

Using Password Recovery

Allows reset of your SCC Hub password, For returning users only

Step 1:

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

Single Sign-On
Sign in
9@southeast.edu
Can't access your account?
Next
Single Sign-On
9@southeast.edu
Enter password
Your account or password is incorrect. If you don't remember your password, reset it now.
Forgot my password
Sign in
Use your face, fingerprint, PIN, or security key instead

Single Sign-On
Which type of account do you need help with?
Work or school account
Created by your IT department
Personal account
Created by you
Back

Note: If you use the **Can't Access your Accountlink**, 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.

Using Password recovery to Reset your password for the Hub

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.

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso

(Note: you can click here to refresh the Captcha or hear an audio version.)

Enter the characters in the picture or the words in the audio

Next Cancel

Step 3:

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

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

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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.

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

Call my office phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

You will receive an email containing a verification address (fe*****@hotmail.com).

Email

Step 5:

Once you've completed the verification, enter and confirm a new password. After you have updated your password, you can try your login again ([HUB LINK](#))

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel

What are the password requirements?