Self-Service Password Reset Registration Process

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 Registration:
This is the information that will be used to validate your identity should you need to reset or change your password in the future.

1. In the address bar, go to help.cofc.edu.
2. On the Self-Service and Support System website, click MyCharleston Password Reset link.
3. On the Self-Service Password Reset page, click Register Your Account.
4. On the Microsoft Sign In page, enter your full g.cofc.edu email address.
5. Click Next.
6. When prompted, enter password.
7. Click Sign in.
8. On the My Sign-Ins page, select Security info (see screenshot).
9. Click Add method.
10. When prompted to **Add a method** *(Which method would you like to add?)*, select the drop-down arrow for a list of sign-in methods.

**Note:** Methods you can add
- Authenticator app
- Phone
- Alternate phone
- Email

11. Select “**Which method would you like to add?**”

12. Click **Add**

13. **Enter your information** *(in this case the phone option was selected).*

**Note:** If you select the phone option, you will be required to select where you would prefer the code through text or phone call.

14. Click **Next**.
15. Enter the code that was sent to your added method *(in this example, a 6-digit code was sent via text message)*.

16. Click Next.

**Note:** You may be required to verify your added method for security purposes.

17. You will see a message indicating that the added method was verified successfully.

18. Click Done.

You will be directed to the **Security info** page displaying your selected **Default sign-in method**.

19. Click Add method to add another sign-in method.