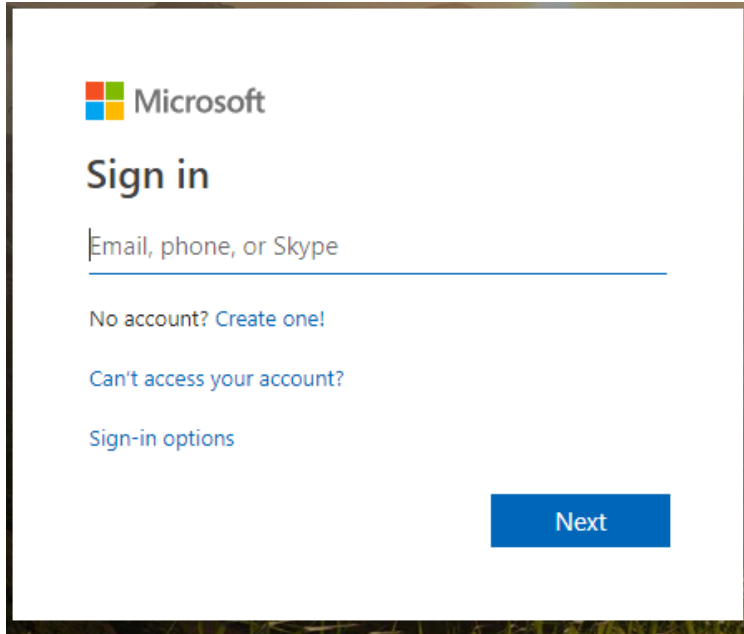
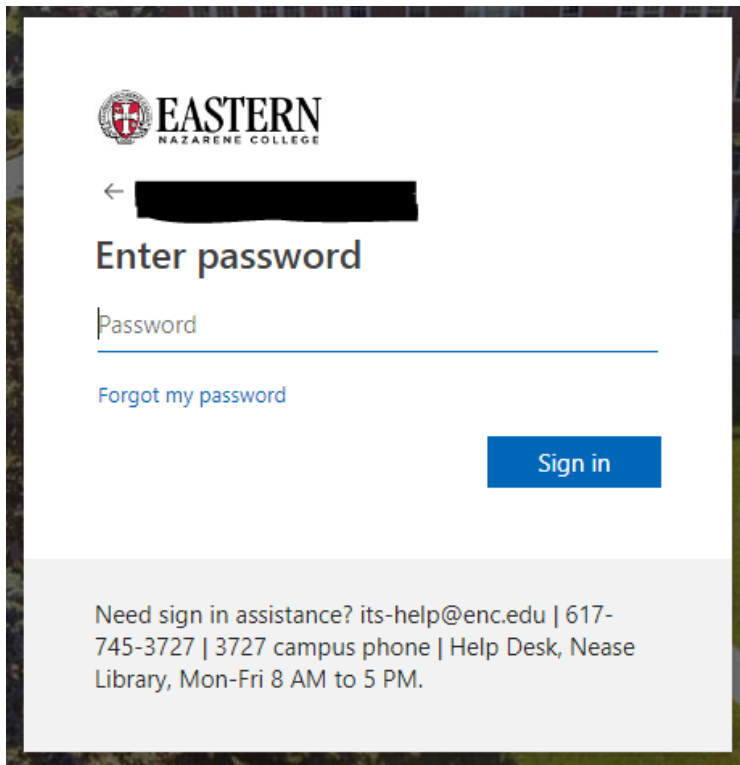


1. Go to **Outlook.Office365.com** and enter your ENC Full Email Address (ex: firstname.MI.lastname@enc.edu). This should have been emailed to you. Click **Next**.



The image shows the Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the heading "Sign in". There is a text input field with the placeholder text "Email, phone, or Skype". Below the input field are three links: "No account? Create one!", "Can't access your account?", and "Sign-in options". At the bottom right is a blue button labeled "Next".

Click **Forgot my password**



The image shows the Eastern Nazarene College sign-in page. At the top left is the Eastern Nazarene College logo. Below it is a back arrow and a redacted email address. The heading is "Enter password". There is a text input field with the placeholder text "Password". Below the input field is a link "Forgot my password". At the bottom right is a blue button labeled "Sign in". At the bottom of the page is a grey box containing the text: "Need sign in assistance? its-help@enc.edu | 617-745-3727 | 3727 campus phone | Help Desk, Nease Library, Mon-Fri 8 AM to 5 PM."

