

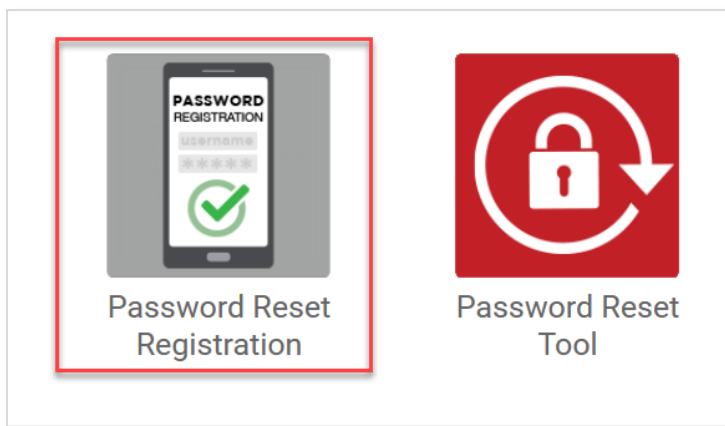
Self-Service Password Registration and Reset

The self-service password reset is now available to WCU faculty and students. The following instructions explain:

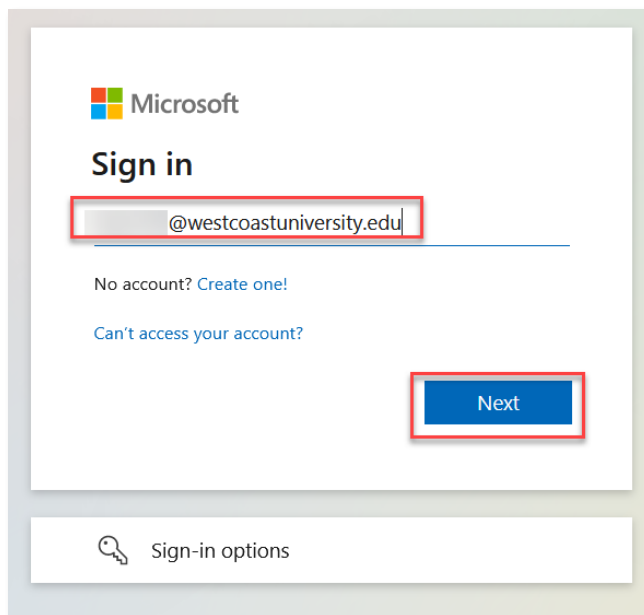
- Password Reset Registration
- Password Reset Tool

Password Registration:

1. Click the **Password Reset Registration** Icon.



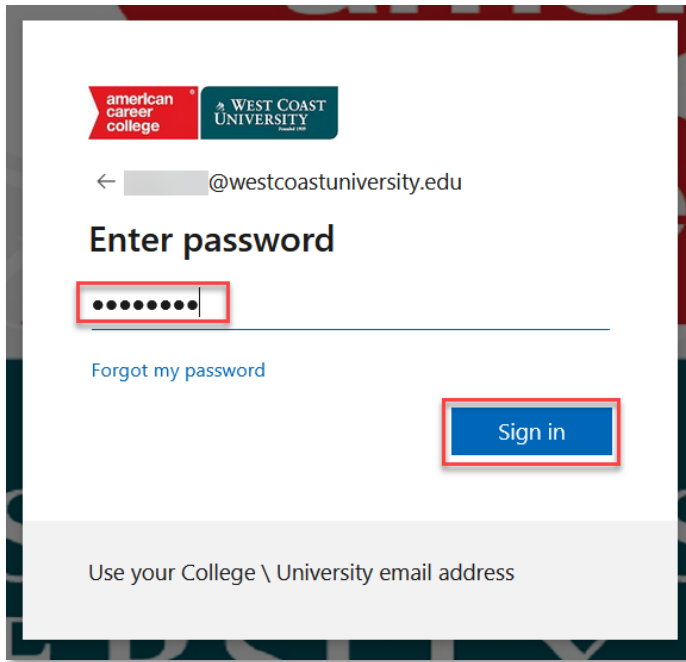
2. Enter your username, then click **Next**.
(@westcoastuniversity.edu for faculty & staff, @u.westcoastuniversity.edu for students)



The image shows a Microsoft sign-in screen. At the top left is the Microsoft logo. Below it is the text 'Sign in'. There is a text input field containing '@westcoastuniversity.edu'. Below the input field are two links: 'No account? Create one!' and 'Can't access your account?'. At the bottom right is a blue button labeled 'Next'. At the bottom left is a link with a key icon labeled 'Sign-in options'.



