



From all of the staff in the Office of Information Technology, Welcome to Susquehanna! We'd like to take a moment to help you get your digital identity setup. Susquehanna utilizes Microsoft's Office 365 platform which allows us to provide all students with email featuring a massive 50GB quota, 1 TB in OneDrive for Business for cloud storage with sharing and collaboration tools, Office Online, Microsoft Office Professional installations for up to 5 PCs or Macs for free, as well as Microsoft Office on Android/iOS mobile devices for free.

Enclosed is your Susquehanna username/email address. Please use the instructions below to create a password and access your account for the first time.

- 1.) Navigate to: <https://passwordreset.microsoftonline.com/>
- 2.) Enter your Susquehanna email address in the "User ID" field.
- 3.) Enter the characters from the "CAPTCHA" code. The letters are case-sensitive.
- 4.) Click "Next."

Microsoft

Get back into your account

Who are you?

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

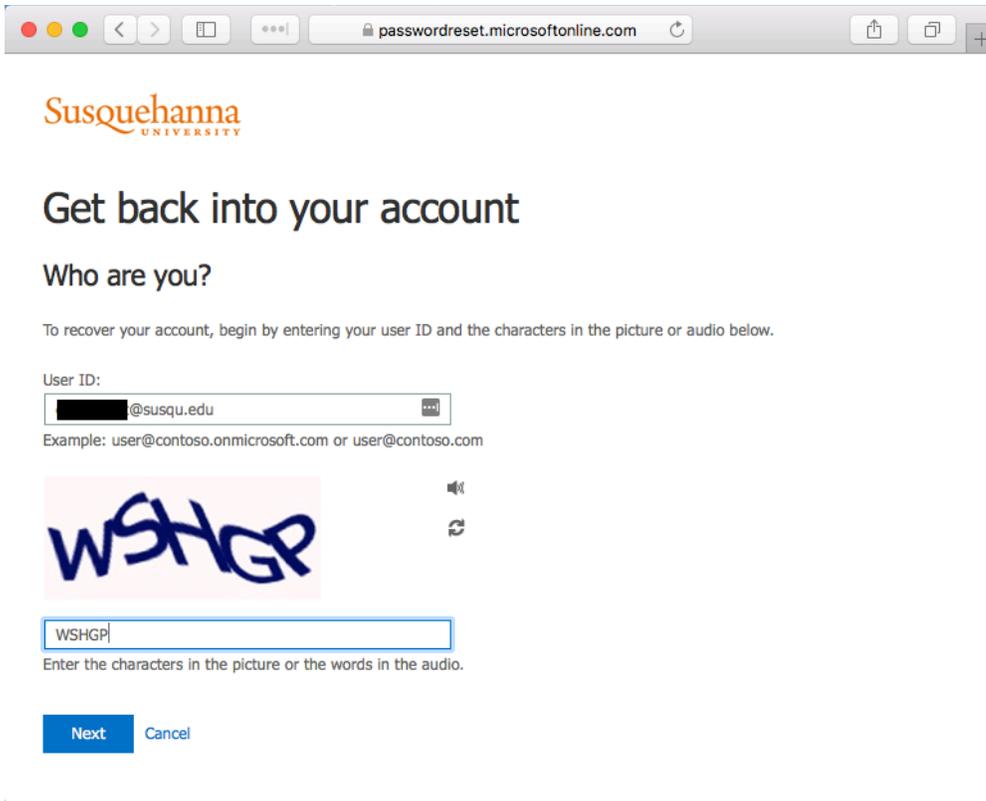
User ID:

