Concordia Texas University

Password Reset

The Personal Support Center is ready to assist you. We have agents available 24x7x365.

Email: CTXHelp@personalsupportcenter.com

Phone: (877) 497-5856

Setting up verification for Self-Service Password Reset

1. Once your account has been provisioned to use the Password Reset option, you will need to navigate to **portal.office.com**. After you log in using your Concordia credentials, the follow dialog box will appear requesting additional information, click "Next" to proceed.

2. After clicking next, you will need to verify your phone number. You will receive a code that you will need to input after clicking "Verify". You will have a choice to either Text or Call Me for the verification code.

3. Once you choose which method to receive the Authentication code, enter it on the next screen and click "Verify".

4. After you have verified your phone number, you will need to setup an alternate email. Click "Set it up now" to add your alternate email (Do Not use your Concordia email).

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 2 of the options below.

✅ Authentication Phone is set to ▮▮▮▮▮▮▮. Change

🛑 Authentication Email is not configured. Set it up now

finish   cancel

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

Enter your authentication email address

email me

back

5. After you enter your alternate email, you will need to access that email and input the code that was emailed.

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

▆▆▆▆▆▆▆▆▆

[email me]

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

▆▆▆▆ [verify] try again

[back]

6. Now that both methods are verified, you can click "Finish".

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

✅ Authentication Phone is set to ▆▆▆▆▆. Change

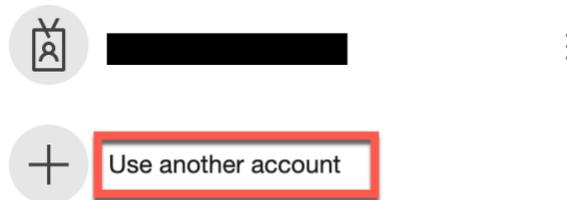✅ Authentication Email is set to ▆▆▆▆▆▆▆. Change

[finish] cancel

How to change your forgotten password

1. To reset your forgotten password, open your browser and navigate to **portal.office.com**. Once you navigate to the website, you will need to click on "Can't access your account". On the next screen, choose, "Work or School Account".
You may be prompted to "Pick an account", please make sure you choose "Use another account". Do not choose your Concordia email. *

Microsoft

Which type of account do you need help with?

👤 Work or school account
Created by your IT department

👤 Personal account
Created by you

Back

2. After you choose "Work or School account", you will need to enter your Concordia email and enter the characters in the picture and click "Next".

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username:

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

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

Next   Cancel

3. Choose the verification method where you would like to receive the authorization code. After the code is received, you will need to enter it. Once the first method of verification is complete, you will need to verify your second authentication. Once that code is entered, you can proceed to step 4.

Microsoft

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

○ Text my mobile phone

○ Call my mobile phone   [Email]

○ Enter a code from my authenticator app

Cancel

4. After you have verified your identity, you will be directed to another screen where you will enter your new Password. Once this is completed, click "Finish" and your password is now setup.

Microsoft

Get back into your account

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

* Enter new password:

* Confirm new password:

[Finish]   Cancel