

# Baruch COLLEGE Computing & Technology Help Desk

Resetting your Office365 Password

**Step 1:** Go to [www.baruch.cuny.edu](http://www.baruch.cuny.edu), hover your mouse over the login and select Student Email.

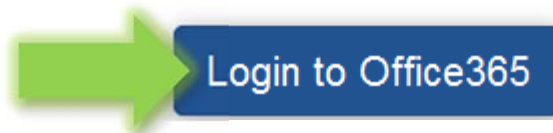


**Step 2:** Click on Login to Office365.

Baruch Computing and Technology Center (BCTC)



Welcome to Office365  
Baruch's Student Email System



**Step 3:** Click on “Can’t access your account?”.

Sign in with your work or school account

someone@example.com

Password

Keep me signed in

Sign in



[Can't access your account?](#)

**Step 4:** Enter your Baruchmail address and the CAPTCHA characters listed then click next.

## User verification

To reset your password, begin by entering your user ID and the characters in the picture or audio below.

\* User ID:

john.smith@baruchmail.cuny.edu

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

8DMXKP



8DMXKP|

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



Next

Cancel

**Step 5:** The contact methods configured for the self-service password reset tool will be listed. Select one of the options listed.

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


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Please choose the contact method we should use for verification:

Email my alternate email

Answer my security questions

You will receive an email containing a verification code at your alternate email address (js\*\*\*\*\*@gmail.com).



**Step 6:**

If you select to use your alternative email or a phone number, you must enter the verification code that is sent to you and click next.

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


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Please choose the contact method we should use for verification:

Email my alternate email

Answer my security questions

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

  [Are you having a problem?](#)

If you have selected to answer your security questions, your questions selected will be listed and you must type in your answers and click next.

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

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Please choose the contact method we should use for verification:

Email my alternate email

Answer my security questions

What is your mother's maiden name?

What is your mother's date of birth?

What is the city of your birth?

Next

Contact your administrator

**Step 7:** Enter your new password and click finish.

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

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\* Enter new password:

Password strength

\* Confirm new password:

Finish

Cancel

If you have any problems, please do not hesitate to contact the [Baruch College Computing & Technology Help Desk](#) for assistance.