🔐 How to Set Up Multifactor Authentication (MFA) and Enroll in Self-Service Password Reset (SSPR)

To change your password, you must first enroll in the **Microsoft Self-Service Password Reset (SSPR)** system. This process enhances account security and allows you to reset your password independently.

For a smooth setup process, please have access to both a **computer** and a **mobile phone**.

Note: 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.

🟦 Step 1: Install the Microsoft Authenticator App

1. On your mobile device, download the **Microsoft Authenticator app** from the:
   o App Store (iOS)
   o Google Play Store (Android)
2. Open the app and tap **Skip** at the top-right corner.
   Leave the app open—we'll return to it in a moment.

🖥️ Step 2: Register for Self-Service Password Reset (SSPR)

1. On your computer, go to office.com and click **Sign in** in the top-right corner.
2. Sign in using your BCC email address and password:
   o **For new students**, this password was provided in your **Acceptance Letter** that was emailed to you.
3. Microsoft will notify you that your organization requires additional information:
   o Click **Next** until a **QR code** is displayed on your screen.
4. On your **phone**, go back to the Authenticator app:
   o Tap the **+** (plus sign)
   o Choose **Work or school account**
   o Select **Scan QR Code**
5. Scan the QR code on your computer screen.
   Note: If the app says you've already scanned the code, wait a moment—it should default to the main screen. If not, tap the back arrow.
6. Enter the number displayed on your **computer screen** into the app to verify.

📞 Step 3: Set Up Your Backup Authentication Method

1. You will now be prompted to set up a secondary method, such as:
   o **Text message (SMS)**
   o **Alternate email**
   o **Security questions**
2. To choose a different method, click **"I want to set up a different method"** at the bottom of the screen.

✅ Completion

Once you've completed the steps above, you're fully enrolled in **Self-Service Password Reset (SSPR)**.
You can now reset your password anytime by accessing the **Password Portal** through the **Student Portal** on the **BCC website**.

🚨 Security Reminder

BCC IT will **never**:

- Send text messages asking for your authentication codes
- Request that you enter codes into the Authenticator app
- Ask you to share your password or two-factor authentication details

If you receive such a request, **do not respond**—this is a phishing attempt to take over your account.

🆘 Need Help?

If you have any questions or need assistance, please contact:

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