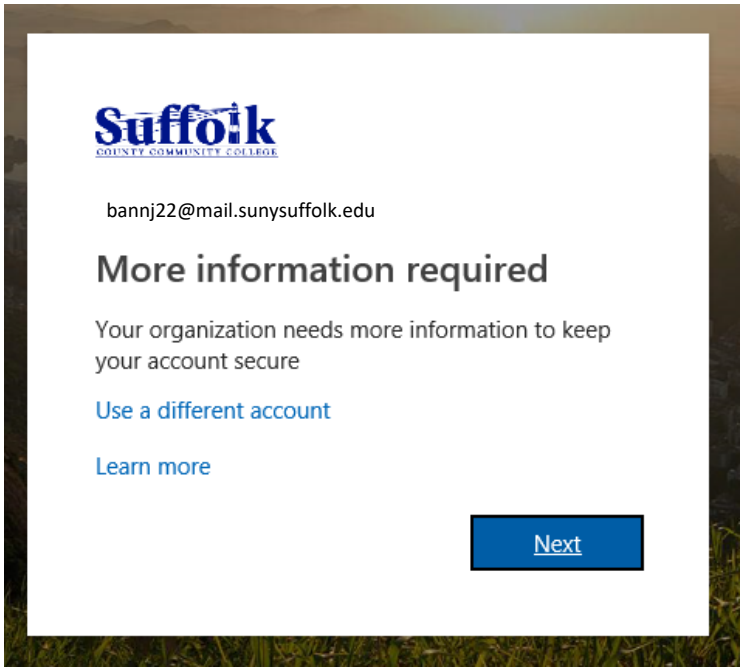
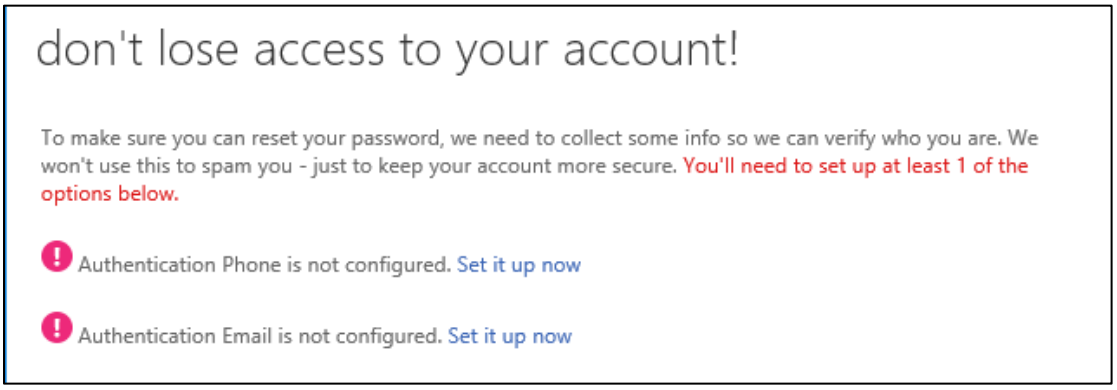
Managing your Suffolk Account through Office 365

Setting up your Self Service Password Reset

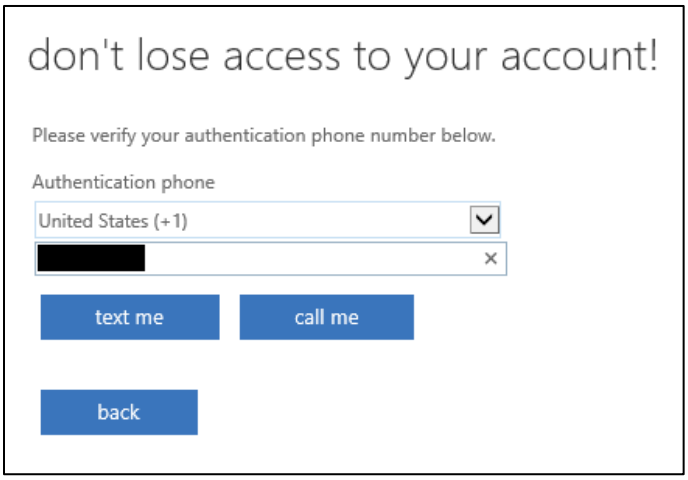
1. Go to Office 365: https://www.office.com/ and click **Sign In**. Log into Office 365 using your full Suffolk email address and password.
2. You will be prompted with a request for more information. Click on **Next**.



