

How to reset email password if authentication method is set up

The screenshot shows the my.citruscollege.edu website. At the top left, the Citrus College logo and the URL my.citruscollege.edu are displayed, with a blue arrow pointing to the URL. The top navigation bar includes a search bar with the text "What would you like to do?", a "Browse Categories" dropdown, and a "Student" dropdown menu. A notification box titled "Student Account Issues?" is visible, containing the text "Submit problems with student email or network logins using the Student Account Issues Form." Below this, the "Featured" section contains a grid of links. A blue arrow points to the "Student Email" link, which features the Office 365 logo. Other links in the "Featured" section include "Plan and Register for Classes", "Register or Add/Drop Classes", "Citrus College Home Page", "Find A Major", and "Citrus Alert Emergency Notifications". The "Most Popular" section below contains links for "Canvas Learning Management System", "Register or Add/Drop Classes", "Student Email", "Plan and Register for Classes", "Wingspan (Self Service)", "View your Educational Plan and Degree Audit", "Citrus College Home Page", and "BankMobile Refund Choice".

Go to <https://my.citruscollege.edu> and click on "Student Email".



Sign in

johndoe123@student.citruscollege.edu

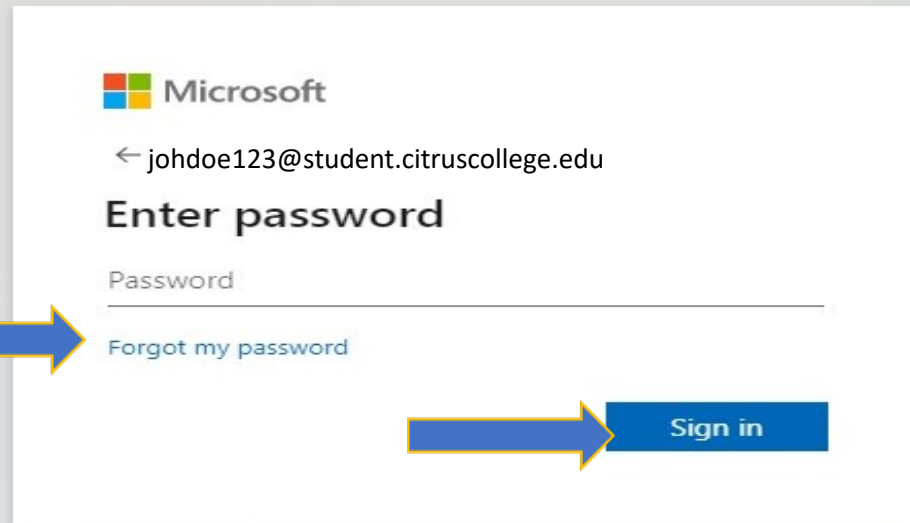
No account? [Create one!](#)

[Can't access your account?](#)

[Sign-in options](#)

Next

Enter your complete student email address and click "Next".



Microsoft

← johndoe123@student.citruscollege.edu

Enter password

Password

[Forgot my password](#)

The image shows a Microsoft login interface. At the top left is the Microsoft logo. Below it is the email address 'johndoe123@student.citruscollege.edu' with a back arrow. The main heading is 'Enter password'. There is a password input field with the placeholder text 'Password'. Below the input field is a link that says 'Forgot my password'. To the right of the input field is a blue 'Sign in' button. Two blue arrows with yellow outlines are pointing to the 'Forgot my password' link and the 'Sign in' button respectively.

Click on “Forgot my password”, and then click “Sign in”.

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:

johndoe123@student.citruscollege.edu

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



SSND44X

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

Next

Cancel

Make sure your student email address appears in the “User ID:” area. Enter the characters that appear on your screen and click “Next”.

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
- Answer my security questions

You will receive an email containing a verification code at your alternate email address (jo*****@yahoo.com).

Email

Cancel

Choose your verification method. These options will vary depending on how many authentication methods you previously set up.

Microsoft

Get back into your account

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

* Enter new password:


* Confirm new password:

Finish Cancel

Enter a new password, confirm new password and click “Finish”.

Microsoft

Get back into your account

 Your password has been reset

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

You can now access your student email account with your new password.