

Approved By: President

Date Approved: July 16, 2025

Effective Date: July 16, 2025

1. **Summary:** This policy establishes the requirements for resetting a student's Microsoft 365 password.
2. **Rationale:** This policy is necessary to ensure the protection of student information when assisting students with logging into their accounts.
3. **Entities Affected:** Information Technology staff, students
4. **Definitions:** not applicable
5. **Policy:** After completing the admission process, students will receive instructions on how to set up Microsoft Multifactor Authentication (MFA). To complete the setup, students must download and install the Microsoft Authenticator app on the device they will use to receive authentication codes. Students must follow the instructions provided to link their Microsoft 365 account with the app. If students are unable to access their Microsoft 365 account, they can request a password reset by clicking the appropriate link in the application portal. If the request is made in person or over the phone, students must confirm their identity by accurately providing at least one, or all, of the following pieces of information: their student identification number, the last four digits of their social security number, their mailing address, and/or phone number the College has on file. Once the student provides this information, an Information Technology (IT) staff member will reset their Microsoft 365 password. The Information Technology (IT) staff member will provide a temporary password the student must change the first time they log in to Microsoft after the reset.
6. **Procedure:**
 - a. **Implementation:** The Director of Information Technology is responsible for maintaining procedures for the implementation of this policy.
 - b. **Responsibility for Compliance:** Vice President of Finance
 - c. **Notification:** This policy will be posted on the College website and will be published in the College's *Academic Catalog* and *Student Handbook*.
 - d. **Policy Review:** This policy will be regularly reviewed according to the College's policy review procedure.

For the Office of the President only:

Policy version: 3.0

Policy number: 2.058

Related policies:

Policy History

Version 1.0	December 6, 2018
Version 2.0	September 13, 2023
Version 3.0	July 16, 2025