Self-Service Password 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, under option 1, select **Register for Self Service Password Reset (SSPR)**.

### Resolution:

#### Self Service Password Reset (SSPR)

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 Service Desk**.

To use this service, you **must first register your account** using a phone number and a 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, even if your account is expired, disabled, or locked due to security reasons. Using this method **immediately changes your password** across all related systems.

1. **Register for Self Service Password Reset (SSPR)**

   **Click Here to Register Your Account**

   You can register as many recovery methods as you like, but you must set up **at least 2** in order to use Self Service Password Reset.

2. **Reset Your Password**

   **Reset Your Password** - Use this link if you forgot your password and need to create a new one. **Your account must be registered before you can use this link**.

   This **[PDF]** provides screenshots for resetting your password using Self Service Password Reset.

   **Change your Password** - Use this link if you know your current password, but want to change it.

### Who can use Self Service Password Reset (SSPR)?

College of Charleston staff, faculty, and current students are eligible to register their accounts and use SSPR. Newly admitted students and Alumni who are using their CVID as their login will not be able to use this method due to product licensing limitations.
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**.