



## Self-Service Password Reset (SSPR) Using Microsoft Authenticator App

**Note: You will need to have Microsoft Authenticator app already set up on your mobile device.**

Go to: [Microsoft Online Password Reset](#).

Enter your Merced College email, then enter characters in the picture shown to you, and then click "Next".

### Microsoft

## 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: \*

jane.student@campus.mccd.edu

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



VV6V

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

Next

Cancel

Select "Approve a notification on my authenticator app", then click "Send Notification".

**Microsoft**

## Get back into your account

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

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Please choose the contact method we should use for verification:

☒ Approve a notification on my authenticator app

☐ Enter a code from my authenticator app

Send a notification to your authenticator app on your mobile device.

**Send Notification**

[Cancel](#)

Your computer will generate a number.

**Microsoft**

## Get back into your account

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

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Please choose the contact method we should use for verification:

☒ Approve a notification on my authenticator app

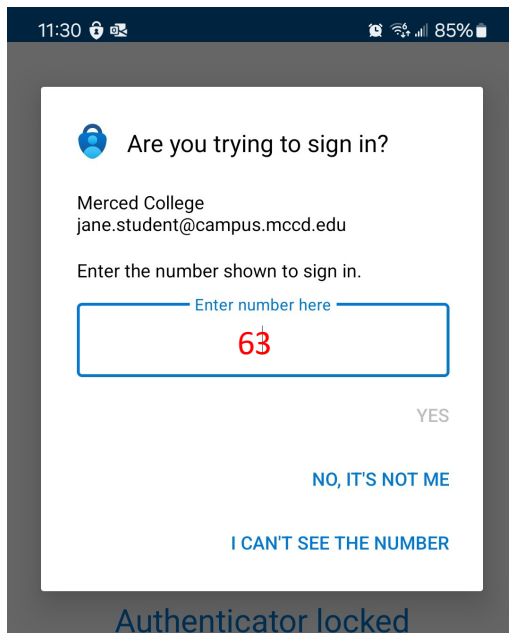
☐ Enter a code from my authenticator app

Approve the notification we're sending to your app by entering the number shown below.

**63**

[Cancel](#)

Open the notification on your mobile device, enter the number provided to you on your computer screen, and press “Yes”.



Create a new password, confirm the new password, then click “Finish”.

**Note: Ensure that your new password is complex and follows these requirements: It must be at least 12 characters long, including at least one special character, one uppercase letter, one lowercase letter, and one number. You cannot reuse old passwords or include your first and last names in the password.**

## Microsoft

### Get back into your account

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

\* Enter new password:

\* Confirm new password:

**Finish**

Cancel

If successful, you will receive a message.

**Microsoft**

Get back into your account

✓ Your password has been reset

To access your Microsoft account, go to: [Login | Microsoft 365 \(office.com\)](#).

**Note: Once you reset your password, you will use the new password for all platforms, including Canvas, the portal, email, workstation login, Microsoft apps, etc.**