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

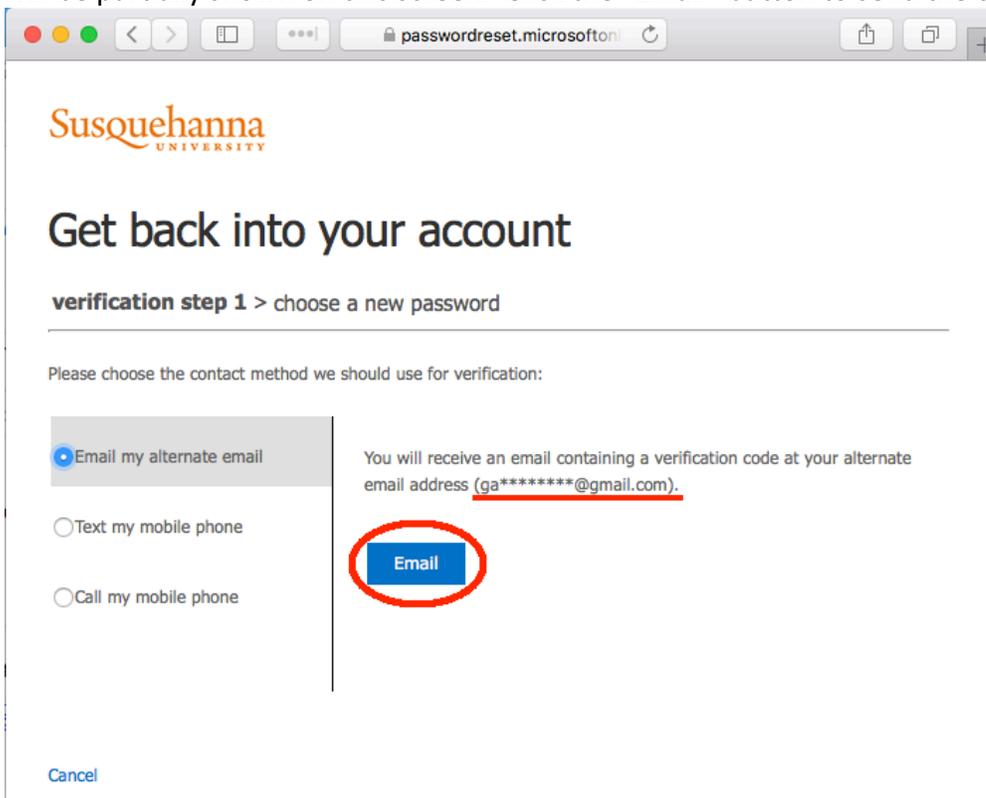


Enter the characters in the picture or the words in the audio.

Next Cancel



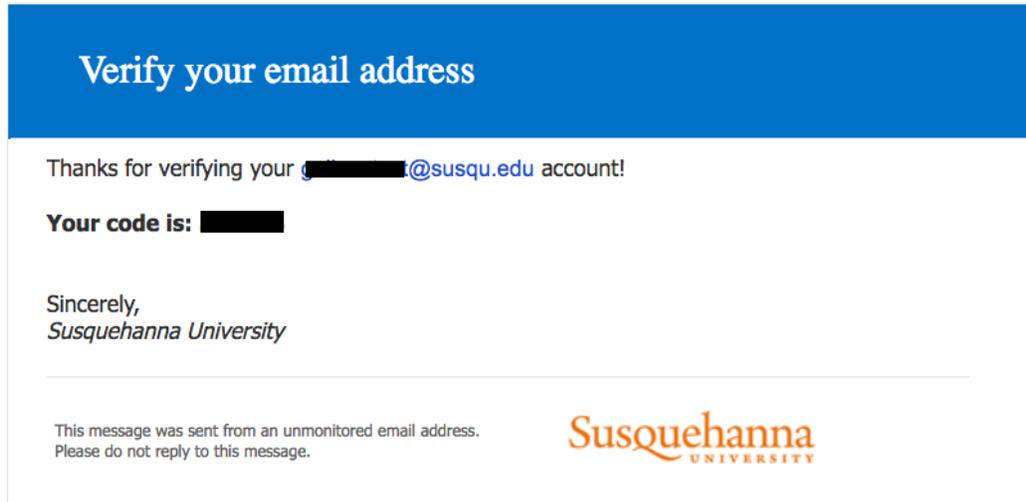
- 5.) At this time, Microsoft will send you a one-time security code to your personal email address. This personal email address will be the one you used for applying to SU, which will be partially shown on this screen. Click the “Email” button to send the code.



