How to reset email password if authentication method is set up

Go to https://my.citruscollege.edu and click on “Student Email”.
Enter your complete student email address and click “Next”.
Click on “Forgot my password”, and then click “Sign in”.

johdoe123@student.citruscollege.edu
Make sure your student email address appears in the “User ID:” area. Enter the characters that appear on your screen and click “Next”.

User ID: johdoe123@student.citruscollege.edu

Enter the characters in the picture or the words in the audio.
Choose your verification method. These options will vary depending on how many authentication methods you previously set up.
Enter a new password, confirm new password and click “Finish”.
You can now access your student email account with your new password.