

HCC Students

Enrolling in Azure Self Service Password Reset

- 1) Login to your HCC Student Email (Img 1 and 2).
- 2) You will be notified to provide more information, click **Next** (Img 3).
- 3) You will need to verify your phone, and/or alternative email and click **Finish** (Img 4).

You're now enrolled in Azure Self Service Password Reset!

You can reset your password by going to <https://aka.ms/sspr> and following the prompts.

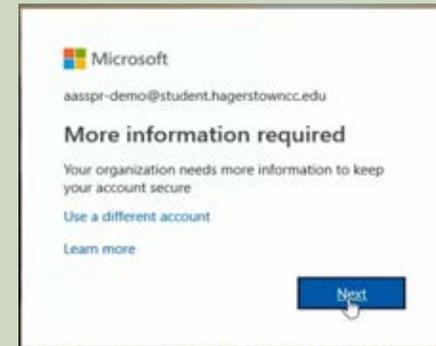
Img 1—Type Email Address

A screenshot of the Microsoft sign-in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. There is a text input field containing "username@student.hagerstowncc.edu" with a small "X" icon to its right. Below the input field is a link that says "Can't access your account?". At the bottom of the page are two buttons: a grey "Back" button and a blue "Next" button.

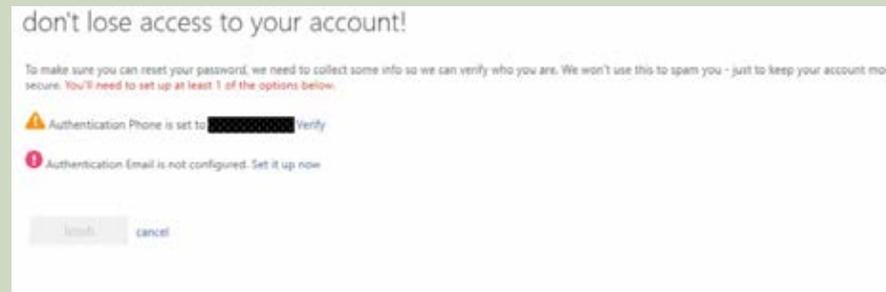
Img 2—Type Password

A screenshot of the Microsoft "Enter password" page. At the top left is the Microsoft logo. Below it, the email address "aasspr-demo@student.hagerstowncc.edu" is displayed. The main heading is "Enter password". There is a "Password" text input field. Below the input field is a link that says "forgot my password". At the bottom right is a blue "Sign in" button.

Img 3—Click Next

A screenshot of the Microsoft "More information required" page. At the top left is the Microsoft logo. Below it, the email address "aasspr-demo@student.hagerstowncc.edu" is displayed. 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". At the bottom right is a blue "Next" button with a mouse cursor hovering over it.

Img 4—Verify Phone, and setup recovery email address

A screenshot of a Microsoft account verification page. The heading is "don't lose access to your account!". Below the heading is a paragraph of text: "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." There are two items listed: 1. A yellow warning triangle icon followed by the text "Authentication Phone is set to [redacted] Verify". 2. A red error icon followed by the text "Authentication Email is not configured. Set it up now". At the bottom are two buttons: a grey "finish" button and a grey "cancel" button.