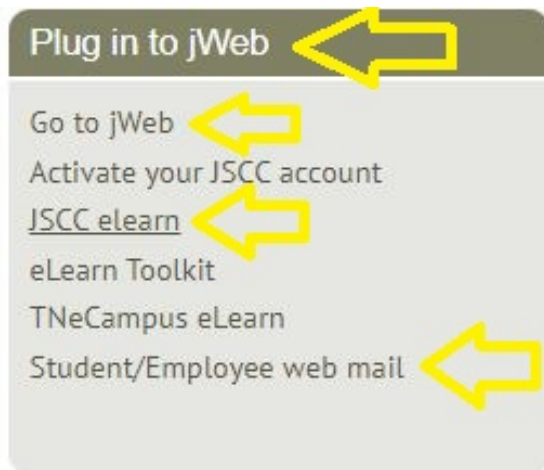


Password Reset (Forgotten or Expired)

OPTION A: Reset through jWeb, eLearn, or Email:

1. Open a Web Browser
2. Click on Link from either jWeb, eLearn or Email on the main jsc.edu website (yellow arrow)



3. Put in your full email address (ex. username@jsc.edu) (red arrow)
4. Click next (yellow arrow)



A screenshot of a sign-in form for Jackson State Community College. The form includes the college logo, the heading "Sign in", and an input field containing "testpass@jsc.edu". A red arrow points to the input field, and a yellow arrow points to a blue "Next" button. Below the input field is a link that says "Can't access your account?". At the bottom of the form, there is a note: "Please use your JSCC email address and netlogon password. (ex: jdoe1@jsc.edu)".

5. Click Forgot my password (yellow arrow)

Jackson State
COMMUNITY COLLEGE

← testpass@jscc.edu

Enter password

Password

[Forgot my password](#)

[Sign in](#)

Please use your JSCC email address and netlogon password. (ex: jdoe1@jscc.edu)

6. Enter the characters in the picture (red arrow)

7. Click next (yellow arrow)



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](#)



8. Click I forgot my password (same link for expiring passwords) (red arrow)
9. Click next (yellow arrow)



Get back into your account

Why are you having trouble signing in?

I forgot my password



No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel



10. Use your Authenticator App or Phone Number for account verification

11. Enter code given (red arrow)

12. Click next (yellow arrow)



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

Enter your verification code



Next



Cancel

13. Enter new password (red arrow)

14. Click Finish (yellow arrow)



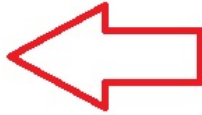
Get back into your account

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

* Enter new password:

* Confirm new password:

Finish Cancel



15. Password has been reset



Get back into your account

✓ Your password has been reset

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

OPTION B: Reset through URL from Microsoft Directly

16. Open a Web Browser

17. In the Url bar, type <https://passwordreset.microsoftonline.com> (red arrow)

← → ↻ <https://passwordreset.microsoftonline.com>

Apps <https://vpn.jccc.edu...> Kuali Business Cont... AVTECH Software, I... FortigateVPNAAD

Jackson State
COMMUNITY COLLEGE

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

18. Follow same steps as above from OPTION A starting at STEP 6