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.
3. On the **Self Service Password Reset** page, under option 2, select **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:
zzstud@g.cofc.edu
Example: user@contoso.onmicrosoft.com or user@contoso.com

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

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**.

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

8. Enter verification code.

9. Click Next.

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

11. Click Finish.