

# Office 365 my.polk.edu Student Account

## This guide will assist you in:

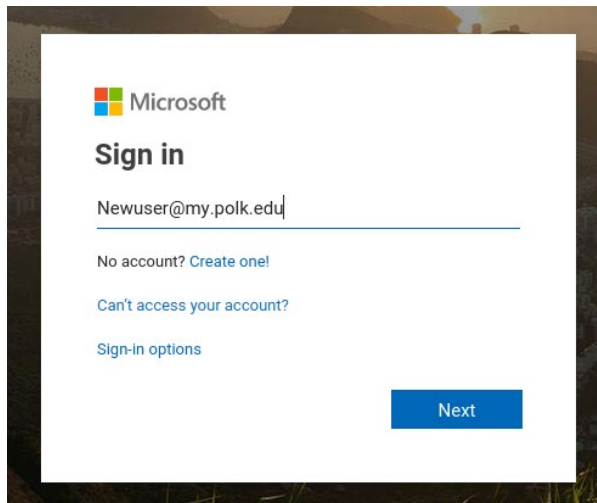
1. Accessing your @my.polk.edu account
2. Resetting your password.
3. Updating your email/phone verification details.

## There are a few items to note before continuing:

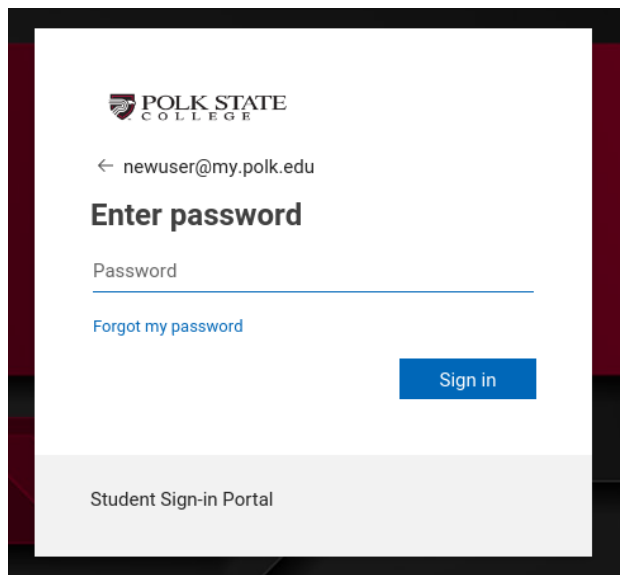
- If you do not know your @my.polk.edu address you must first login to the Passport system by going to [www.polk.edu](http://www.polk.edu) and selecting Passport at the top of the home page. Your initial password for passport will be your two-digit month followed by two-digit year. For example, if you were born December 1988, your PIN would be 1288. Once you are logged in to Passport you will see your assigned institutional email address in the My Details pane in the MyPolk Email Address section.
- If this is your first time logging in to your @my.polk.edu email, your default password is your student ID with the first letter being capitalized, no spaces or dashes
- If you still experience password issues, please be sure to read the steps on how to Reset Your Password before contacting the Polk State College helpdesk.

## First Time Logging into your my.polk.edu account.

1. In a browser go to <https://portal.office.com>
2. Enter your @my.polk.edu email address.

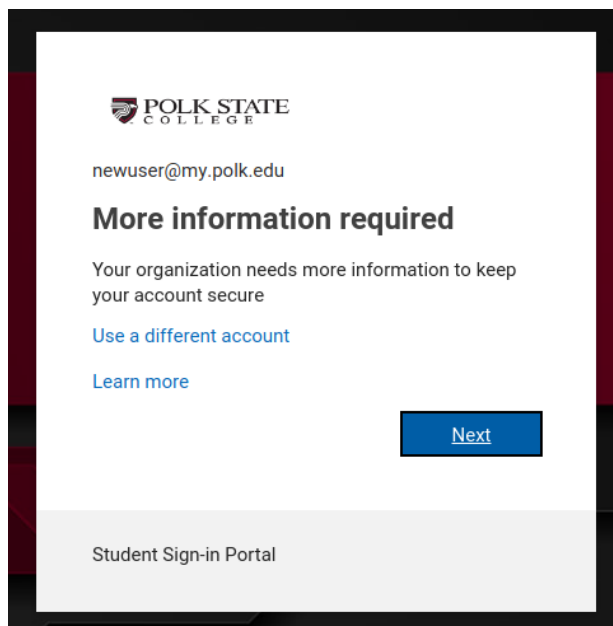


3. Enter your password that was provided to you.



The screenshot shows the 'Enter password' step of the sign-in process. At the top left is the Polk State College logo. Below it is a back arrow and the email address 'newuser@my.polk.edu'. The main heading is 'Enter password'. There is a password input field with a blue underline. Below the field is a link for 'Forgot my password'. A blue 'Sign in' button is positioned to the right of the password field. At the bottom of the page, there is a grey footer area with the text 'Student Sign-in Portal'.

