

# Self Service Password Reset

Provided you have already registered for the Self Service Password Reset ability, if you forget your OCC password and would like to reset it, go to <http://passwordreset.ocean.edu/> in a web browser.

If you have not previously registered for Self Service Password reset, you will need to contact the helpdesk for assistance.

Faculty and Staff Helpdesk - 732-255-0400 extension 2144

Student Helpdesk - 1-844-344-3113 (8am-5pm Mon-Fri) or 1-866-861-1122 (After hours)

## Where do I go to reset my password?

<http://passwordreset.ocean.edu/>

Enter your ocean.edu email address into the User ID field. Enter the captcha code into the space provided. Click **Next**.

## Get back into your account

### Who are you?

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

User ID:

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



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

**Next**

Cancel

Depending on what authentication methods you set up when you registered, you will be given an option for the method of verifying your identity and resetting your password.

## Option 1: Verifying your identity via your personal email

If you had set up your personal email account as a method of verifying your identity, you can choose the option to have the verification code sent to your email address.

Click the “Email my alternate email” option and then click the Email button.

# Get back into your account

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

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Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

You will receive an email containing a verification code at your alternate email address [yourpersonalemail@gmail.com](mailto:yourpersonalemail@gmail.com)

Email

Now, in another window of your web browser, open your personal email account and look for an email from **Microsoft Online Services Team**. (If the email is not in your inbox after a few minutes, check your SPAM folder.)

Microsoft Online Services Team <msonlineserviceteam@microsoftonline.com>  
to me ▾

3:57 PM (0 minutes ago) ↴

## Verify your email address

Thanks for verifying your [occuser@ocean.edu](mailto:occuser@ocean.edu) account!

**Your code is: 451150**

Sincerely,  
*The Azure Active Directory Team*

Microsoft Corporation | One Microsoft Way Redmond, WA 98052-6399

This message was sent from an unmonitored email address. Please do not reply to this message.

[Privacy](#) | [Legal](#)

**Microsoft**

Copy the verification code from the email into the space provided on the password reset page and then click **Next**.

## Get back into your account

verification step 1 > choose a new password

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Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Email my alternate email	We've sent an email message containing a verification code to your inbox.
<input type="radio"/> Text my mobile phone	<input type="text" value="451150"/>
<input type="radio"/> Call my mobile phone	<input type="button" value="Next"/> <a href="#">Are you having a problem?</a>

Now, create a new password. Enter the new password again to confirm. Click **Finish**.

## Get back into your account

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

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\* Enter new password:

\* Confirm new password:

When you successfully change your password, you should see the following confirmation:

## Get back into your account

✓ Your password has been reset

Having trouble? Click [here](#) for common problems.

Note that you will receive an email to your personal account, verifying that your password was changed. No action needs to be taken, provided you made this change yourself.

## Password reset notification

The password on your account has recently been reset. If you performed this password reset, then this message is for your information only.

- User ID: [occuser@ocean.edu](#)

**If you are not sure you or your administrator performed this password reset, then you should contact your administrator immediately.**

**Remember: Make sure you update all of your devices (phones, tablets, and PCs) with your new password!**

Sincerely,  
*The Azure Active Directory Team*

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Microsoft Corporation | One Microsoft Way Redmond, WA 98052-6399

This message was sent from an unmonitored email address. Please do not reply to this message.

[Privacy](#) | [Legal](#)

**Microsoft**

## Option 2: Verifying your identity via text message

If you had set up your mobile phone as a method of verifying your identity, you can choose the option to have the verification code sent via text to your mobile phone.

Click the “Text my mobile phone” option. Enter your mobile number that you registered with into the space provided and then click the **Text** button.

### Get back into your account

verification step 1 > choose a new password

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Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*50) below. You will then receive a text message with a verification code which can be used to reset your password.

732-123-7450

Text

You should receive a text message on your mobile phone.

[154873](#)

Use this code for Ocean County College verification

Copy the verification code from the text message into the space provided on the password reset page and then click **Next**.

### Get back into your account

verification step 1 > choose a new password

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Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

We've sent you a text message containing a verification code to your phone.

154873

Next

Try again

Contact your administrator

Now, create a new password. Enter the new password again to confirm. Click **Finish**.

## Get back into your account

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

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\* Enter new password:

\* Confirm new password:

**Finish**

Cancel

When you successfully change your password, you should see the following confirmation:

## Get back into your account

✓ Your password has been reset

Having trouble? Click [here](#) for common problems.

## Option 3: Verifying your identity via phone call

If you had set up your mobile phone as a method of verifying your identity, you can choose the option to have the verification code sent via text to your mobile phone.

Click the “Call my mobile phone” option. Enter your mobile number that you registered with into the space provided and then click the **Call** button.

### Get back into your account

verification step 1 > choose a new password

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Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*50) below. You will then receive a call. Please answer it to continue.

732-123-7450

Call

You should then receive a call from **Microsoft Online Services Team**. Answer the call.

You will be prompted to press the pound (#) key on your phone in order to verify your identity. Once you press # on your phone’s keypad, you should get the password rest page on your computer.

Now, create a new password. Enter the new password again to confirm. Click **Finish**.

### Get back into your account

verification step 1 ✓ > choose a new password

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\* Enter new password:

\*\*\*\*\*

\* Confirm new password:

\*\*\*\*\*

Finish

Cancel

When you successfully change your password, you should see the following confirmation:

## Get back into your account

✔ Your password has been reset

Having trouble? Click [here](#) for common problems.

## Troubleshooting

Unable to get to the password reset page

## Get back into your account

Who are you?

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

User ID:

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

Please type your email address in the format user@contoso.onmicrosoft.com or user@contoso.com

If you see this error, make sure you are typing in your full OCC email address and not just your username.



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

The characters or words you entered did not match those in the picture or audio. Please try again.

If you see this error, make sure you are typing the characters in the captcha correctly. If you have a hard time reading the symbols, click the  button to get a different captcha. You can also click the  button to turn on the audio option. This allows you to play an audio captcha on your computer speakers.

## Password requirements

Your new password needs to be at least 8 characters long and contain at least 3 of the following 4 categories:

- Uppercase letter
- Lowercase letter
- Number
- Special symbol (ie. !\$#&\* etc.)

## Common errors when creating new password

**We've seen that password too many times before. Choose something harder to guess.**

You'll see this error if your password is too common. For example, if you try to use "password" or "1234" as your password, you'll see this error. Create a password that is hard for anyone to guess. Try including a combination of letters, numbers and special characters.

**This password does not meet the length, complexity, age, or history requirements of your corporate password policy.**

You'll see this error if you try to make your password something you have already used, or if your password is too short and/or easy to guess. Create a password that is hard for anyone to guess. Try including a combination of letters, numbers and special characters. Make sure you are not trying to use a password that you have used previously.

**The passwords you entered do not match.**

You'll see this error if you do not type the same password into the password and password confirmation fields. Retype the passwords, making sure they match.