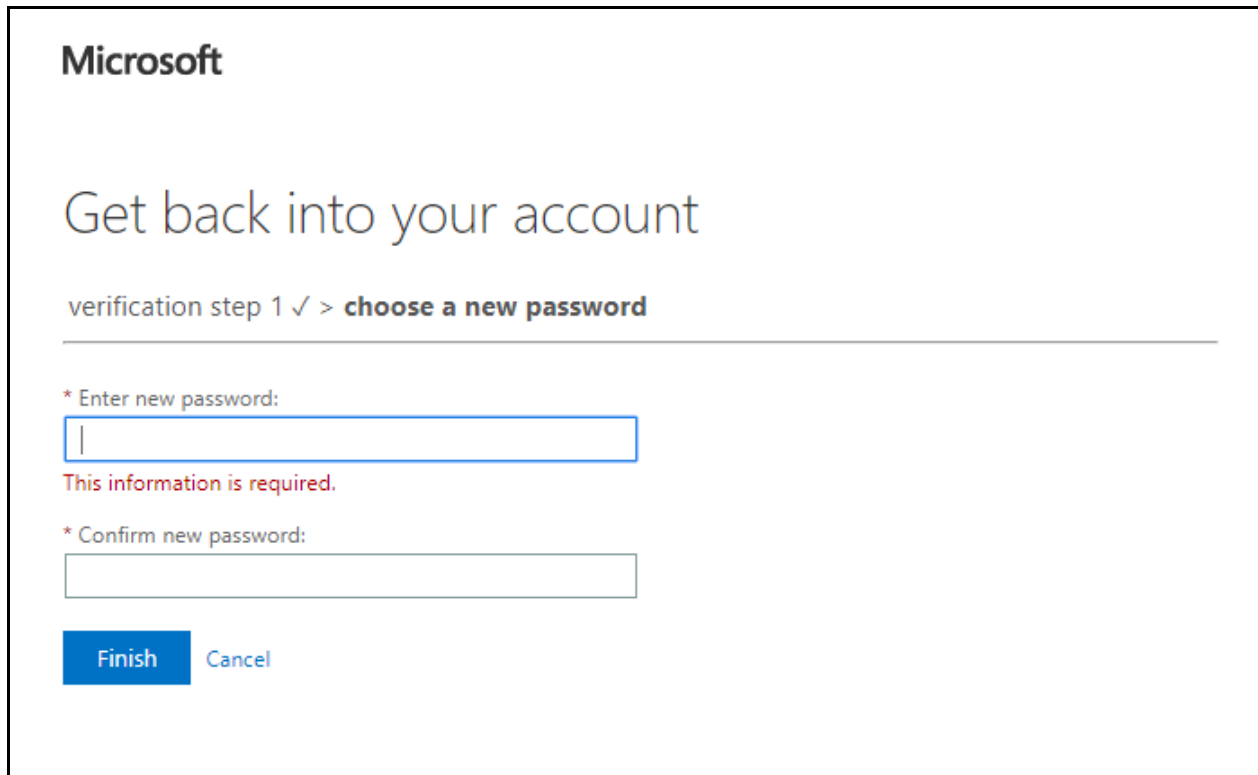
We've sent you a text message containing a verification code to your phone.

[Next](#) [Try again](#) [Contact your administrator](#)

[Cancel](#)

Figure 11: Microsoft SSPR - Enter the verification code emailed or texted to you

6. Enter your new password. You will not be allowed to use old passwords. Passwords will be required to be at least 8 characters long and have 3 of the 4 following requirements.
- a. Capital letter
 - b. Lower case letter
 - c. Number
 - d. Special Character (.?!@#\$% etc.)



The screenshot shows the Microsoft account recovery interface. At the top left is the Microsoft logo. Below it is the heading 'Get back into your account'. Underneath is the progress indicator 'verification step 1 ✓ > choose a new password'. A horizontal line separates this from the input fields. The first field is labeled '* Enter new password:' and contains a single vertical line cursor. Below this field is a red error message: 'This information is required.' The second field is labeled '* Confirm new password:' and is currently empty. At the bottom left are two buttons: a blue 'Finish' button and a blue 'Cancel' button.

Figure 12: Microsoft SSPR – Enter and confirm a new password

7. Click Finish

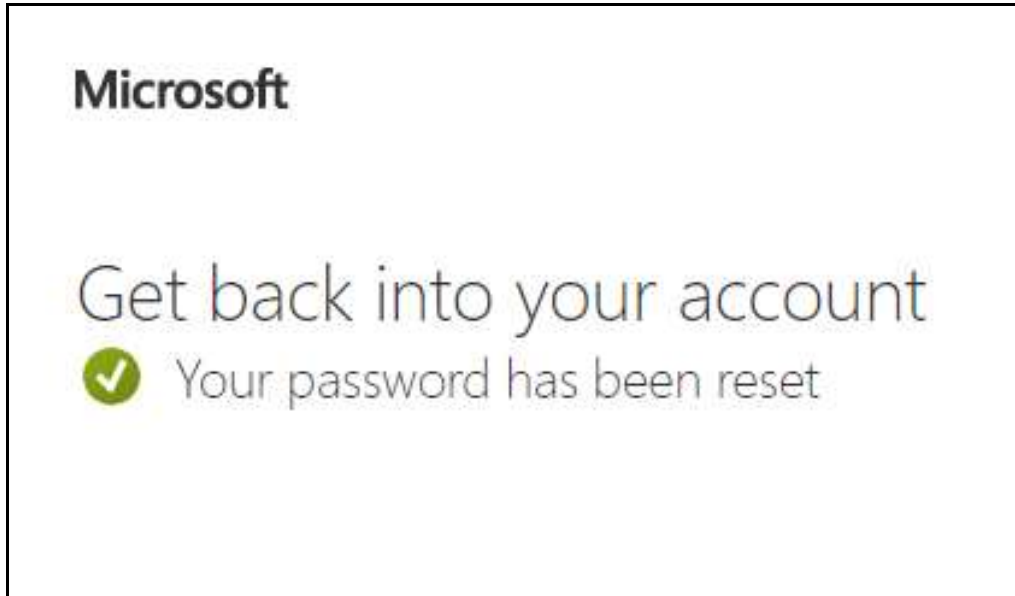


Figure 13: Microsoft SSPR – Password reset confirmation

You can now go back to the SIS MyCollege.laccd.edu sign on page and login using your new password.