

PASSWORD



PASSWORD RESET: You Have the Power!

By registering for the new Microsoft self-service password reset service, students will be able to reset their Student Portal password without help from IT if they'd like to change the password or if they forget it.

Registering takes less than 3 minutes!

- Go to MyCollege.laccd.edu and log in with your current information
- Click on the "email" link
- Follow the prompts and enter an alternate personal email address and/or a mobile phone number.
- Then click "Finished."

The current reset system where a student can answer 5 questions will be retired at the end of 2019.

INSTRUCTIONS TO REGISTER FOR THE NEW MICROSOFT SELF-SERVICE PASSWORD RESET SERVICE

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



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

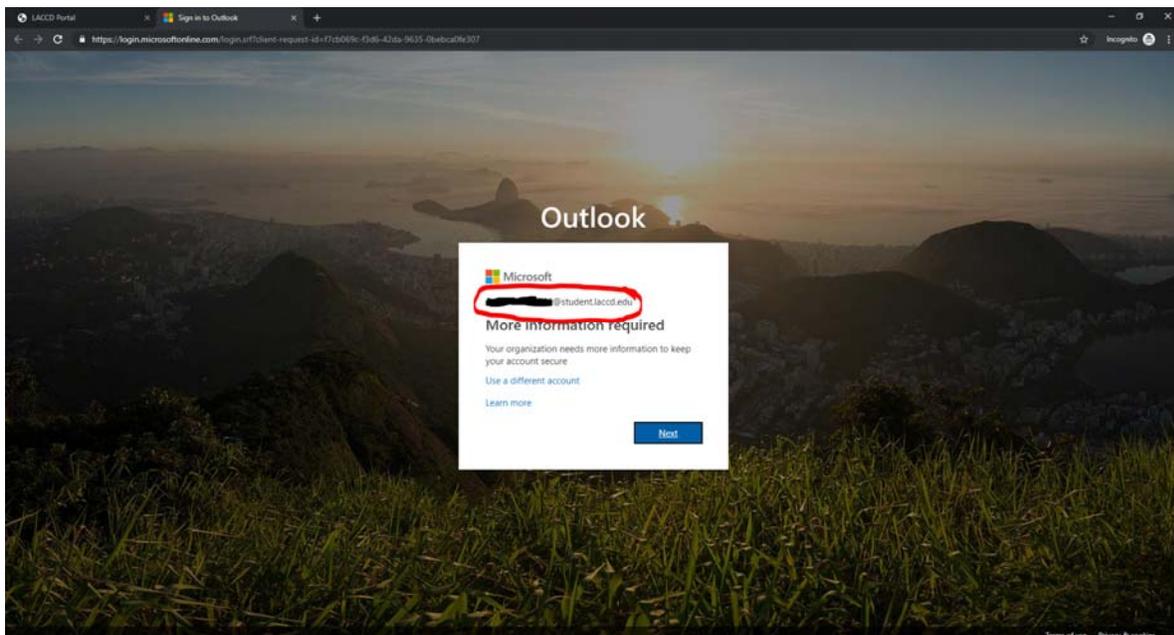
Sign in

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

2. Click on Email link



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

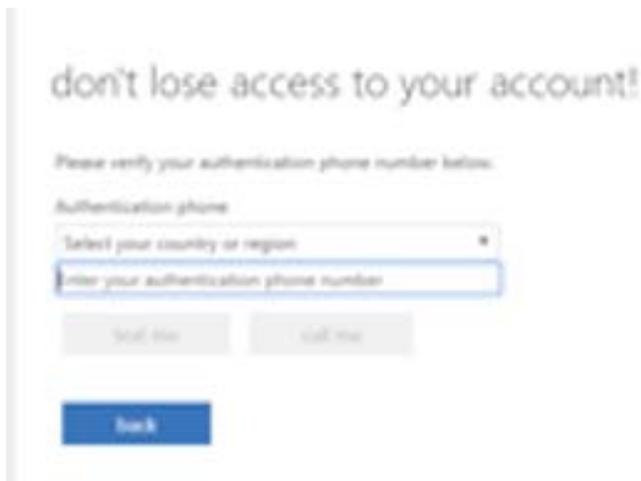


4. Click the “Set it up now” link next to either or both of the authentication methods listed.



5. Follow On screen instructions

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



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

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

Enter your authentication email address

cancel

finish

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

How to create a new 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



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[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.](#)

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 access your account, begin by entering your user ID and the password in the picture in words below.

User ID

Examples: user@XXXXXX.XXXXXX or user@XXXXXX.com



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

3. Click Next

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

Microsoft

Get back into your account

verification step 1 - choose a new password

Please choose the contact method we should use for verification

<input type="radio"/> Email my alternate email	<p>In order to protect your account, we need you to enter your complete mobile phone number (XXXXXXXXXX) below. You will then receive a text message with a verification code which can be used to reset your password.</p> <input type="text" value="Enter your phone number"/> <input type="button" value="Next"/>
<input checked="" type="radio"/> Text my mobile phone	
<input type="radio"/> Call my mobile phone	

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

The screenshot shows the Microsoft account recovery interface. At the top, it says "Microsoft" and "Get back into your account". Below that, it indicates "verification step 1 - choose a new password". A heading reads "Please choose the contact method we should use for verification:". There are three radio button options: "Email my alternate email", "Text my mobile phone" (which is selected), and "Call my mobile phone". To the right of the "Text my mobile phone" option, there is a text input field for a phone number and a blue "Next" button. Below the "Next" button are links for "Try again" and "Contact your administrator". A "Cancel" link is located at the bottom left of the form.

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.
- Capital letter
 - Lower case letter
 - Number
 - Special Character (.?!@#\$% etc.)

The screenshot shows the Microsoft account recovery interface for creating a new password. It features the Microsoft logo and the heading "Get back into your account". Below that, it says "verification step 1 - choose a new password". There are two password input fields. The first field has a red error message below it that reads "This attempt is required". The second field is empty. At the bottom of the form, there are blue "Next" and "Cancel" buttons.

7. Click Finish

Microsoft

Get back into your account

 Your password has been reset

You can now go back to the SIS [MyCollege.laccd.edu](https://mycollege.laccd.edu) sign on page and login using your new password.