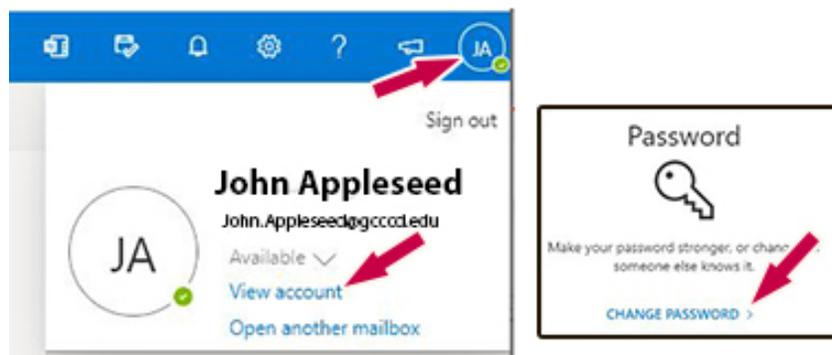


## Email Password Reset

### Reset Password Using Outlook Web Access

1. Sign in to your GCCCD email through the web at [outlook.office.com](https://outlook.office.com).
2. Once signed in, you'll see a circle with your initials or an avatar in the upper right-hand corner.
3. Click on the circle and a drop-down menu will appear.
4. Click on "View account".
  - ✚ NOTE: If you are asked to process an "authentication" sequence at this point, select "authentication phone" only, and input your cell phone number to receive a code via text message.
5. Click on "Password" to change your password.



6. Make sure that your new password meets the following **requirements**:
  - ✚ A minimum of 8 characters
  - ✚ Includes uppercase and lowercase letters
  - ✚ At least one digit
  - ✚ Preferably a special character (!@#\$\$%^&\*-\_+=).
7. If your new password is accepted by the system, there will be **NO notification** response.
8. To verify that the new password is working, sign out of Outlook and then sign back in with the new password.

If for any reason you are unable to reset your password this way, please contact the Cuyamaca Helpdesk: [c-helpdesk@gcccd.edu](mailto:c-helpdesk@gcccd.edu) with the following information:

- ✚ Formal Name
- ✚ Date of Birth
- ✚ Student ID
- ✚ Phone number