

Suffolk County Community College

TO: All Students
FROM: Information Technology Services
SUBJECT: Self-Service Password Reset Tool for Students

Information Technology Services has implemented a self-service [password reset tool for students](#) through Microsoft Office 365.

(Please contact the College Help Desk if you would like to verify the authenticity of the link above)

Following the instructions outlined via the above link, students will be able to complete two important steps that will be critical to successfully transitioning to distance learning after Spring Break.

1. Students will be able to add an alternate email so they can reset their password using the Microsoft login page, thereby enabling them to unlock their account anytime, from anywhere.
2. Students will be able to add and set up recovery devices. By doing this, students will be able to retrieve their password by getting a text message to their phone or other established devices.

Students do not need to reset their password now, but when their password expires they should complete the registration process for self-service password resets at that time. By completing the self-service reset process, students will be able to use this service in the future without having to come to the College in person to have it reset.

For any questions or concerns, please contact our Help Desk as follows:

Support Phone: 631.451.4357

Email: IT-Help@sunysuffolk.edu

(and remember, ITS will never ask you for your password!)