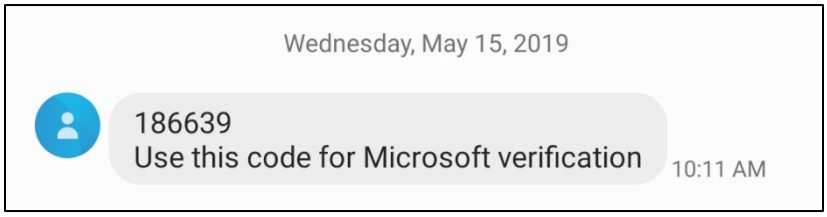
3. To set up your recovery options, click on **Set it up now** next to either Authentication Phone or Authentication Email. ***Please note, you must use a personal email and phone for this process. Be sure to have your phone nearby while going through these steps. ***



4. **Authentication Phone steps:**

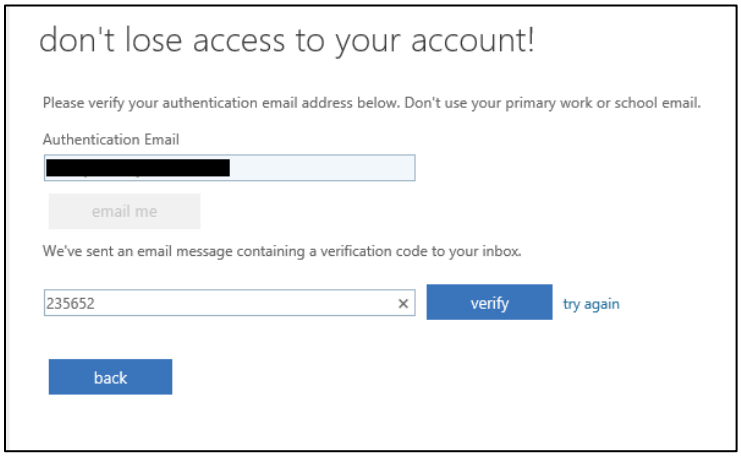


   a. Change the country to **United States** and type in your phone number. Click either **text me** or **call me**.
   b. You will receive a call stating the code or a text message containing the code to your phone.

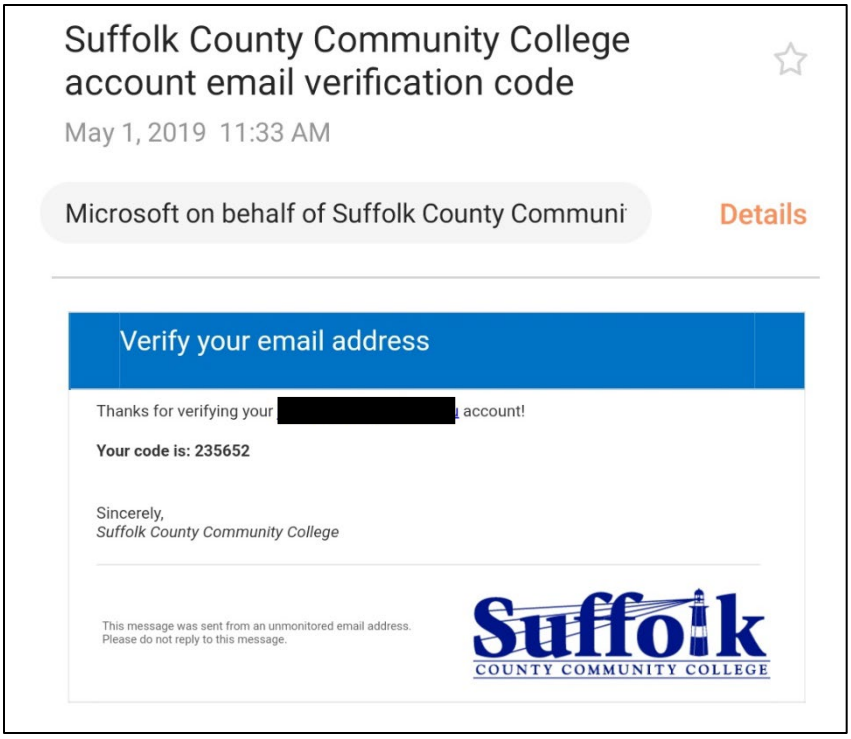


   c. Enter in the code into the text box and click **verify**.