2. Enter in the verification code in the box and click **Next**.

User ID:

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



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

From the Get back into your account page. Make sure Email my alternate email is checked (and a valid personal email is selected) and click **Next**. Click **Email**.

Email my alternate email

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

Note: If you no longer have access to this email, please contact the ENC Help Desk at 617-745-3727 or open a ticket at ITS-Help@enc.edu.

3. Check your personal email for the verification code and enter at the prompt.

From there, create a new password. Note: your ENC password must be

- 8 characters long
- Contain at least one letter and one number or special character
- Contain an uppercase and lowercase
- Cannot contain your name

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel

Congratulations! You have now set up your ENC password. You may need to wait up to 30 minutes to log into portal.enc.edu or any other ENC website after changing your password.

4. Go back to **Outlook.Office365.com** and enter your ENC Email address and new password.

You will now need to set up an authentication method in case you forget your password or your password expires.

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

Click Next to set up your account recovery options.

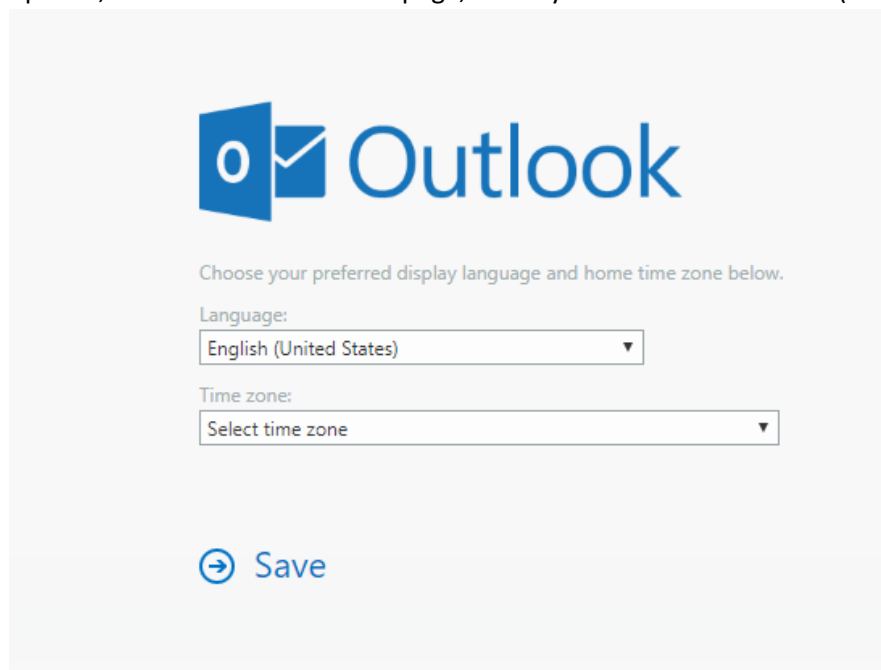
don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 1 of the options below.

- ! Authentication Phone is not configured. [Set it up now](#)
- ! Authentication Email is not configured. [Set it up now](#)
- ! Security Questions are not configured. [Set them up now](#)

Note: we have set your personal email (the email that you applied to the school with) as a recovery tool but this is your opportunity to put the email that you check most often.

Follow the prompts for your desired account recovery method. Once you have verified one of those options, click Finish. On the next page, select your desired Time Zone (Eastern) and click **Save**



The image shows a screenshot of the Outlook account setup interface. At the top left is the Outlook logo, consisting of a blue square with a white 'O' and a white envelope icon with a checkmark, followed by the word 'Outlook' in a blue sans-serif font. Below the logo, the text reads 'Choose your preferred display language and home time zone below.' There are two dropdown menus: the first is labeled 'Language:' and has 'English (United States)' selected; the second is labeled 'Time zone:' and has 'Select time zone' selected. At the bottom of the form is a blue circular button with a right-pointing arrow and the word 'Save' next to it.

You are now fully set up with your ENC Email and Password!