How to reset your student e-mail password should you not be able to login.

From the login screen, enter your username and password and click "Sign in". Proceed to Step 1 below.

Office 365

Work or school account

someone@example.com

Password

☐ Keep me signed in

Sign in   Back

Can't access your account?

1. Click the "Forgot your Password?" from the e-mail login page or navigate to
    https://passwordreset.microsoftonline.com (see step 2)

VERNON COLLEGE
VERNON - WICHITA FALLS

We don't recognize this user ID or password
Be sure to type the password for your work or school account. Forgot your password?

Sign in with your work or school account

youremail@student.vernoncollege.edu

••••••••

☐ Keep me signed in

Sign in   Back

Can't access your account?

2. Fill out the required information

Get back into your account

Who are you?

To recover your account, begin by entering your user ID a[...]dio below.

* User ID:

youremail@student.vernoncollege.edu

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

Enter your student e-mail address here

Type the characters in the picture in the

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

Next   Cancel

3. If you get either of the following 2 example screens, it means you DO NOT have an alternate e-mail address in our system or your Office 365 account does not exist. In the event that you encounter either of these two issues, please call the Office of Admissions and Records at (940)696-8752 ext 3332 for assistance. Otherwise continue to step 4 to reset your password.

** Example 1 **

VERNON COLLEGE
VERNON - WICHITA FALLS

Get back into your account

We could not verify your account

--OR—

** Example 2 **

VERNON COLLEGE
VERNON - WICHITA FALLS

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:

@student.vernoncollege.edu

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

The user ID you entered does not exist. Please check that you have typed your user ID correctly.

4. If you get the following screen, then we do have an alternate e-mail on file and you'll be able to reset your own password. Click the blue "Email" button to go to the next step.

5. A verification code will now be sent to your alternate e-mail address. You'll need to open the alternate email account to get the code. Type that code into the box on as shown in the screen below. Then click next. You'll then have the opportunity to change your password.

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

⦿ Email my alternate email	We've sent an email message containing a verification code to your inbox.
○ Text my mobile phone	
○ Call my mobile phone	[Next] Try again Contact your administrator
○ Call my office phone	

Enter Verification Code that was sent to your alternate email address

If you are unable to reset your password after retrying, please contact Support for assistance.

6. Password Reset complete