

# Self-Service Password Reset Is Now Available

Ocean County College is making it easier than ever for you to reset your password if you ever forget it. We have collaborated with Microsoft to use their Self-Service Password Reset utility.

In order for you to use the Self-Service Password Reset feature, you will first need to register for the service. You will need to provide your mobile phone number and/or (non-ocean.edu) email address so we can verify who you are.

Please note that you will need access to the phone and/or email address that you provide during the registration process.

Once you are enrolled, you will receive notifications every 180 days reminding you to check to make sure that your enrollment email and/or phone number is still current.

If you have any issues registering, please use the following contact information:

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)

## How do I register?

To begin, go to [passwordregistration.ocean.edu](https://passwordregistration.ocean.edu) in your web browser.

Enter or click on your email address, depending on which screen you see.



Work or school, or personal Microsoft account

Keep me signed in

Sign in

[Can't access your account?](#)



occuser@ocean.edu



Use another account

You will be redirected to the Ocean Connect login page. Log in using your existing username@ocean.edu and password.



**OCEAN**  
COUNTY COLLEGE

## Ocean Connect

Ocean Connect is your portal to all of OCC's sites and services.

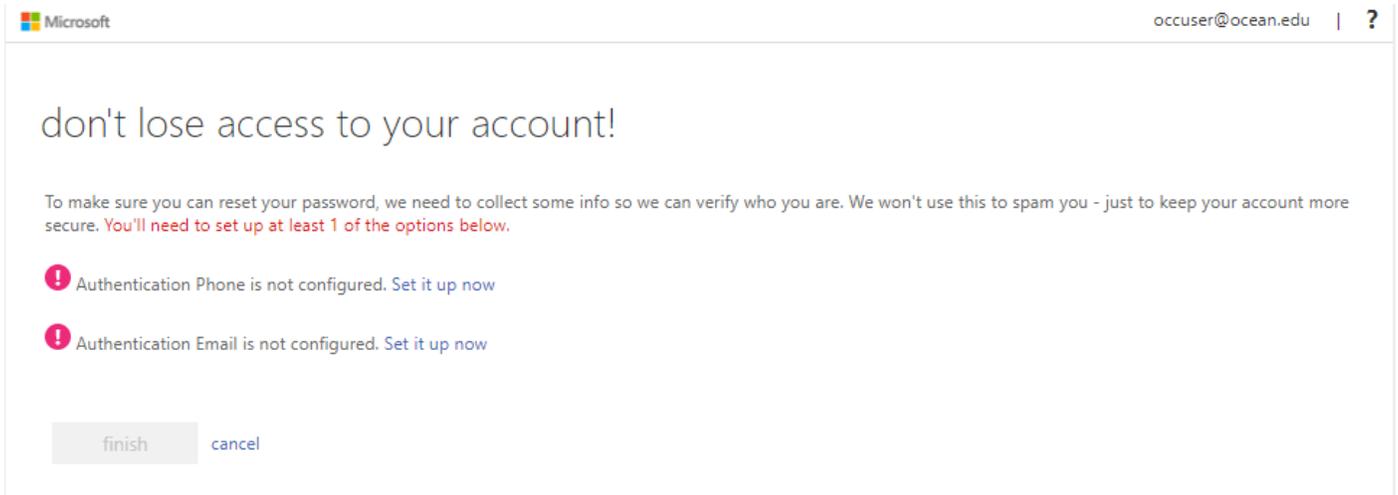
Sign in with your Ocean Connect username and password.

You can now choose to register your mobile phone, your personal email, or both.

## Option 1: Register your mobile phone to reset your password

After logging in on the previous page, click on the **Set it up now** option next to “Authentication Phone is not configured”.



The screenshot shows the Microsoft account security page. At the top left is the Microsoft logo, and at the top right is the email address 'occuser@ocean.edu' and a help icon. The main heading is 'don't lose access to your account!'. Below this, a message states: '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 1 of the options below.' There are two red warning icons with exclamation marks. The first says 'Authentication Phone is not configured. Set it up now'. The second says 'Authentication Email is not configured. Set it up now'. At the bottom, there are two buttons: 'finish' and 'cancel'.

Enter your country and your phone number in the spaces provided. You can now choose to hit the **text me** or the **call me** button, depending on which you'd prefer.

## don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

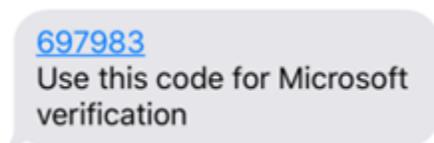
United States (+1) ▼  
732-123-4567

text me

call me

back

Within a few minutes, you'll receive a text or a phone call with a verification code.



Enter the verification code on the setup page and then click the **verify** button.

## don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

text me

call me

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

verify

back

You should now see a green check mark for the phone option.

