

LOGIN INFORMATION

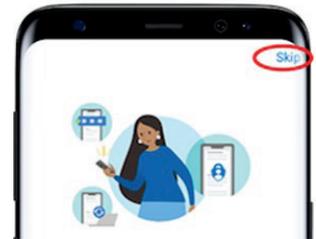
How to Set Up Multifactor Authentication and Enroll in Self-Service Password Reset

To change your password, you must first enroll in Self-Service Password Reset (SSPR) by following these instructions. For a smooth setup process, please ensure you have access to both a computer and a mobile phone.

Students without access to a mobile phone, or who acquire a new phone or phone number after the initial setup, are required to visit BCC IT in person to complete their account setup.

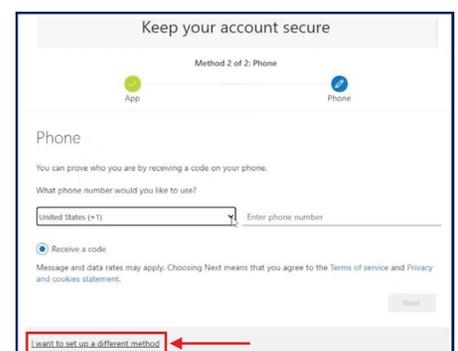
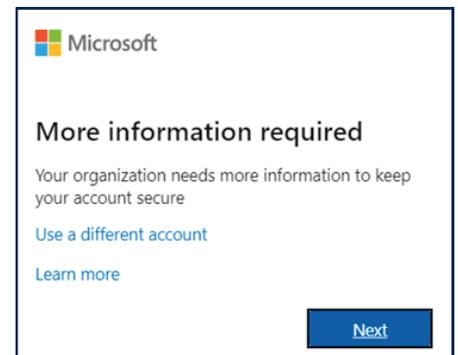
Downloading the Microsoft Authenticator App on your Phone

- Download the Microsoft Authenticator app from the App Store (iOS) or Google Play (Android)
- Open the app and tap Skip at the top-right corner. We will keep this screen open as we proceed to the next step.



Registering for Self-Service Password Reset (SSPR)

- On your computer, go to “office.com” and click **Sign in** located at the top right of your screen
- Sign in with your BCC email and password (for new students, this will be the password assigned to you in your **Acceptance Letter** that was emailed to you)
- Microsoft will alert that your organization needs more information from you.
- Click **Next** until a QR code appears
- In the app, tap the plus (+) sign, then “Work or school account”, and “Scan QR Code”
- Scan the QR code with your phone and **Allow** notifications (note: if it says you’ve already scanned it on the app, just give it a second and it should default to the main screen, or click the back arrow)
- Enter the number shown on your computer into the app
- Next, set up SMS. If you prefer, you can choose other methods such as security questions or email by clicking **“I want to set up a different method”** located at the bottom of the screen:
- Once completed, you are now enrolled in Self-Service Password Reset (SSPR), and can now reset your password via the Password Portal located within the Student Portal on the BCC website.



Remember, BCC IT will never send text messages about your account. We will never ask for, nor need your two-party authentication code. We will never ask you to input a code into your authenticator app if you are using the authenticator app. If you get a request for this information, it is someone trying to take over your account.

If you have any questions or need help with your account, you can contact BCC Distance Learning (email: brunsd1@brunswickcc.edu or phone: 910-755-7390/on campus extension: 7333), or BCC IT (email: support@brunswickcc.edu or phone: 910-755-6648/on campus extension: 8708).