



Self Service Password Reset

If you forget your password or if you're locked out of your account, you now have the ability to use our self-service password reset utility.

Follow the simple steps below to get back into your account.

1. Navigate to <https://mctc.edu/>
2. Select **'Student Links'** at the top of the MCTC home page.
3. On the drop-down, select **'Email'**.
4. Next, you will enter your MCTC email account and click **'Next'**.
 - A. If you have signed in before, you will select your email account if displayed or select the option for 'Use Another Account'
 - B. If you have not signed in before, enter your email account to proceed. The format will be username@mctc.edu
5. Click on **'Forgot my Password'**.
6. You will be redirected to a page labeled 'Get back into your account'.
 - A. On this page, you will need be prompted to enter your email again.
 - B. You will also be prompted with a captcha box. Enter the letters or words that are displayed on the screen into the input box.

MOUNTWEST
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

7. Click **'Next'**. You will now be prompted to select one of your verification methods that you setup. This step is to verify that you are the account owner.
 - A. You can choose to verify by alternate email, send a text message to your mobile phone, or by a phone call.
8. Depending on the method selected, you will receive a code via phone or email from Microsoft. Retrieve the code and enter it on the screen. Click 'Next' once complete.
9. On the final step, enter a new secure password and confirm your new password. Click **Finish**.

If you have difficulties using the self-service password reset utility, please contact the Mountwest IT Help Desk for assistance via phone at **(304) 710-3470** or by email helpdesk@mctc.edu