How to reset your Pennsylvania Highlands network password

1. Enroll for Self-Service Password Reset
2. How to reset or unlock your password for a work or school account
3. How to change your password
4. Common problems and their solutions

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**.
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.

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 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**.

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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

Enter the code displayed in your authenticator app.

363936

Next

Cancel
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.

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: 123-456-7890
- Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (***********96) below. You will then receive a text message with a verification code which can be used to reset your password.

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

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

You will receive an email containing a verification code at your alternate email address (to******@gmail.com).
2. Type the verification code from the email into the box, and then select **Next**.

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**Verify your email address**

Thanks for verifying your [a111a1@pennhighlands.edu](mailto:a111a1@pennhighlands.edu) account!

**Your code is:** 842930

Sincerely,

*Pennsylvania Highlands Community College*

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This message was sent from an unmonitored email address. Please do not reply to this message.
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
  
  We’ve sent an email message containing a verification code to your inbox.

- Text my mobile phone

- Call my mobile phone

- Enter a code from my authenticator app

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**.

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

In order to protect your account, we need you to enter your complete mobile phone number (************) below. You will then receive a call. Please answer it to continue.

123-456-7890

[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

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

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:


![Sign in](image)
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):

Enter password

Password

Forgot my password

Sign in
2. Verify your Identity

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