

How to reset SIS MyCollege.laccd.edu portal password using the new Microsoft Self Service Password Reset page

1. Go to [MyCollege.laccd.edu](https://mycollege.laccd.edu) and click on “New Microsoft forget your password” link.

Normal



New Self-Service Password Reset is here!
All actively enrolled students are encouraged to register for the new self-service password reset service by recording an alternate email address (i.e. yahoo, google, Gmail) and/or a mobile (cell) number into the system.
[Click here for details](#)

Sign in with your organizational account

[Sign in](#)

1st time signing in? [Click here.](#)
Forget your password? [Click here.](#)
[New Microsoft forget your password? Click here.](#)

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2. Enter your @student.laccd.edu address that was provided to you when you originally registered with Microsoft Self Service Password Reset. Enter the “Captcha” code shown on screen.

Microsoft

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



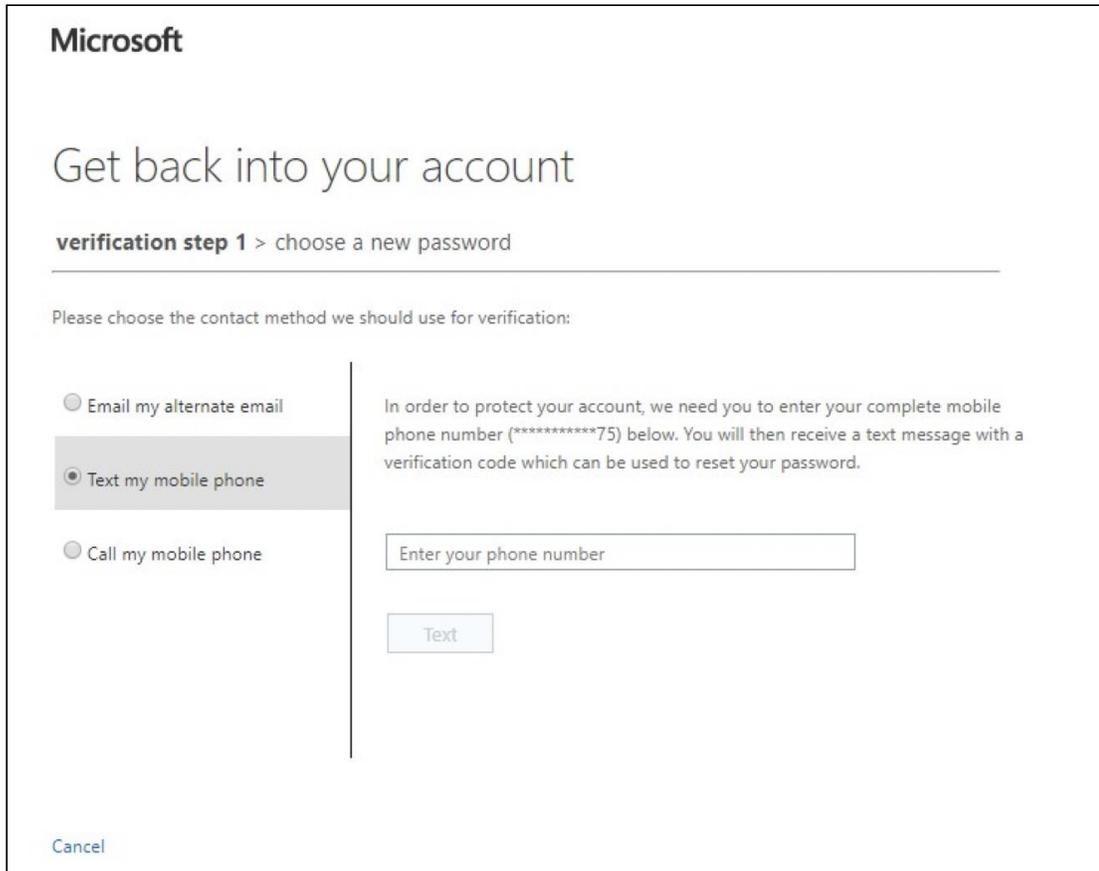
Enter the characters in the picture or the words in the audio.

Next Cancel

3. Select “Next.”

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4. Select a method of verification and follow on screen instructions.



Microsoft

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 (*****75) below. You will then receive a text message with a verification code which can be used to reset your password.