5. **Authentication Email steps:**

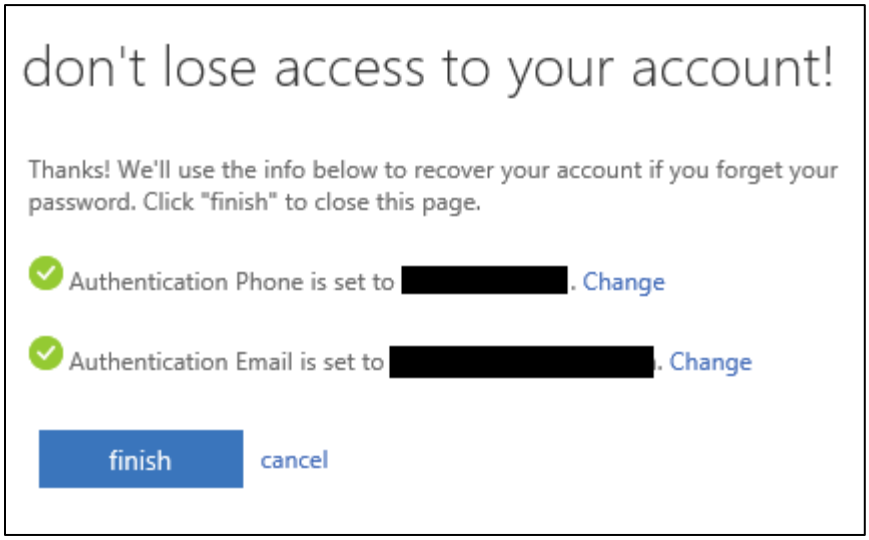


   a. Type in your personal email address and then click **email me**.
   b. You will receive an email containing a code to that email address.



c. Enter in the code and click on **verify**.

6. When you're done, you will see two green check marks next to Authentication Phone and Authentication Email. Click on **finish**.

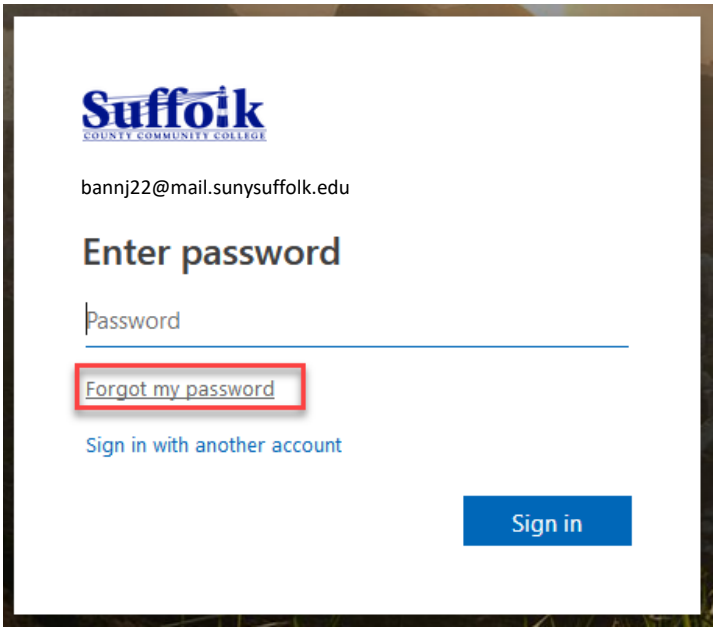


7. Need to update your password reset information? Just go to: https://aka.ms/ssprsetup and click Change next to your Authentication Phone or Email to update it.

