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 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.

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.
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.

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.

7. You will also be prompted to verify that you own the email address being entered.
8. Once you have successfully verified both methods, you will see green checkmarks next to each.

- Authentication Phone is

- Authentication Email is

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

7. If you select to validate via your mobile phone number, you must enter the code that was sent to that number.
8. Similarly, if you select to validate via phone call you will receive a call to validate your access.

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

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.
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

![Image of the Azure Active Directory dashboard]

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

![Image of the Azure Active Directory profile settings]

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

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.