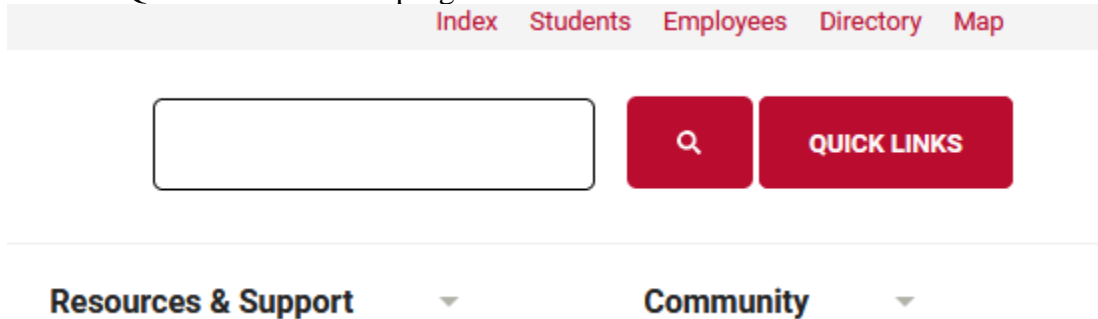


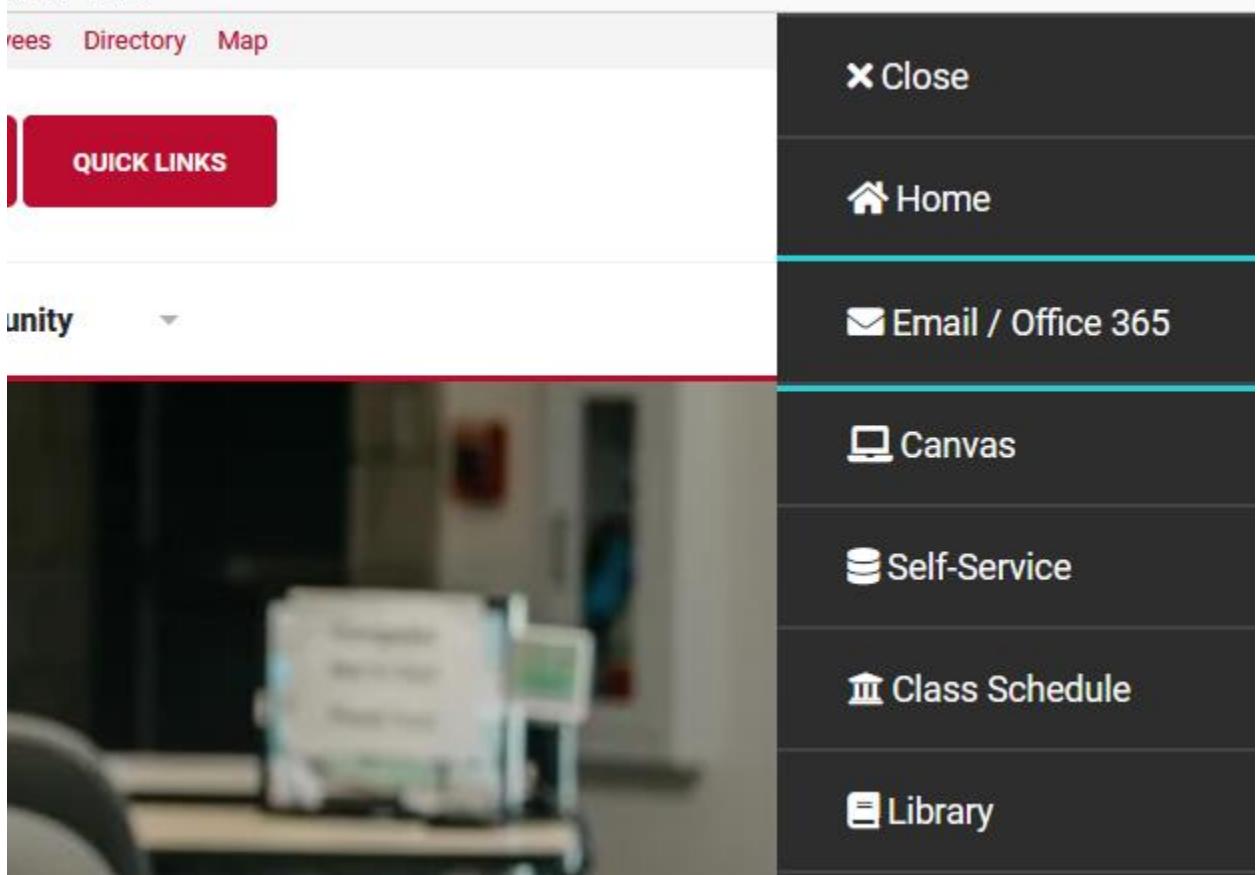
Password Reset Instructions

If you need to set up your password for the first time or need to reset your password, please follow the instructions below. These steps are for users who are on a desktop or laptop.