4. Upon first logging in, you will be prompted to enter additional information. This information is used to help secure your account and provides you the ability to reset your password. Please be sure to enter accurate information, otherwise you may be locked out in the future and will have to call the Student Helpdesk for assistance.



The screenshot shows the 'More information required' step of the sign-in process. At the top left is the Polk State College logo. Below it is the email address 'newuser@my.polk.edu'. The main heading is 'More information required'. Below the heading is the text 'Your organization needs more information to keep your account secure'. There are two links: 'Use a different account' and 'Learn more'. A blue 'Next' button is positioned to the right of the text. At the bottom of the page, there is a grey footer area with the text 'Student Sign-in Portal'.

5. You will then be prompted to enter both a phone and email address. Your phone can be a cell phone or landline that you have access to. Your email should be a personal email that you routinely use and have access to.

POLK STATE COLLEGE Newuser@my.polk.edu | ?

### 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. We won't use this to spam you - just to keep your account more secure. **You'll need to set up at least 1 of the options below.**

- ! Authentication Phone is not configured. [Set it up now](#)
- ! Authentication Email is not configured. [Set it up now](#)

©2019 Microsoft Legal | Privacy Your session will expire in 14:49

6. During the authentication phone stage, you have the option to receive either a phone call or text to verify that you own the number being entered.

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### don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1) ▼

1111111111

7. You will also be prompted to verify that you own the email address being entered.

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### don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

Enter your authentication email address

8. Once you have successfully verified both methods, you will see green checkmarks next to each.

 Authentication Phone is

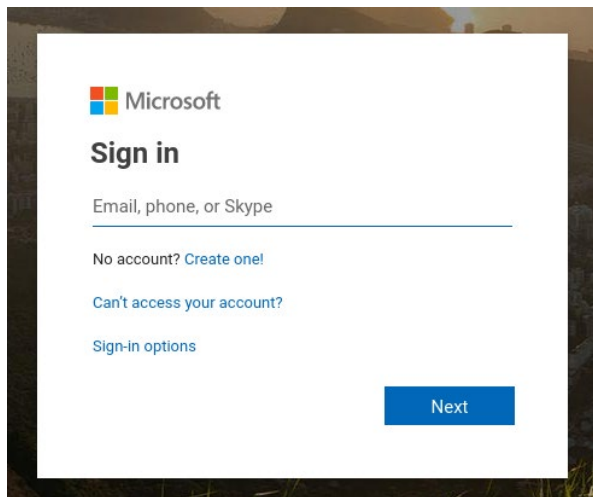
 Authentication Email is :

[finish](#) [cancel](#)

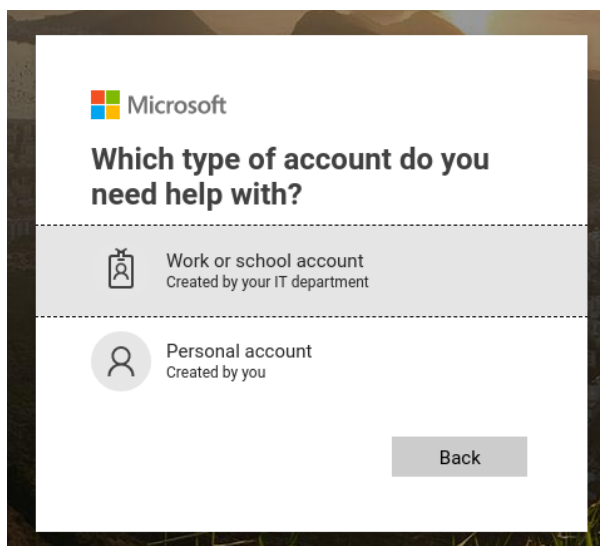
9. Select Finish to complete the process.

## Reset your my.polk.edu Password

1. In a browser go to <https://portal.office.com>
2. Select "**Can't access your account**"



3. Select "Work or school account" for the type of account.



4. You will then be prompted to enter your User ID. Enter your @my.polk.edu email address. Fill in the additional security verification characters provided and then click next.

## Get back into your account

### Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

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



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

5. You must verify that you own the account you are resetting. In order to do so you will be prompted to verify your account by either a text or phone call OR via email to your alternative personal email account that you entered during the registration process. Only one method is required.

## 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

You will receive an email containing a verification code at your alternate email address (kk\*\*\*\*\*@polk.edu).

