

# HOW TO RESET YOUR FCNET PASSWORD IF YOU ARE LOCKED OUT OF YOUR ACCOUNT



## SUMMARY

The instructions below will detail how to change, or recover a lost FCNet password, if you are locked out of your FCNet Account, via our Self-Service Password Reset (SSPR).

Updated: May 7, 2021

## PREREQUISITES

- FCNet Account
- Examples: JDoe@fullcoll.edu (not for your 8-digit banner account)

## INSTRUCTIONS:

1. Click the link: <https://aka.ms/sspr>
2. In the User ID Box type in your Fullerton College email address, example: JDoe@fullcoll.edu
3. In the second box, type the characters in the same order as they appear in the picture  
For example: 4yDPK
4. Click Next

Email or Username:  
JDoe@fullcoll.edu  
Example: user@contoso.onmicrosoft.com or user@contoso.com

4yDPK  
Enter the characters in the picture or the words in the audio.

Next Cancel

5. Select "Text my mobile phone" (If the last 2 digits of the phone number displayed is not a mobile phone, you select "Call my mobile phone")
6. Enter your complete 10-digit phone number in the text box, that matches the number displayed (\*\*\*\*\*30)  
For example: 7145551230
7. Click on Text

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

Text my mobile phone

Call my mobile phone

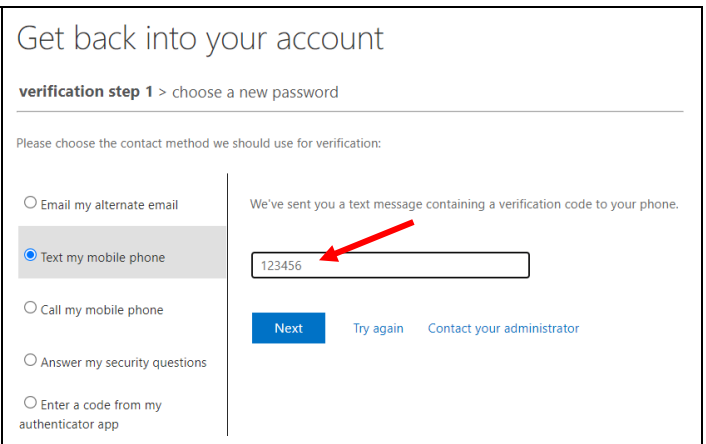
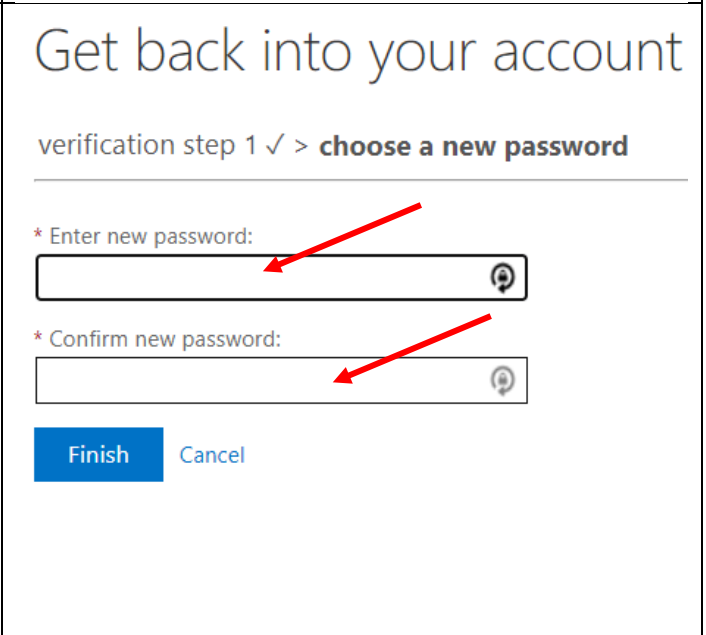
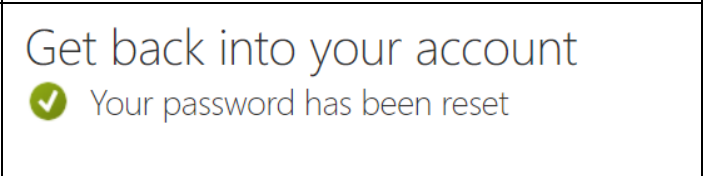
Answer my security questions

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*30) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

<p>8. You will receive a text message with a verification code. Enter the code you received in the text box. For example: 123456</p> <p>9. Click Next</p>	
<p>10. You will need to create a new password.</p> <p>Your new password must meet these requirements:</p> <ul style="list-style-type: none"> <li>• A minimum of 10 characters.</li> </ul> <p>Requires three out of four of the following:</p> <ul style="list-style-type: none"> <li>• Lowercase characters.</li> <li>• Uppercase characters.</li> <li>• Numbers (0-9).</li> <li>• Symbols (below are characters allowed) <ul style="list-style-type: none"> <li>○ A – Z</li> <li>○ a – z</li> <li>○ 0 – 9</li> <li>○ @ # \$ % ^ &amp; * - _ ! + = [ ] { }   \ : ' , . ? / ` ~ " ( ) ;</li> </ul> </li> </ul> <p>11. Click Finish</p>	
<p>12. Congratulations, your password has been reset!</p> <p>You will then need to visit <a href="https://o365.fullcoll.edu/">https://o365.fullcoll.edu/</a> to log in your FCNet account with your new password.</p>	

**ADDITIONAL INFORMATION AND SUPPORT**

If you encountered any difficulties, if you have any questions, or would like additional information about restoring your FCNet Password, please visit the FCNet website at <https://fcnet.fullcoll.edu> or contact us at the Fullerton College Academic Computing Technologies (ACT) Help Desk via email at [helpdesk@fullcoll.edu](mailto:helpdesk@fullcoll.edu) or by calling 714-992-7111