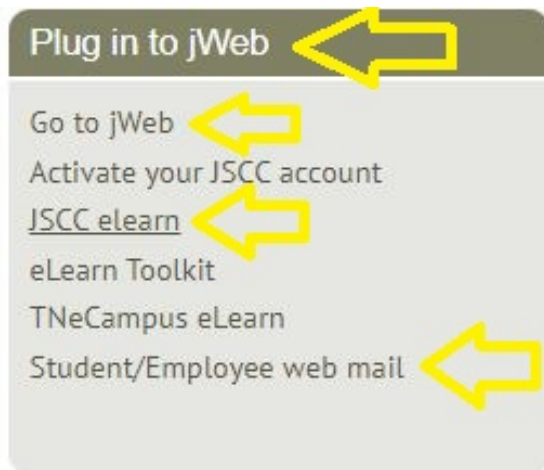Password Reset (Forgotten or Expired)

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 jscc.edu website (yellow arrow)

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

5. Click Forgot my password (yellow arrow)

6. Enter the characters in the picture (red arrow)
7. Click next (yellow arrow)

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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: *

testpass@jscc.edu

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

kYQVSV

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)

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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)

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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)
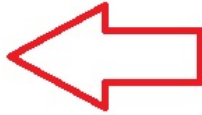14. Click Finish (yellow arrow)

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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

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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)

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