How to reset your Pennsylvania Highlands network password

Enroll for Self-Service Password Reset

Note: You must enroll for the Self-Service Password Reset before you are able to use these methods to reset your password. Please see **Setting up Self-Service Password Reset on your Penn Highlands Account** document for Instructions on enrolling for self-service password reset.

How to reset your password

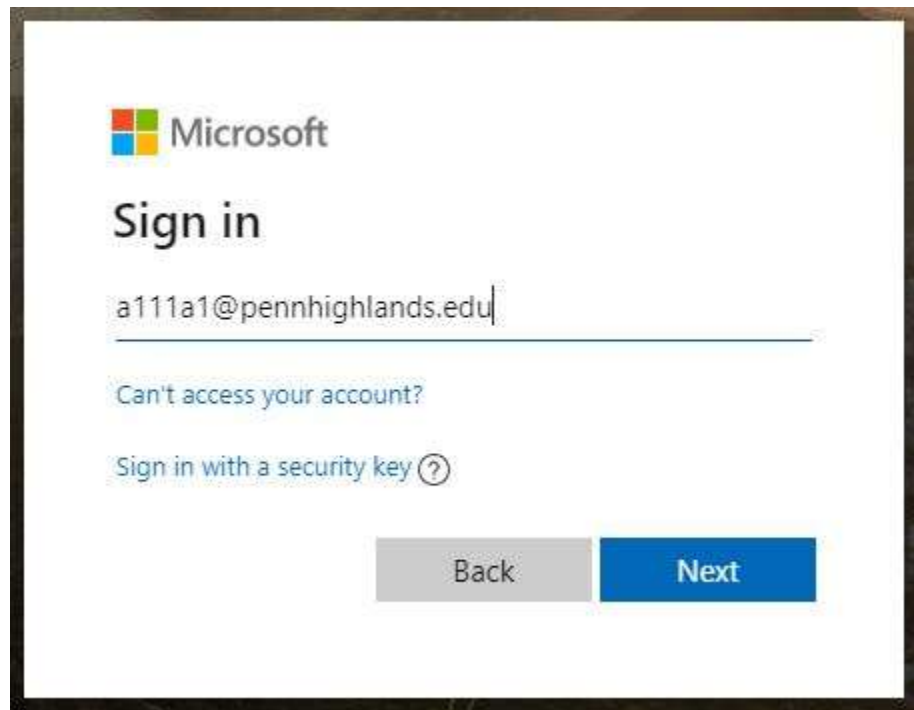If you forgot your password, you can use your security info that you used to enroll to reset your password.

If you know your password and just want to change it, you can go to the Change your password steps in this article.

If you can't access your Office 365 (Including Schoology, Financial Aid), myPEAK, or network account, it could be because either:
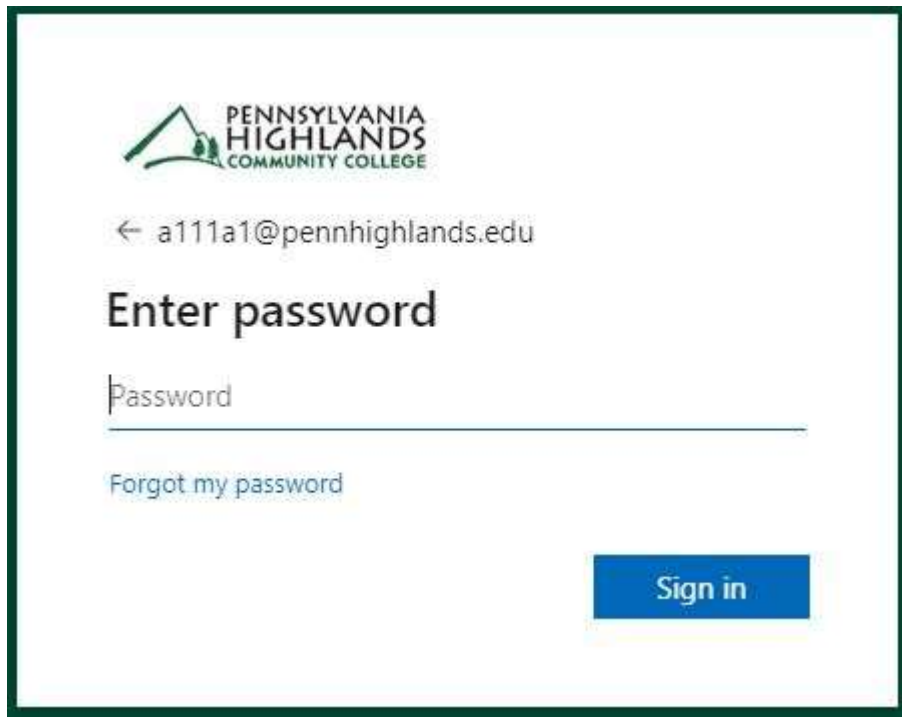
- Your password isn't working, and you want to reset it, or

