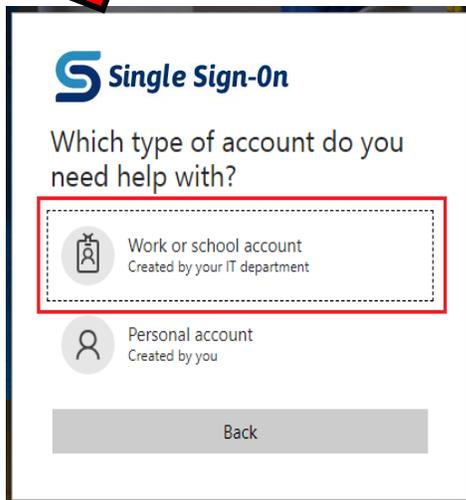
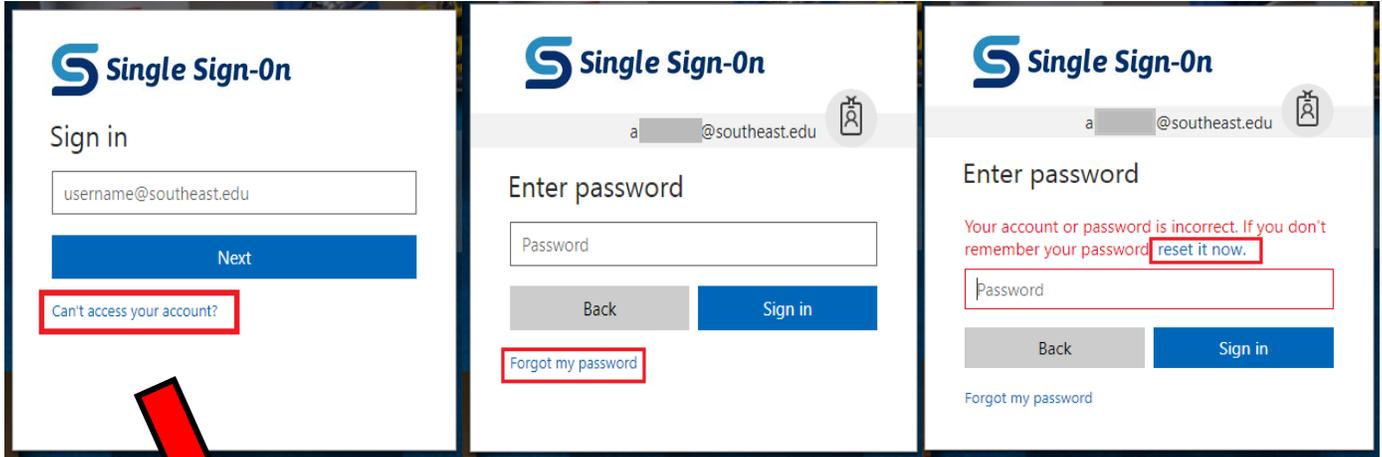


How to: Resetting your password for The Hub

Step 1:

After going to <https://thehub.southeast.edu>, there are three links you can use to start the password reset process:



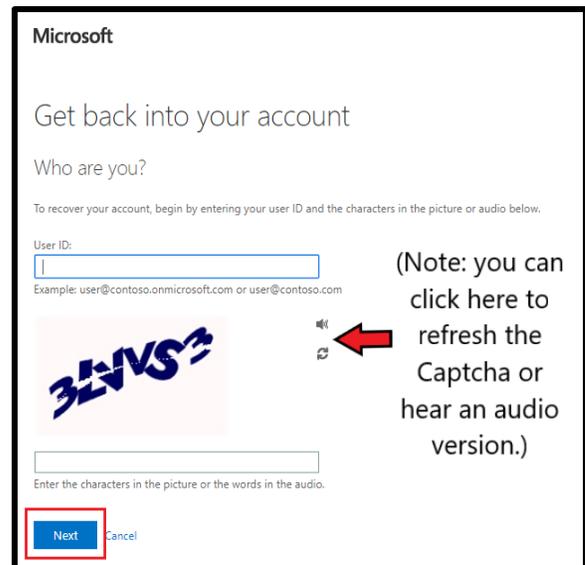
Note: If you use the **Can't Access your Account** link, you will need to select **Work or school account**.

