Polk State College Account Recovery and Password Reset Guide

Polk State College now provides College users with the ability to reset their passwords and recover their accounts using Office 365. Each user account must be properly configured with additional security verification details.

This document provides step-by-step instructions to show three things: how to complete the security verification, how to change a user password, and how to recover a password.

Security Verification Details

Open the web browser and navigate to https://portal.office.com and login.

Once logged in, users are prompted to start the enrollment process. Select the Next button.

When prompted, enter at least two security verification details for the enrollment process. Options include a phone number, an email address, or a security question.

The College recommends the use of a non-work phone number along with a personal email address. Do not use work email accounts. Individuals can also opt to set up security questions in place of a personal email address or phone number. Please note that all of the security verification information will be required to recover a user account.

Click the Set it up now link next to each method of security verification. Please note that phone and email verification will include the use of verification codes that will be texted (to the phone number) and emailed (to the email address) and must be used to complete the process. Once two methods are set up select Finish.

Individuals may receive additional prompts to login again and re-verify the information just entered, continue through those until the Everything looks good button is displayed.

Security Verification is complete
How to Change your Password

Open the web browser and navigate to https://portal.office.com and login.

In the upper left corner of the page, select the gear icon and then Office 365 Settings.

On the left hand column, select Security & Privacy and then select Password.

When prompted, enter the Old Password, New Password, Confirm New Password and select Submit

IMPORTANT: Remember that once the password has been changed in Office 365, it must also be updated on all mobile devices.
Forgot Password Account Recovery

Open the web browser and navigate to https://portal.office.com. Enter your username and then select Can’t access your account?

When prompted, enter your User Name and Verification Code then select Next.

You are required to verify your identity by proving you have access to the additional verification elements you setup previously.

Once the two verifications have completed, you are prompted to set a new password and click finish then click Finish.

Troubleshooting

Problem: I closed out the registration process without completing it. How can I go back?
Answer: Please visit http://aka.ms/ssprsetup

Problem: I need to change my verification details or methods
Answer: Please visit http://aka.ms/ssprsetup