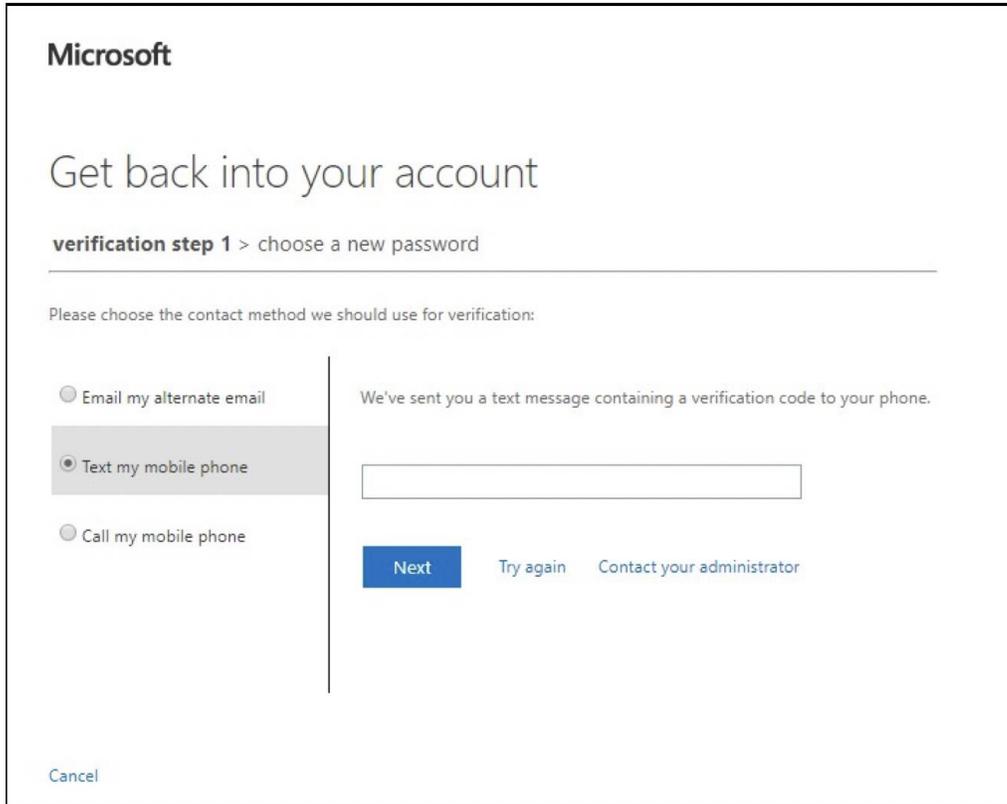
Enter your phone number

Text

Cancel

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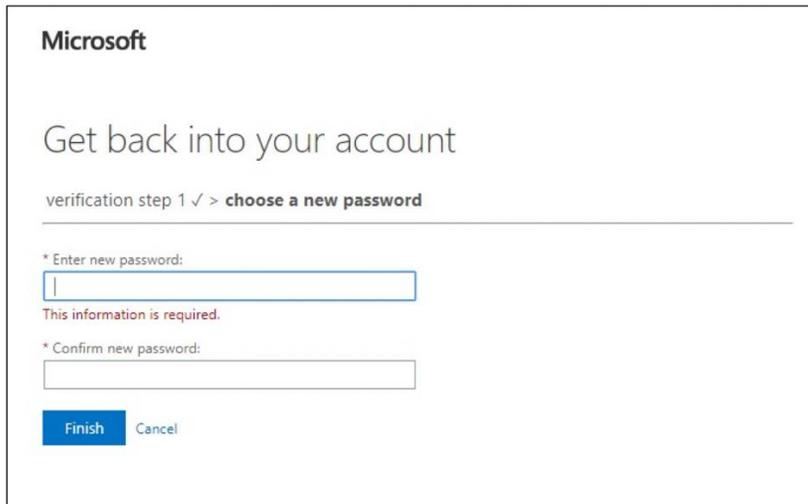
5. Enter the verification code that was mailed/texted/called in to you. Then select "Next."



The screenshot shows the Microsoft account verification interface. At the top left is the Microsoft logo. Below it is the heading "Get back into your account". Underneath is the progress indicator "verification step 1 > choose a new password". A horizontal line separates this from the main content area. The instruction "Please choose the contact method we should use for verification:" is followed by three radio button options: "Email my alternate email", "Text my mobile phone" (which is selected and highlighted with a grey background), and "Call my mobile phone". To the right of these options, the text "We've sent you a text message containing a verification code to your phone." is displayed above a text input field. Below the input field are three buttons: a blue "Next" button, a "Try again" link, and a "Contact your administrator" link. In the bottom left corner of the form, there is a "Cancel" link.

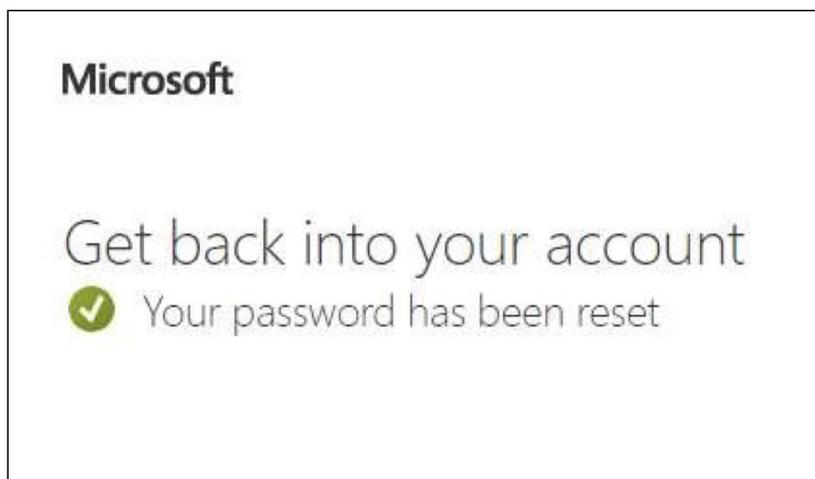
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6. Enter your new password. You will not be allowed to use old passwords. Passwords will be required to be at least 14 characters long and have the following requirements.
 - Capital letter
 - Lower case letter
 - Number
 - Special Character ([.?!@#\\$%](#), etc.)



The screenshot shows the Microsoft 'Get back into your account' page. It is at 'verification step 1' and prompts the user to 'choose a new password'. There are two input fields: '* Enter new password:' and '* Confirm new password:'. A red error message 'This information is required.' is visible below the first field. At the bottom, there are 'Finish' and 'Cancel' buttons.

7. Click "Finish."



The screenshot shows the Microsoft 'Get back into your account' page after a successful password reset. A green checkmark icon is displayed next to the text 'Your password has been reset'.

You can now go back to the [SIS MyCollege.laccd.edu sign in page](#) and login using your new password.