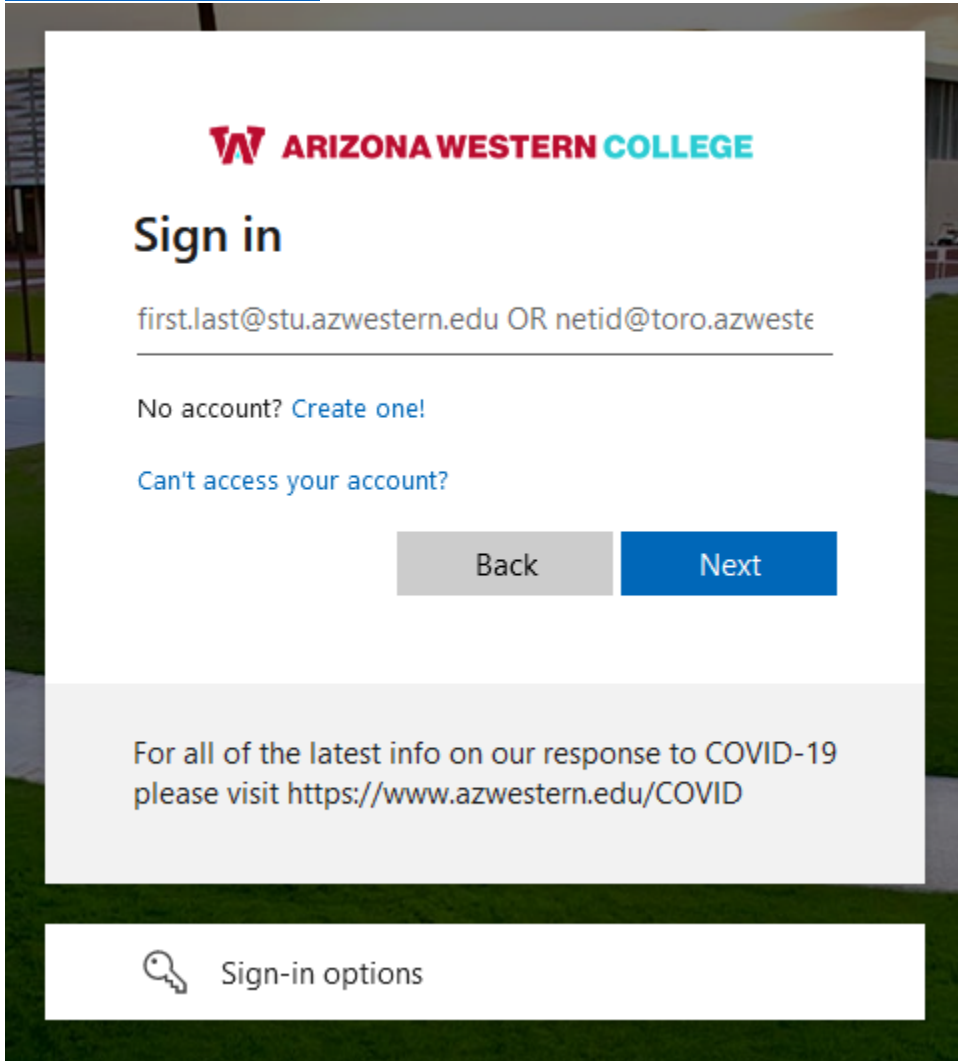
1. Navigate to azwestern.edu
2. Click on Quick Links in the top right corner



3. Click on Email / Office 365 in the menu that opens up on the side



4. Sign in with your AWC email address. For students, it may be first.last@stu.azwestern.edu OR netID@toro.azwestern.edu. For employees, it will be first.last@azwestern.edu.



5. Click on “Forgot my password”

W ARIZONA WESTERN COLLEGE

← Your AWC email address here

Enter password

Password

[Forgot my password](#)

[Sign in](#)

For all of the latest info on our response to COVID-19 please visit <https://www.azwestern.edu/COVID>

6. Enter the Captcha. Do not change the AWC email address at the top.

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

[Your AWC email here

Example: user@contoso.onmicrosoft.com or user@contoso.com



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

Next

Cancel

7. On the next page, select “I forgot my password” and hit “Next”

8. Select “Email my alternate email” and confirm your personal email that we have on file. Then, hit “Email.”

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

You will receive an email containing a verification code at your alternate email address. First two digits of your personal email here

Email

- a. If you need to change the email on file, please contact the Service Desk at (928) 317-5892 or submit a ticket.
9. Enter the code sent to your personal email address. The email will be from Microsoft on behalf of Arizona Western College.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

We've sent an email message containing a verification code to your inbox.

Enter your verification code

Next

10. Enter your new password

Get back into your account

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

* Enter new password:

* Confirm new password:

Finish

Cancel

- Password MUST be 17-24 characters long
- Must NOT contain your name in it
- Must NOT contain simple patterns such as 12345 or ABCD
- While not required, we do encourage passwords to contain upper/lower case letters, numbers, and special characters such as !#\$%*
- Must not have characters such as :?;@&=<>\\ or \"space\"

11. Hit the “Click here” button

Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

- This will take you back to the login page. Please sign in with your AWC email address and then the new password you created.
- If you receive an error, please contact the Service Desk at (928) 317-5892 or submit a ticket.