- You know your password, but your account is locked out and you need to unlock it.

To reset your password and get back into your account through Office 365

1. Browse to https://office.com

2. Type in your Penn Highlands email address and click **Next**

3. In the **Enter password** screen, select **Forgot my password**.

4. In the **Get back into your account** screen, type your Penn Highlands email address, prove you aren't a robot by entering the characters you see on the screen, and then select **Next**.

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:

a111a1@pennhighlands.edu

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

QMLy LHXM

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

Next   Cancel

Note: If self-service password reset has not been enabled for your account, you may receive the on-screen message below. Please contact the Information Technology Help Desk at 814-262-6470 or helpdesk@pennhighlands.edu for assistance.

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Get back into your account

We're sorry

You can't reset your own password because you haven't registered for password reset.

If you can't sign in, you must contact your administrator to reset your password for you.
After you can sign in again, register for self-service password reset, to make sure that you're able to reset your own password in the future.

Show additional details

5. You must now choose one of the following methods below to verify your identity and change your password. You should only need to perform one verification step to reset your password.

Note: Your Penn Highlands account password requires you to have at least 8 characters, that are both upper and lower case, and must include numbers and/or special characters. Your password cannot contain any part of your name, and you may not repeat any of your last 5 passwords.

In order to reset your password, you will need to verify your information. You may verify your information using one of the several ways methods below.

1. Reset your password using a code from your authenticator app
2. Reset your password using a text message
3. Reset your password using an email address
4. Reset your password using a phone number

Reset your password using a code from your authenticator app

Accepts a random code provided by your authentication app.

1. Select **Enter a code from my authenticator app**, and then select **Send Notification**.

2. Open your authenticator app, type the verification code for your account into the box, and then select **Next**.

3. Type and confirm your new password, and then select **Finish**.

4. After you get the message saying that your password has been reset, you can sign in to your account using your new password.

Reset your password using a text message

Sends a text message to the phone number you previously set up in security info. Select **Text my mobile phone**, type your phone number, and then select **Text**.

1. Type the verification code from the text message into the box, and then select **Next**.

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

○ Enter a code from my authenticator app

We've sent you a text message containing a verification code to your phone.

161144

[Next]   Try again   Contact your administrator

Cancel

2. Type and confirm your new password, and then select **Finish**.

Reset your password using an email address

Sends an email to the email address you previously set up in two-step verification or security info.

1. Select **Email my alternate email**, and then select **Email**.

2. Type the verification code from the email into the box, and then select **Next**.

Verify your email address

Thanks for verifying your a111a1@pennhighlands.edu account!

Your code is: 842930

Sincerely,
Pennsylvania Highlands Community College

This message was sent from an unmonitored email address. Please do not reply to this message.

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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
- ◯ Enter a code from my authenticator app

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

842930

Next   Are you having a problem?

Cancel

3. Type and confirm your new password, and then select **Finish**.

Reset your password using a phone number

Sends a text message to the phone number you previously set up in security info.