 Authentication Phone is set to 732-123-4567

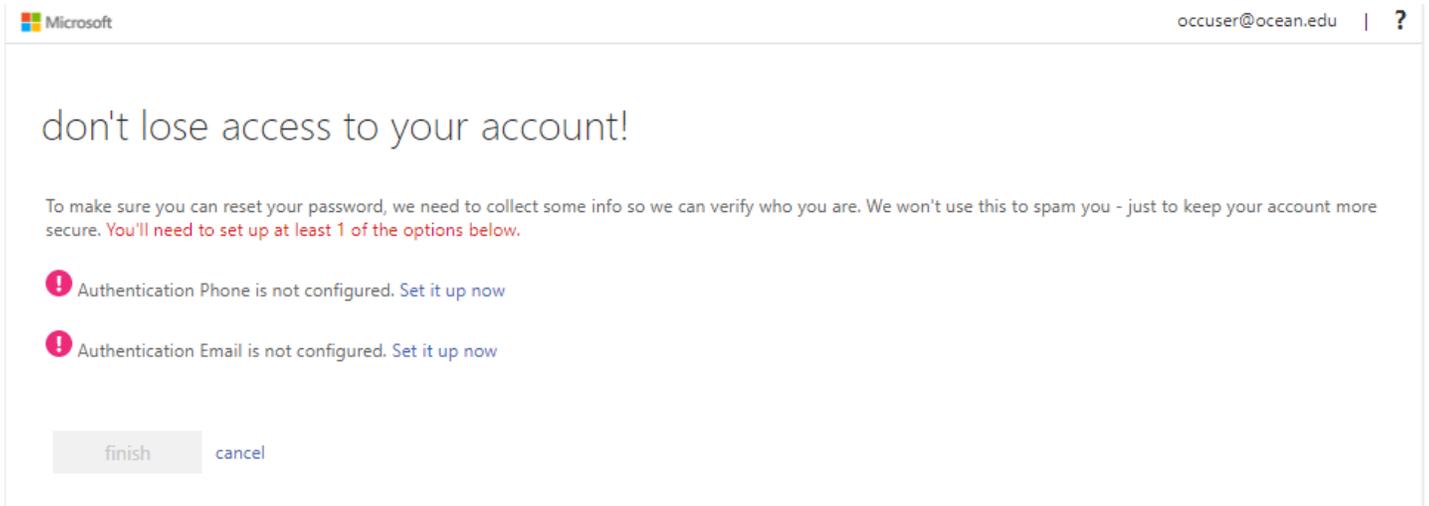
If you forget your password, you can visit <http://passwordreset.ocean.edu> to reset or unlock your account via your mobile phone.

If you would also like to register your personal email address, see Option 2, below.

## Option 2: Register your personal email to reset your password.

**NOTE:** You cannot use your ocean.edu email address to register. You will need to use your **personal** email address (ie. gmail.com, outlook.com, etc.)

Click on the **Set it up now** option next to “Authentication Email is not configured”.



The screenshot shows a Microsoft account security settings page. At the top left is the Microsoft logo, and at the top right is the email address 'ocuser@ocean.edu' and a help icon. The main heading is 'don't lose access to your account!'. Below this is a paragraph: '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 1 of the options below.' There are two red warning icons with exclamation marks. The first says 'Authentication Phone is not configured. Set it up now'. The second says 'Authentication Email is not configured. Set it up now'. At the bottom, there are two buttons: 'finish' and 'cancel'.

Once you have entered your personal email address in the space provided, click the button for **email me**.

## 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

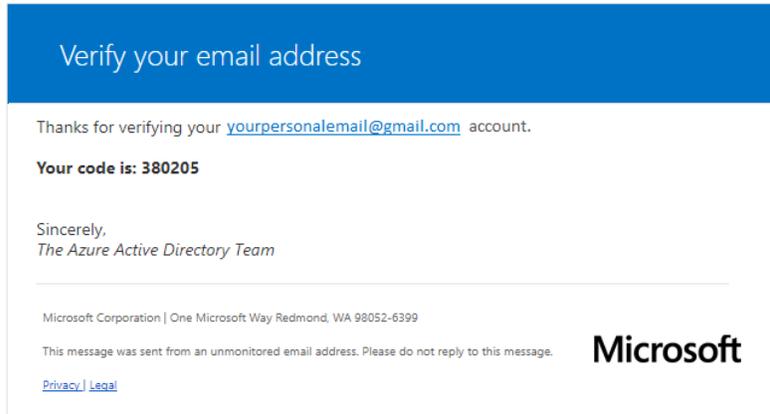
email me

back

Now log into your personal email account that you provided in the previous step. There should be an email from Microsoft Online Services Team. (If you do not see the email in your inbox within a few minutes, check your SPAM folder.)

The email will contain your verification code.

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



Go back to the Account Verification Setup page. Enter the verification code and hit **verify**.

# 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

You should now see a green check mark for the email option.

 Authentication Email is set to [yourpersonalemail@gmail.com](mailto:yourpersonalemail@gmail.com)

If you forget your password, you can visit <http://passwordreset.ocean.edu> to reset or unlock your account via your personal email account.