

## INFORMATION TECHNOLOGY: SELF-SERVICE PASSWORD RESET

**Important Note:** You can only reset your password using self-service password reset if you have previously set up two forms of multifactor/2-factor authentication and they are actively working. If you do not meet these requirements you must go to [flcc.edu/it](https://www.flcc.edu/it) and select **Account Activation**, then **Activate your Account**, and fill out the **Account Activation and Password Recovery form**.

1. To reset your password, go to [mysignins.microsoft.com](https://mysignins.microsoft.com) and type in your FLCC email address when prompted to sign in. Then select the link <https://www.flcc.edu/accountactivation> listed directly below the **Password** prompt.



The screenshot shows the FingerLakes account activation page. At the top is the FingerLakes logo. Below it is a back arrow and the email address @fingerlakes.edu. The main heading is "Enter password". There is a password input field with the label "Password". Below the input field is a link: <https://www.flcc.edu/accountactivation>. At the bottom right is a blue "Sign in" button.

If you know your password and need to: [change your password](#).

If you are new to FLCC and need to: [activate your account now](#).

If you have forgotten your username & password and need to: [recover your username & password](#).

For other issues, or if you are unsure of which link to use, please contact the IT Helpdesk at 585-785-1419, [helpdesk@flcc.edu](mailto:helpdesk@flcc.edu) or visit <https://www.flcc.edu/offices/it>.

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2. Next confirm the correct email address is listed in the **Email or Username** field. Then **enter the characters in the picture or the words in the audio**.



### 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: \*

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



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

Next

Cancel

3. You will see a list of all your multifactor authentication methods on your account. Select one to authenticate with. Here we are using the phone number. **Enter the phone number** you have associated with your account in the prompt and then select **Text**. Do not include any dashes or spaces.



### Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

<input checked="" type="radio"/> Text my mobile phone	<p>In order to protect your account, we need you to enter your complete mobile phone number (***** ) below. You will then receive a text message with a verification code which can be used to reset your password.</p> <div>Enter your phone number</div> <div>Text</div>
<input type="radio"/> Call my mobile phone	
<input type="radio"/> Approve a notification on my authenticator app	
<input type="radio"/> Enter a code from my authenticator app	

4. Enter verification code you receive from your phone.



## Get back into your account

**verification step 1** > verification step 2 > choose a new password

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Please choose the first contact method we should use for verification:

☒ Text my mobile phone

☐ Call my mobile phone

☐ Approve a notification on my authenticator app

☐ Enter a code from my authenticator app

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

Enter your verification code

Next

[Cancel](#)

5. Open your Microsoft Authenticator app and select the tab that says **Finger Lakes Community College** and your **FLCC email address** below it. On the next page it will display a six-digit code that lasts for 30 seconds before being regenerated. Type this code into the box that says, **Enter your verification code** then select **Next**.



## Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

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Please choose the second contact method we should use for verification:

☐ Approve a notification on my authenticator app

☒ Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

Enter your verification code

Next

[Cancel](#)

## INFORMATION TECHNOLOGY: SELF-SERVICE PASSWORD RESET

6. Enter a new password and then confirm password. Password requirements are as follows:

- Must be at least 14 characters long
- Have at least 1 uppercase and lowercase letter
- Have at least 1 number
- Have at least 1 special character i.e., (@#\$%^&\*)
- Cannot have 3 consecutive characters from your username
- Cannot be any previous passwords



### Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

\* Enter new password:

\* Confirm new password:

**Finish**

[Cancel](#)

7. Once submitted you will receive this message. To sign into the ***mysignins.microsoft.com*** select the ***click here*** link and sign in with your FLCC email address and the password you just created.



### Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).