

Setup and Manage your Microsoft Office 365 Account

Setup your Microsoft Office 365 account

- Go to - <http://www.carrollcc.edu/password>
- Click “Set Up Your Account”



WELCOME TO THE CARROLL COMMUNITY COLLEGE PASSWORD RESET PORTAL

You can use this site to unlock your account, reset your password, or change your password.

[Set Up Your Account](#) - To set up your account for the first time

[Unlock Account](#) - If you have **forgotten** your password or your account is **locked out**

[Change Password](#) - If you know your password and would like to **change** it

[Modify Account Registration](#) - If you wish to modify information used for password resets

SUPPORT INFORMATION

IT Support Phone: 1-410-386-8060

Email: ithelpdesk@carrollcc.edu

ALL + -

- Enter your User ID provided by Carroll Community College. If you are not sure of your User ID go to the following link: <http://apply.carrollcc.edu/login/>. You will be provided your College email and College login. Enter your email address as the User ID.



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 in the picture or the words in the audio.

Next

Cancel

- Choose “I forgot my password” and click Next



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

Next

Cancel

- You need to verify your account. Click on Email and you will be sent a verification code to your personal email address stored in your student record.



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

You will receive an email containing a verification code at your alternate email address (ss*****@gmail.com).

Email

- Enter the verification code you received from Microsoft and click Next.



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

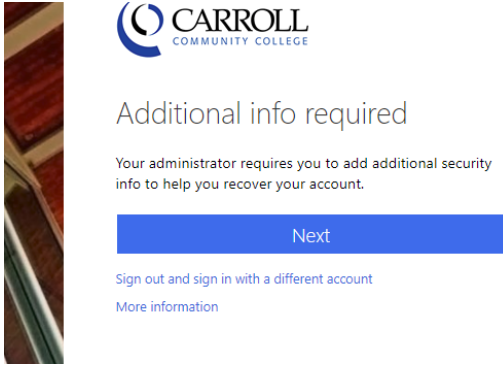
We've sent an email message containing a verification code to your inbox.

Enter your verification code

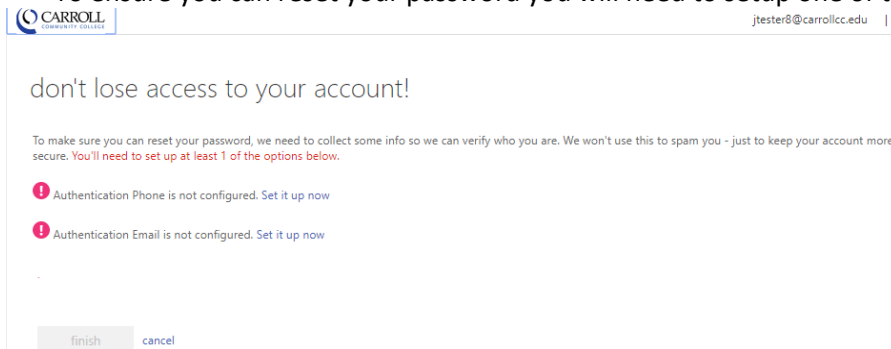
Next

[Are you having a problem?](#)

- Create a new password and click Finish.
- To access your account go to – <http://portal.office.com>. The first time you access the system you will be required to provide additional information that will be used if you need to recover your account. Click Next.



- To ensure you can reset your password you will need to setup one of the following options.



- After you setup one or more recovery option(s), click Finish.
- The main screen for Office 365 will open.