Text my mobile phone

Call my mobile phone

- If you select to validate via your email account, you will be prompted to enter the code sent to your alternative personal email account.



## Get back into your account

verification step 1 > choose a new password

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Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Email my alternate email	We've sent an email message containing a verification code to your inbox.
<input type="radio"/> Text my mobile phone	<input type="text" value="Enter your verification code"/>
<input type="radio"/> Call my mobile phone	<input type="button" value="Next"/>

[Cancel](#)

- If you select to validate via your mobile phone number, you must enter the code that was sent to that number.



## Get back into your account

verification step 1 > choose a new password

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Please choose the contact method we should use for verification:

<input type="radio"/> Email my alternate email	In order to protect your account, we need you to enter your complete mobile phone number (*****08) below. You will then receive a text message with a verification code which can be used to reset your password.
<input checked="" type="radio"/> Text my mobile phone	
<input type="radio"/> Call my mobile phone	
	<input type="text" value="Enter your phone number"/>
	<input type="button" value="Text"/>

[Cancel](#)

8. Similarly, if you select to validate via phone call you will receive a call to validate your access.



## 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

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*08) below. You will then receive a call. Please answer it to continue.

Enter your phone number

Call

[Cancel](#)

9. After validating one of the above methods, you will then be prompted to set your new password



## Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

Password strength

This information is required.

\* Confirm new password:

Finish [Cancel](#)

10. Once you enter your new password and select finish you will be prompted with the message below saying your account has been successfully reset. You may now login and access your account.



## Get back into your account

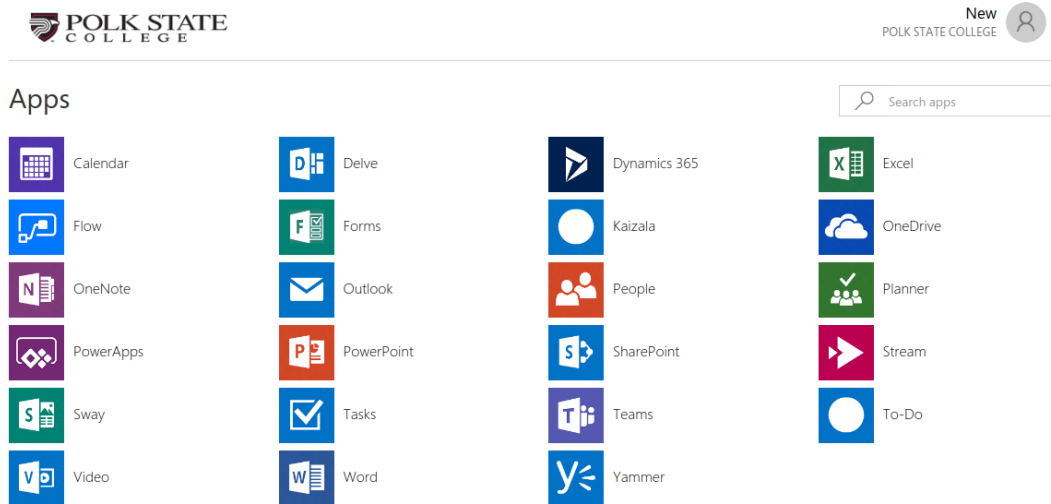
✓ Your password has been reset

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

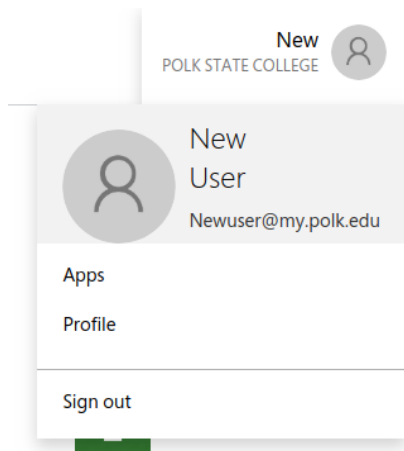


# Update Email & Phone Verification Details

1. In a browser go to <https://account.activedirectory.windowsazure.com>
2. [Sign in with your @my.polk.edu account](#)
3. [Once signed in you page should look similar to the following](#)



4. In the upper right-hand corner select the avatar next to your name and select profile.



5. Under Manage account select the "Set up self service password reset" option to walk through the verification steps again.

Manage account

[Change password](#)

[Set up self service password reset](#)

[Review terms of use](#)

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[Sign out everywhere](#)

## **Additional Assistance**

If you have reached this point of the guide and all additional steps above have failed, please reach out to our Student Helpdesk at 863-298-6839 for additional assistance. When calling, please mention that you followed the steps in this guide but are still having issues.