3. Enter your current password, then click **Login**.



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← @westcoastuniversity.edu

Enter password

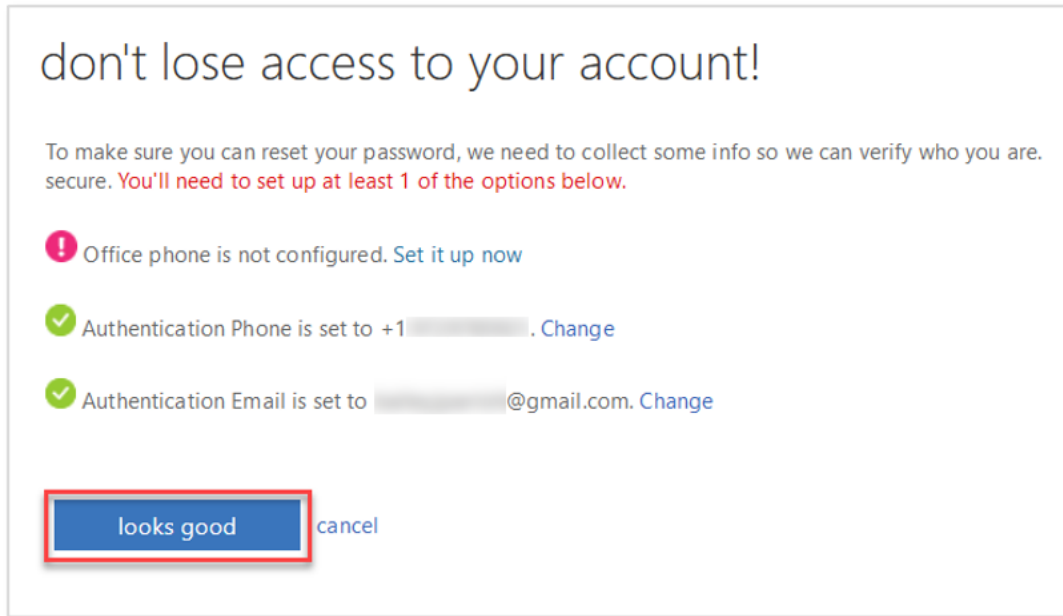
●●●●●●●●

[Forgot my password](#)

Sign in

Use your College \ University email address

4. Enter/update your contact information, then click **Looks Good**.



don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. secure. **You'll need to set up at least 1 of the options below.**

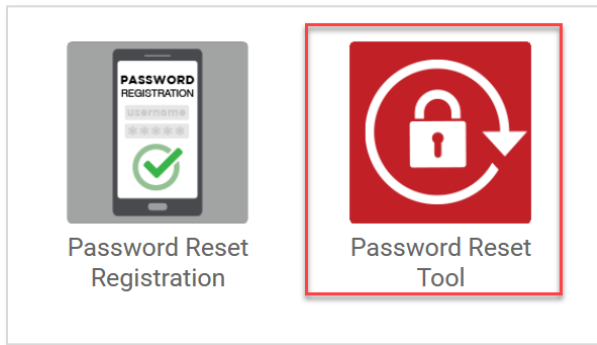
- ❗ Office phone is not configured. [Set it up now](#)
- ✅ Authentication Phone is set to +1 [redacted]. [Change](#)
- ✅ Authentication Email is set to [redacted]@gmail.com. [Change](#)

looks good [cancel](#)



Password Reset:

1. Click the **Password Reset Tool** icon.



2. Enter your username (**@westcoastuniversity.edu** for faculty & staff, **@u.westcoastuniversity.edu** for students).

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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

PSMYW5XV

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

Next Cancel

3. For security reasons, enter the characters/transcribe the words in the audio recording. Then click **Next**.



4. Choose the option that best describes the need for reset. Then click **Next**.

Get back into your account

Why are you having trouble signing in?

forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

5. Choose a preferred verification method from the information stored during password registration. Then click **Email**. (For mobile authentication methods you will be prompted to re-enter the phone number and click **Text** or **Call** respectively.)

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

You will receive an email containing a verification code at your alternate email address ([redacted] @gmail.com).



6. Enter the code you receive at chosen contact method. Click **Next**.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

We've sent an email message containing a verification code to your inbox.

Next Are you having a problem?

7. Enter and confirm your new password. Then click **Finish**.

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

.....

* Confirm new password:

.....

Finish Cancel

8. Your password has now been reset.