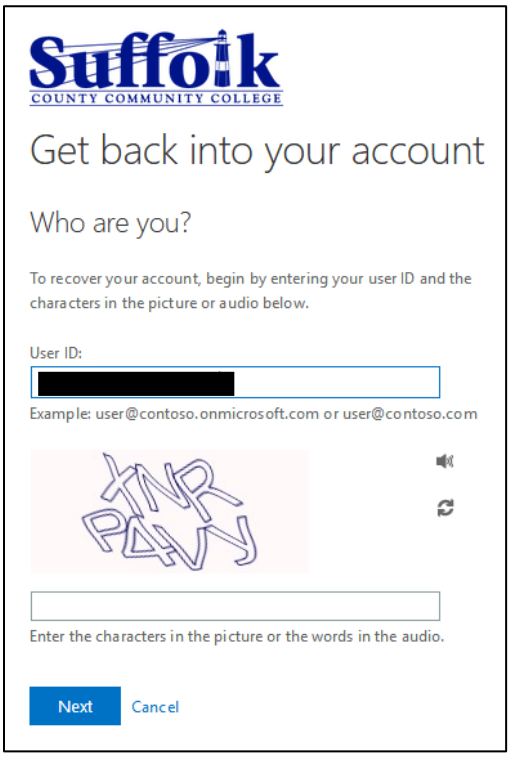
After completing the steps above you can now do a password reset via Office 365.

Using Forgot my Password

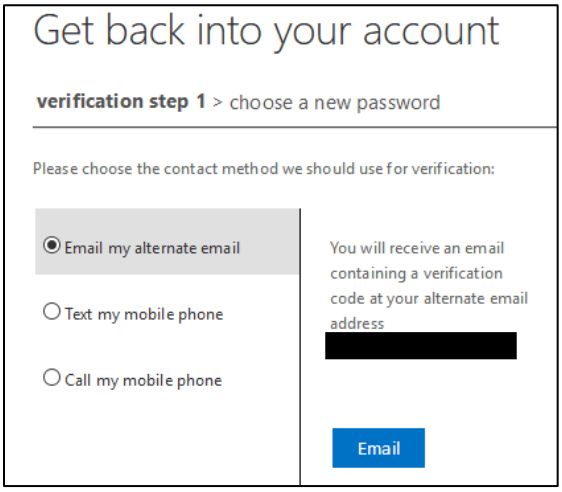
1. If you cannot log into https://www.office.com/ with your Suffolk account because either your password has expired or because you've forgotten your password, click on **Forgot my password** ***Please note, these steps will not work if you haven't set up your Self-service Password reset Authentication Email or Phone***



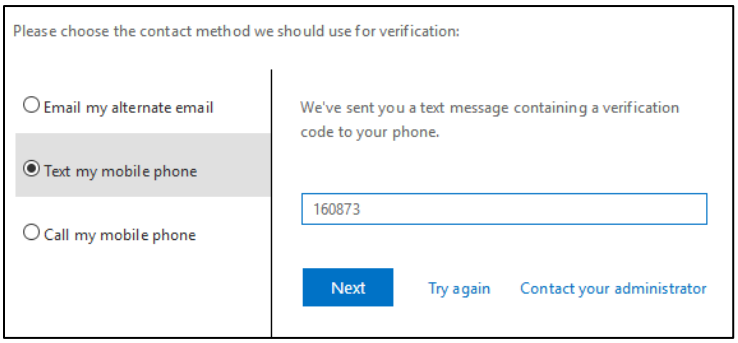
2. Type in the captcha characters (they are case sensitive) and click on **Next**



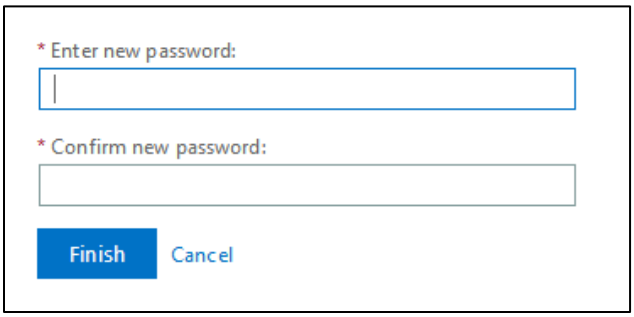
3. Choose the contact method (**Email**, **Text** or **Call**) you want to use to reset your password. The reset code will be sent to the email address or phone number you set up as your Verification Email and Phone.



4. A code will be sent to you in the method that you selected. Enter in the verification code provided and click **Next**.



5. Type in a new password that meets the complexity requirements and type it again to confirm it. Click on Finish.
    a. Password must have a capital letter, a lowercase letter and a number
    b. It must contain at least 8 characters
    c. It must be different from your previous passwords
    d. It cannot contain your name



6. You should get a notice when your password has been successfully reset and be able to log in using your new Suffolk password.

