

# Reset Password – Self-service Password Reset (SSPR)

Self-service password reset allows you to reset your password on your own, without needing to contact the Service Desk. For this to work, you need to have already setup your alternate sign in methods.

1. Browse to <https://passwordreset.microsoftonline.com/>.
2. Enter your full TC email address in the User ID field and enter the characters in the CAPTCHA image.

TEXARKANA COLLEGE

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: \*

jdoe1234@texarkanacollege.edu

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

WV5H  
53KR

WV5H53KR

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

Next Cancel

3. Choose "I forgot my password".

TEXARKANA COLLEGE

Get back into your account

Why are you having trouble signing in?

I 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.

Next Cancel

4. Select "Text my mobile phone", and enter the mobile number associated with your account.

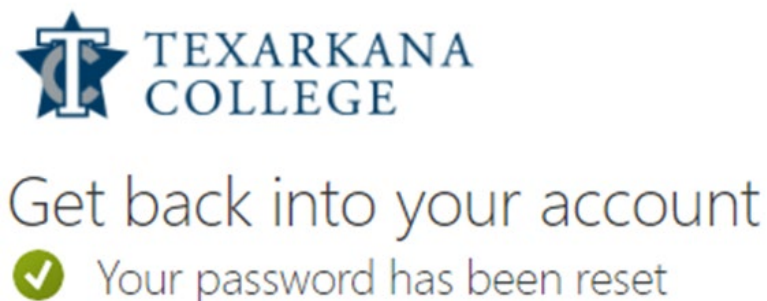


- a. Select "Call my mobile phone" if you're unable to receive text messages. Enter the verification code from the text message or call you received.
5. Enter your new password and click Finish.

**Note: Please refer to the bottom of this page for Password Requirements.**



6. The message "Your password has been reset" will appear after completion.



# Password Requirements

## For Students

- Minimum length of 8 characters
- Must contain 3 of the 4 character types: uppercase letter, lowercase letter, number, or special character
- Do not re-use a password, our system remembers the last 24 passwords
- The password cannot contain any part of your name
- Passwords expire every 91 days

## Add/Update SSPR Sign-in Methods

1. Browse to <https://aka.ms/ssprsetup/>
2. Click **+Add Method** and configure the method you would like to use.