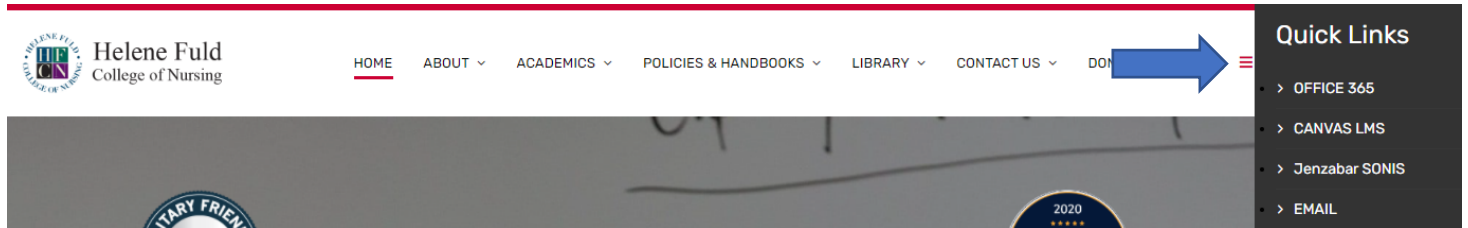


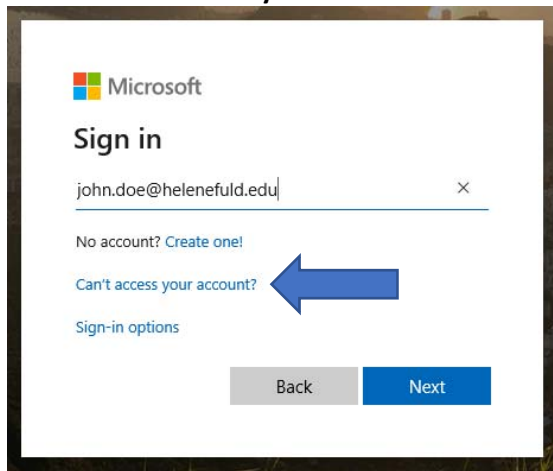
## Helene Fuld College of Nursing (HFCN) - Self-Service Password Reset – Microsoft Office 365 (O365)

**\*\* Important:** The first time you log in to O365, it will ask you to setup an alternative email and a mobile number. In order to use the self-service password reset, you must have completed that process. If you do not have your credentials, please contact the IT Department at [support@helenefuld.edu](mailto:support@helenefuld.edu)

First, go to [www.helenefuld.edu](http://www.helenefuld.edu) and click on the **Quick Links**  action menu. Then click on **OFFICE 365**



Click on **Can't access your account?**



Enter your **HFCN email address** and the **characters in the picture** (the ones on your own password reset page). Click **Next**

Microsoft

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.



Microsoft will email and text you the verification codes needed to reset your password.

## Get back into your account

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

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

<input checked="" type="radio"/> Email my alternate email	You will receive an email containing a verification code at your alternate email address (he*****@gmail.com).
<input type="radio"/> Text my mobile phone	
<input type="radio"/> Call my mobile phone	

**Email** ←

**IMPORTANT:** If you change your mobile number, please do not forget to update your O365 contact information.

If you need assistance, please contact HFCN's IT Department at [support@helenefuld.edu](mailto:support@helenefuld.edu)

**Other related resources:**

- [HFCN's Distance Learning webpage](#)