1. Select **Call my mobile phone**, type your phone number, and then select **Call**.

2. Answer the phone call and follow the instructions to verify your identity, and then select **Next**.

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

○ Enter a code from my authenticator app

We're calling your phone. Please answer it to continue.

Cancel

3. Type and confirm your new password, and then select **Finish**.

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Get back into your account

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

* Enter new password:

* Confirm new password:

Finish   Cancel

Note: If you need assistance during any step of this process, please contact the Information Technology Help Desk at 814-262-6470 or helpdesk@pennhighlands.edu.

After resetting your password, you might get a confirmation email that comes from an account like, "Microsoft on behalf of Pennsylvania Highlands Community College." If you get a similar email, but you didn't recently reset your password, you must contact your organization's administrator immediately.
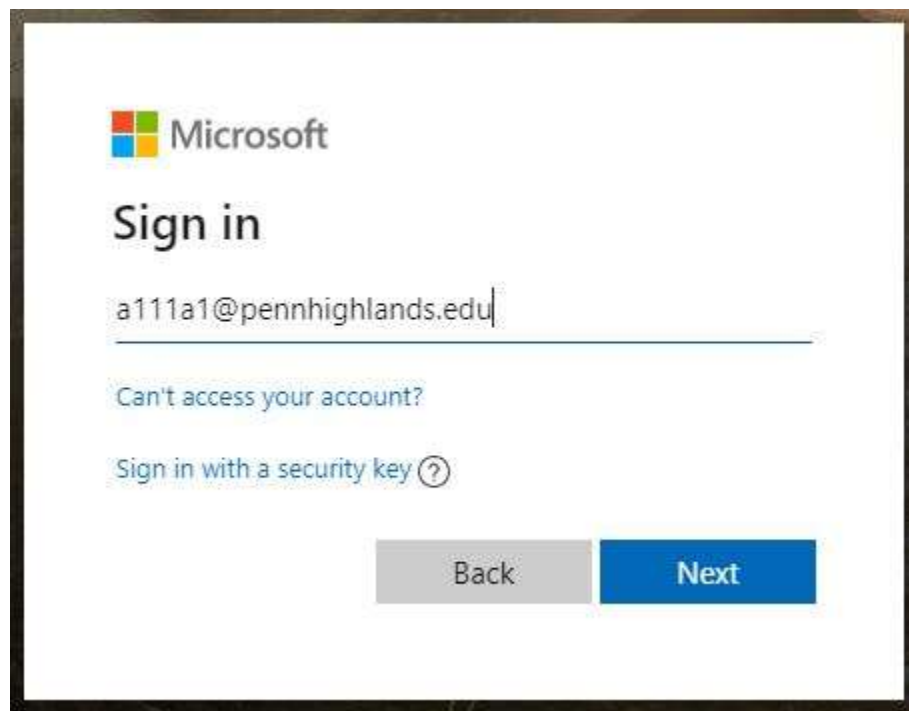
How to change your password

If you just want to change your password, you can do it through the Office 365 portal, the Azure Access Panel, or the Windows 10 sign-in page.

To change your password using the Office 365 portal

Use this method if you typically access your apps through the Office portal:

1. Sign in to your Office 365 Account at https://www.office.com, using your existing password.

2. Select your profile on the upper-right side, and then select **My account**.

3. Select **Security & privacy**, then Click on **Password**.

4. Type your old password, create and confirm your new password, and then select **Submit**.
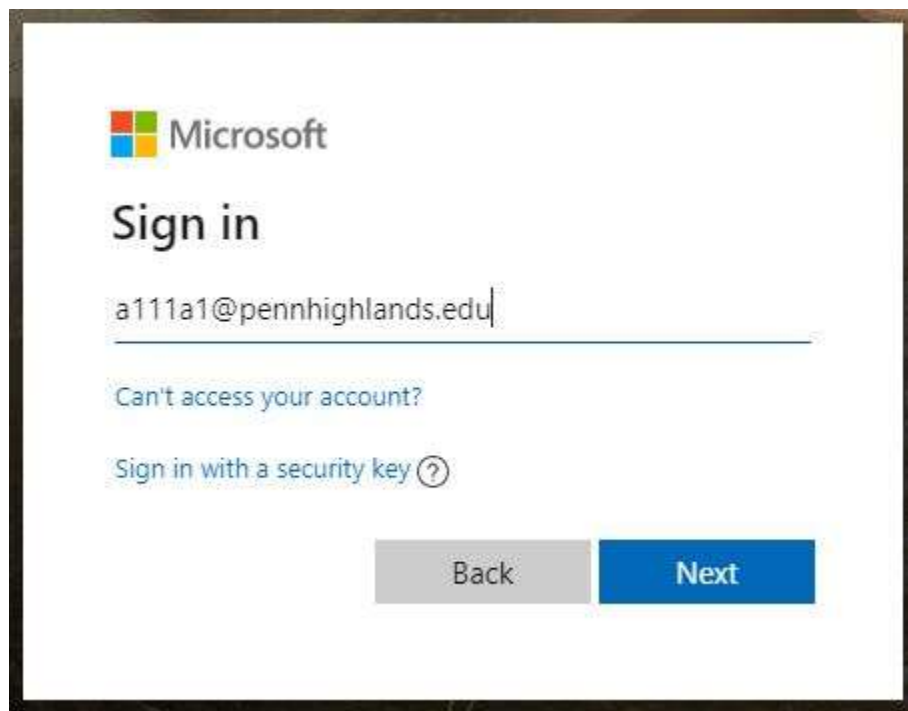
To change your password from My Sign-Ins > Security Info Access Panel

Use this method if you typically access your apps from the Azure Access Panel (MyApps):

1. Sign in to the My Sign-Ins>Security Info at https://aka.ms/mysecurityinfo using your existing password.
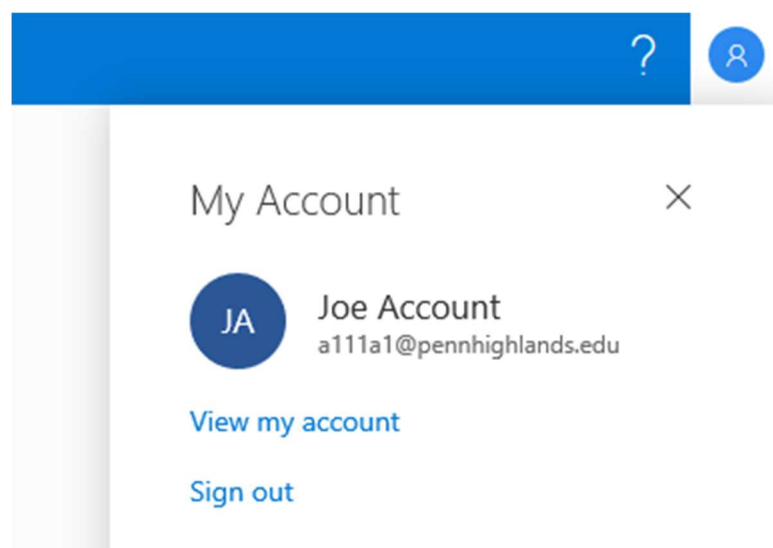
2. Verify your Identity

3. Select your profile on the upper-right side, and then select **Profile.**

4. Select **Change password**.

Profile

Joe Test Account

Email: a111a1@pennhighlands.edu
Alternate email:

Manage account

Change password
Edit security info
Review terms of use

Sign out everywhere

5. Type your old password, create and confirm your new password, and then select **Submit**.

Note: If you need assistance during any step of this process, please contact the Information Technology Help Desk at 814-262-6470 or helpdesk@pennhighlands.edu.

After resetting your password, you might get a confirmation email that comes from an account like, "Microsoft on behalf of Pennsylvania Highlands Community College." If you get a similar email, but you didn't recently reset your password, you must contact your organization's administrator immediately.