The **Forgot my password** and **reset it now** links will both take you directly into the password recovery.

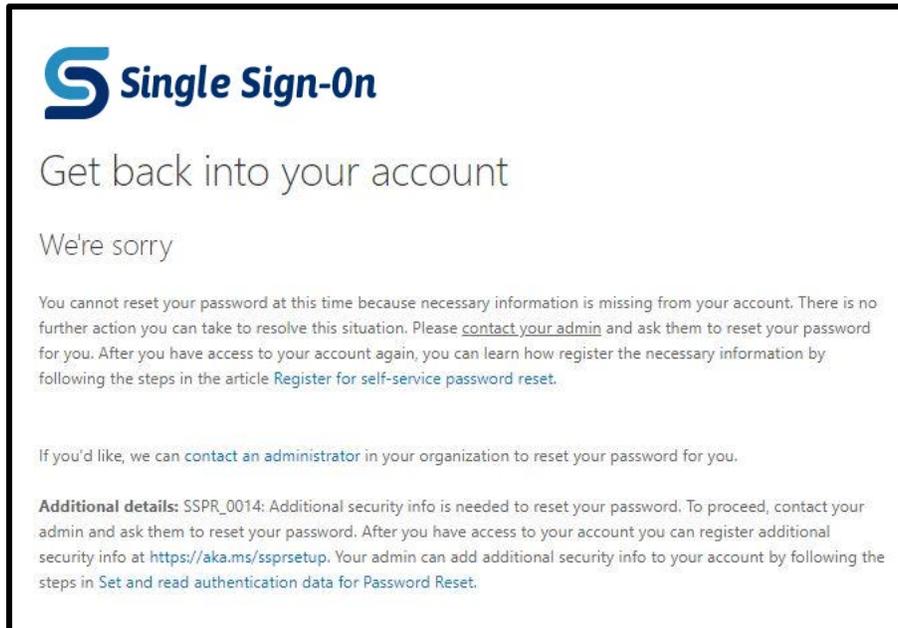
Step 2:

You will need to enter a User ID. **The User ID will be the same username that you enter to log into The Hub.** For assistance with your username, please click [here](#).

After entering the User ID and Captcha code, click **Next**.



IMPORTANT: If you reach the screen below, you do not have password recovery information set up yet. Please contact the Help Desk to have your password reset.



S Single Sign-On

Get back into your account

We're sorry

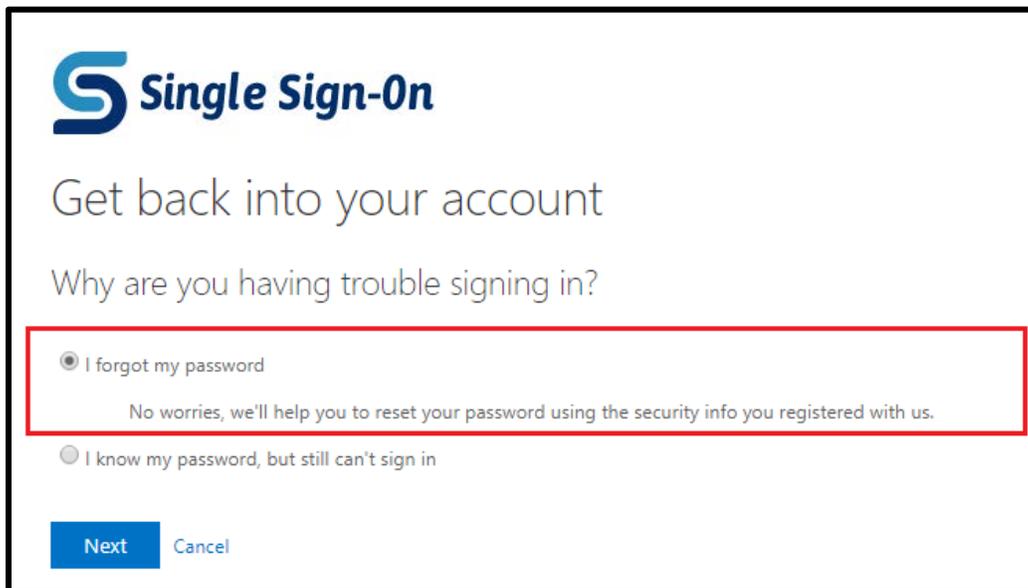
You cannot reset your password at this time because necessary information is missing from your account. There is no further action you can take to resolve this situation. Please [contact your admin](#) and ask them to reset your password for you. After you have access to your account again, you can learn how register the necessary information by following the steps in the article [Register for self-service password reset](#).

