


How to change your email password

Go to this link: <https://aka.ms/sspr>

Enter your username and answer the captcha. Click **Next**.






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: *


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



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

Next Cancel

Follow the prompts to go to the **choose a new password** screen.



Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish Cancel

Additional step for laptop users updating their password from home (not required if updating laptop password inside the College):

Updating your college laptop password after a password change

Procedure that will help users get the cached credentials on a laptop updated after a password change

Step 1: turn on laptop Step 2: login with old password Step 3: activate **VPN (use new password)** Step 4: lock the session with **Ctrl+Alt+Del** and click **lock** (do not disconnect VPN, do not log off) Step 5: log back in using new password