Enabling Self Service Password Reset on Your Cascadia Account (Office365)

Complete this process to be able to reset your password using the ‘Reset Your Password’ option in the Office 365 portal. You must know your Cascadia issued email address and current password to complete this process.

[NOTE: If your screen doesn’t look like the images below, refresh the page.]

[1] Browse to https://login.microsoftonline.com and log in with your employee email address (this will be your Cascadia Employee Network Account with @cascadia.edu after it, the password will be the same as your network account). The first time you log in, you should be redirected to complete the steps as outlined starting in step 2. If you don’t see those options, you can also browse to https://myprofile.microsoft.com and log in using your current email address and password combination.

You must set up two of the listed options. Next to your first choice, click on ‘Set it up now’.

If you choose the ‘Authentication Phone’ option, you will need to enter your country code (+1 United States), and your personal phone number. You will then click on either “text me” or “call me” to verify this number.
If you choose the ‘Authentication Email’ option, enter your personal email address, and then click on ‘email me’ to verify.

If you choose the ‘Authentication Questions’ option, use the drop-down menus to select a question, input your answer in the text field below (you must do this for all five questions). Click ‘save answers’ when done.
After you’ve completed setting up your authentication methods, verify that you have at least two green checkmarks (indicating that the process was successfully completed) and click ‘Finish’.

You’re done! Now if you forget your password (or need to reset it for any reason), you can browse to Office 365 like you normally would, enter your email address and click on the ‘Reset your password.’ link. From there, you will be walked through the prompts to verify your identity using the methods you set up.

If you have any problems, please contact the Information Services Helpdesk. Reference what documentation you have tried and provide a synopsis of the issue you are having. You can call the Helpdesk at 425-352-8228 (ext. 2-8228), chat with us online at support.cascadia.edu or email us at helpdesk@cascadia.edu.