If you'd like, we can [contact an administrator](#) in your organization to reset your password for you.

Additional details: SSPR_0014: Additional security info is needed to reset your password. To proceed, contact your admin and ask them to reset your password. After you have access to your account you can register additional security info at <https://aka.ms/ssprsetup>. Your admin can add additional security info to your account by following the steps in [Set and read authentication data for Password Reset](#).

Step 3:

Select the option for I forgot my password and click Next.



S Single Sign-On

Get back into your account

Why are you having trouble signing in?

I forgot my password
No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

[Next](#) [Cancel](#)

Step 4:

You will need to complete two verification options. Note that your verification options may be different from the ones shown below depending on what you picked during the original security setup.

Text/Call my mobile phone:

You can enter your phone number with or without dashes. (Example: 555-555-5555 or 5555555555)

Click **Text** or **Call**

Enter the verification code you receive and click **Next**.

Note: If the first code does not work, click “try again” or contact the Help Desk.

Email my alternate email:

Click the Email button and an email will be sent to you.

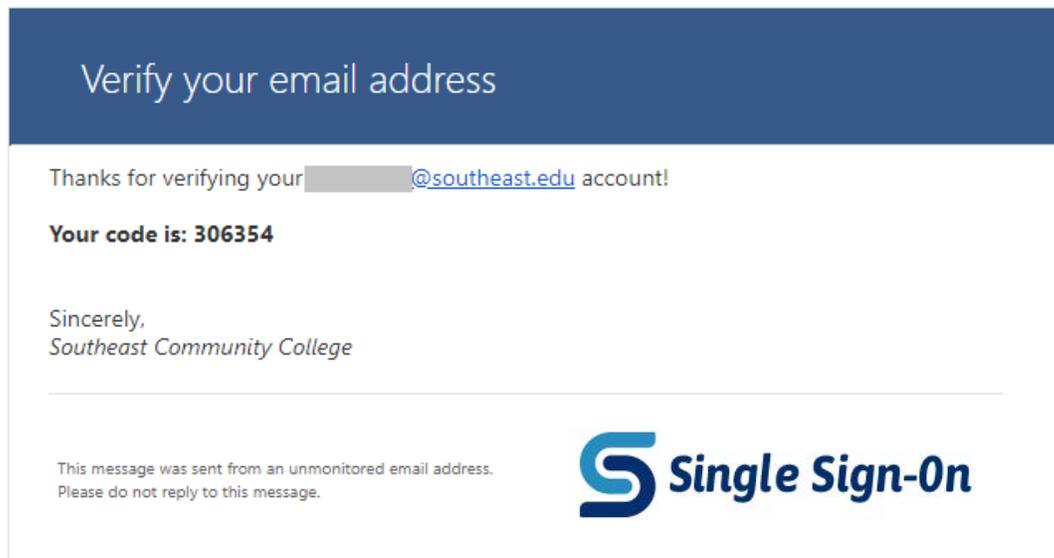
If the email is not received within 5 minutes, check your Spam or Junk folders.

