

# How to reset email password if authentication method is not set up

The screenshot shows the Citrus College website interface. At the top, there is a search bar with the text "What would you like to do?" and a search icon. Below the search bar, there are navigation options: "Browse Categories" and "Student". A blue arrow points to the Citrus College logo and the URL "my.citruscollege.edu".

In the center, there is a notification box titled "Student Account Issues?" with the text: "Submit problems with student email or network logins using the Student Account Issues Form." Below this box is a "view all" link.

The main content area is divided into two sections: "Featured" and "Most Popular".

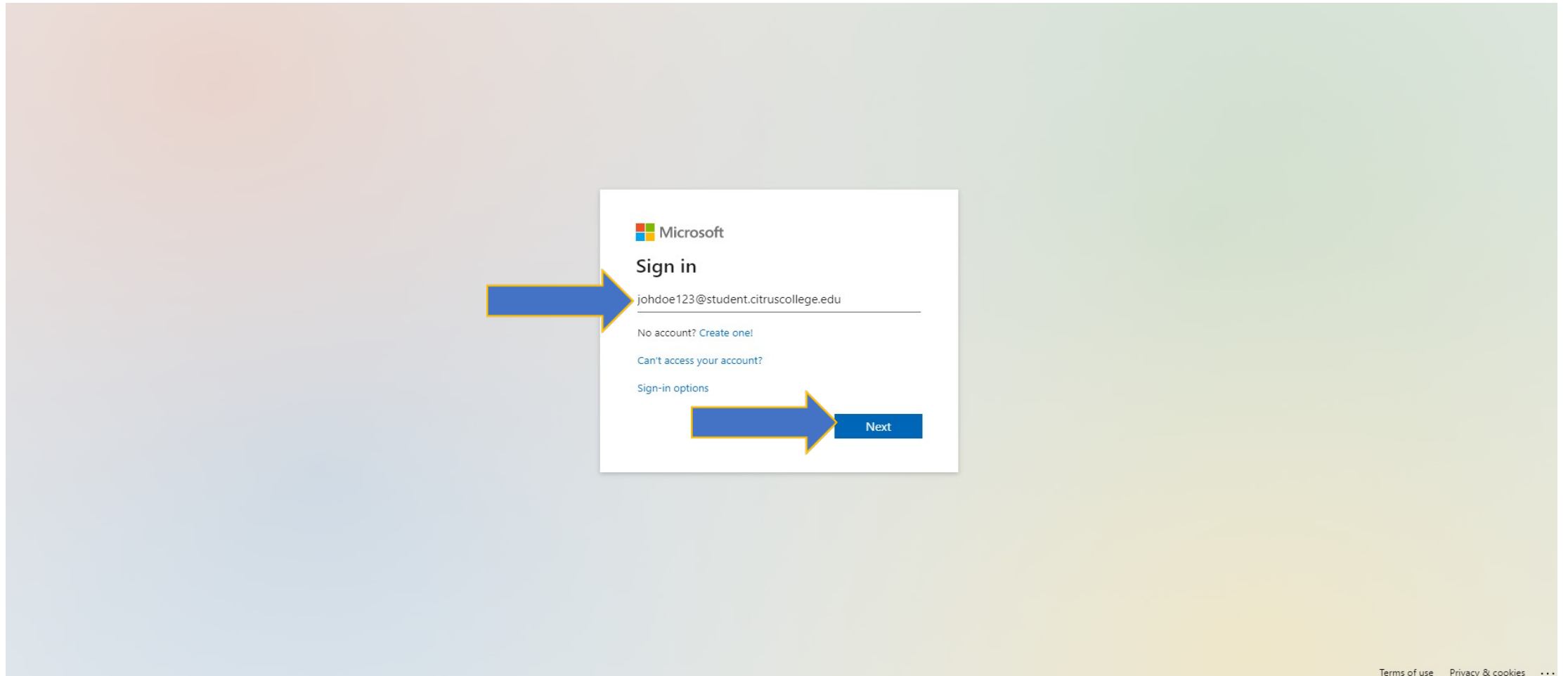
**Featured Section:**

- Student Email** (Office 365) - This tile is highlighted with a blue arrow. It includes an information icon (i) and a heart icon.
- Plan and Register for Classes** (New WingSpan) - Includes an information icon (i) and a heart icon.
- Register or Add/Drop Classes** (WingSpan) - Includes an information icon (i) and a heart icon.
- Citrus College Home Page** (www.citruscollege.edu) - Includes an information icon (i) and a heart icon.
- Find A Major** - Includes an information icon (i) and a heart icon.
- Citrus Alert Emergency Notifications** (WingSpan) - Includes an information icon (i) and a heart icon.

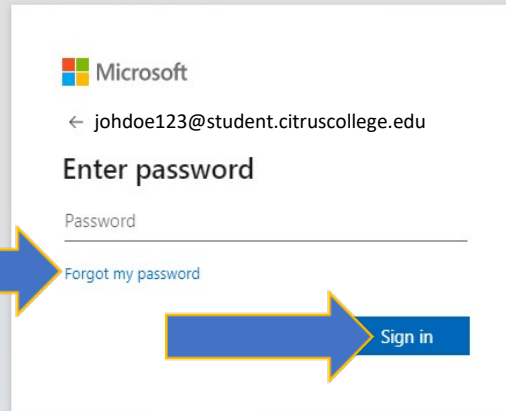
**Most Popular Section:**

- Canvas Learning Management System** (Canvas) - Includes an information icon (i) and a heart icon.
- Register or Add/Drop Classes** (WingSpan) - Includes an information icon (i) and a heart icon.
- Student Email** (Office 365) - Includes an information icon (i) and a heart icon.
- Plan and Register for Classes** (New WingSpan) - Includes an information icon (i) and a heart icon.
- Wingspan (Self Service)** (Wingspan Single Sign On (SSO)) - Includes an information icon (i) and a heart icon.
- View your Educational Plan and Degree Audit** (DegreeWorks) - Includes an information icon (i) and a heart icon.
- Citrus College Home Page** (www.citruscollege.edu) - Includes an information icon (i) and a heart icon.
- BankMobile Refund Choice** (WingSpan) - Includes an information icon (i) and a heart icon.

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



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



A screenshot of a Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the email address 'johndoe123@student.citruscollege.edu' with a back arrow to its left. The heading 'Enter password' is centered. Below the heading is a password input field with the placeholder text 'Password'. Underneath the input field is a link that says 'Forgot my password'. To the right of the input field is a blue 'Sign in' button. A large blue arrow points from the left towards the 'Forgot my password' link, and another large blue arrow points from the 'Forgot my password' link towards the 'Sign in' button.

Microsoft

← johndoe123@student.citruscollege.edu

**Enter password**

Password

[Forgot my password](#)

[Sign in](#)

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:

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



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

From here, make sure your student email address appears in the “User ID:” area. Then, enter the characters that appear on your screen and click “Next”.

Microsoft

Get back into your account

We're sorry

You can't reset your own password because you haven't registered for password reset.

If you can't sign in, you must contact your administrator to reset your password for you.  
After you can sign in again, register for self-service password reset to make sure that you're able to reset your own password in the future.

Show additional details



Click on “Contact your administrator”.

## Get back into your account

Your admin has been notified

**Only your admin can reset your password.** To assist you, we've sent an email to your admin requesting a password reset.  
Note that this request could take some time to complete, depending on your organization's support policies. Contact your admin or helpdesk for any further assistance.

Please wait 5 minutes, your password will automatically reset to the default password of Cc and your 8 digit date of birth with no spaces or dashes.  
\*Note: you will not receive any email or notification of password reset.