



# COLLEGE of CHARLESTON

STUDENT INSTRUCTIONAL  
TECHNOLOGY SERVICES

## Self-Service Password Reset

**Note:** To use Self-Service Password Reset, you must first register your account in order to use this service. You must first register your account using a phone number and personal email address.

### Self-Service Password Reset:

1. In the address bar, go to **help.cofc.edu**.
2. On the Self-Service and Support System website, click **MyCharleston Password Reset** link.

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## Self-Service Password Reset

Self-Service Password Reset allows you (students, faculty, retired faculty, and staff) to reset, unlock, or change your College of Charleston password on your own, without the assistance of the Helpdesk.

To use this service, **you must first register your account** using a phone number and personal email address. You may also choose to download and use the mobile authenticator app as one of your validation methods instead. This is the information that will be used to validate your identity should you need to reset or change your password in the future.

### Register, Reset, or Change

**Register Your Account** - To use Self-Service Password Reset, you must first register your account using a phone number and personal email address.

**Reset Your Password** - If you forgot your password, and need to create a new one.

**Change Your Password** - If you know your password, but want to change it.

3. On the **Self-Service Password Reset** page, click **Reset Your Password**.



## 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

4. Enter **User ID** (full *g.cofc.edu* username)

**Note:** You may be prompted to enter characters in the picture or words in the audio for security purposes.

5. After you have entered the characters, click **Next**.



## 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

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*88) below. You will then receive a text message with a verification code which can be used to reset your password.

**Text**

Cancel

6. Choose the method of verification that will be used for contact (*email alternate email address, text mobile phone, or call mobile phone*).

7. Enter information (*in this case, text was selected as the form of verification*).



## 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

Text my mobile phone

Call my mobile phone

We've sent you a text message containing a verification code to your phone

933188

Next

Try again

Contact your administrator

Cancel

You will receive a verification code to the verification method that you have selected.

8. Enter **verification code**.

9. Click **Next**.



## Get back into your account

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

\* Enter new password:

\* Confirm new password:

Finish

Cancel

10. Enter **new password** (*you will be required to confirm the new password before moving forward*).

11. Click **Finish**.