Security Questions:

Answer the security questions picked during original setup.

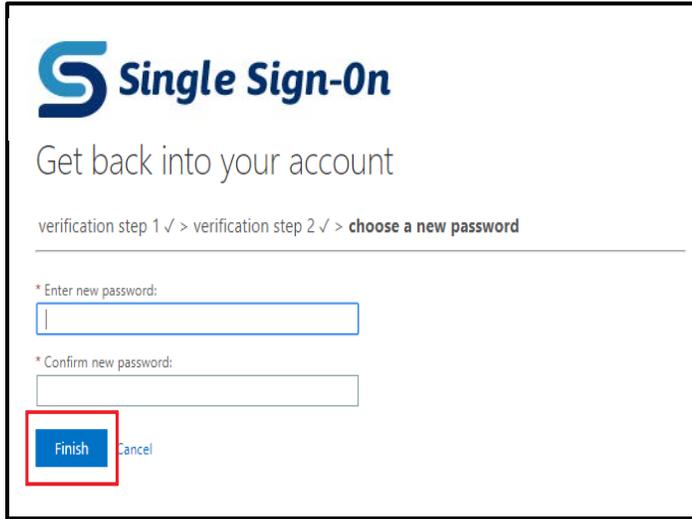
The screenshot shows the 'Single Sign-On' verification page. At the top, it says 'Get back into your account' and shows the progress: 'verification step 1 > verification step 2 > choose a new password'. Below this, it asks the user to 'Please choose the first contact method we should use for verification:'. There are four radio button options: 'Email my alternate email', 'Text my mobile phone' (which is selected), 'Call my mobile phone', and 'Call my office phone'. To the right of these options, there is a text box labeled 'Enter your phone number' and a 'Text' button. A 'Cancel' link is at the bottom left. A note on the right states: 'In order to protect your account, we need you to enter your complete mobile phone number (*****12) below. You will then receive a text message with a verification code which can be used to reset your password.'

Example of the verification email. It will come from msonlineserviceteam@microsoftonline.com:



Step 5:

Once you've completed the verification, you can select a new password.



Password Criteria

Must be between 7 and 16 characters

New passwords must at least 3 of the following things:

- An uppercase Letter
- A lowercase Letter
- A number
- A symbol (only !#\$%^*() are accepted)

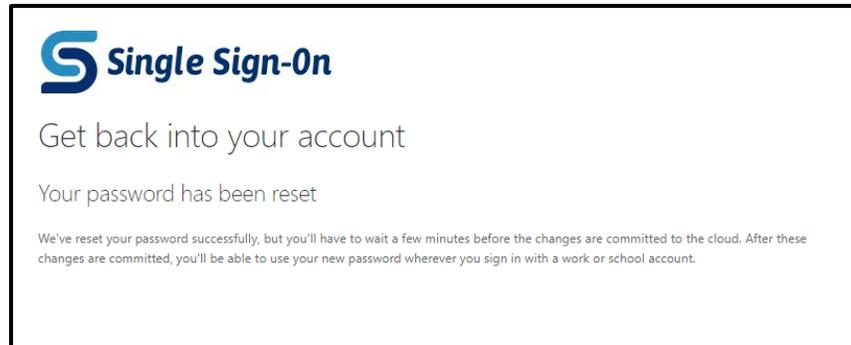
Cannot contain 3 or more consecutive letters/digits from your:

- First name
- Last name
- SCC ID number

Cannot be one of the last 5 password used

Step 6:

You will see this screen once the reset is successful. **You will need to go back to thehub.southeast.edu to sign in.**



If you have any questions or run into any issues, please contact the Help Desk.

Phone: 402-437-2447

Email: helpdesk@southeast.edu

Additional resources are located on our website!

helpdesk.southeast.edu