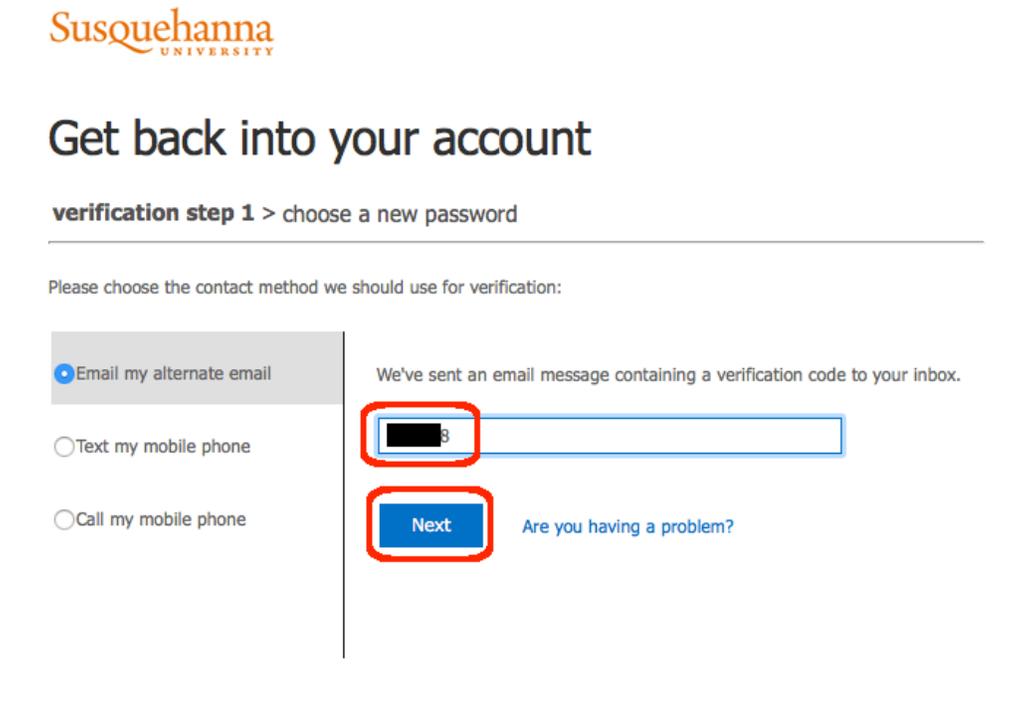
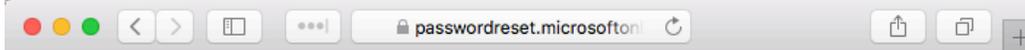
- 6.) At this time, **in a separate internet browser window/tab**, please navigate to your personal email account and look for the verification code that should have been sent to you. If you do not see it, you may need to wait for a minute or two. Also, be sure to check your spam/junk email folder.

Susquehanna University account email verification code

Microsoft on behalf of Susquehanna University <msonlineserviceteam@microsoftonline.com> Wed, Dec 13, 2017 at 10:10 AM
To: [REDACTED]



- 7.) Once you have the code, navigate back to the original browser window/tab, with the box asking for the verification code. Enter the code in the box, then click "Next."



- 8.) Now that you've verified your identity, you may now create a password for your account. Please enter your new password in each box, then click "Finish."
Please note, your password must meet the SU password complexity requirements:
Passwords must be at least **eight characters long** and must meet the following requirements:
- have at least **one capital letter** and **one lowercase letter**
 - have at least **one number and/or symbol**
 - cannot be any part of your username

Susquehanna UNIVERSITY

Get back into your account

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

* Enter new password:
.....

* Confirm new password:
.....

Finish Cancel

- 9.) When finished, you will get a confirmation message:

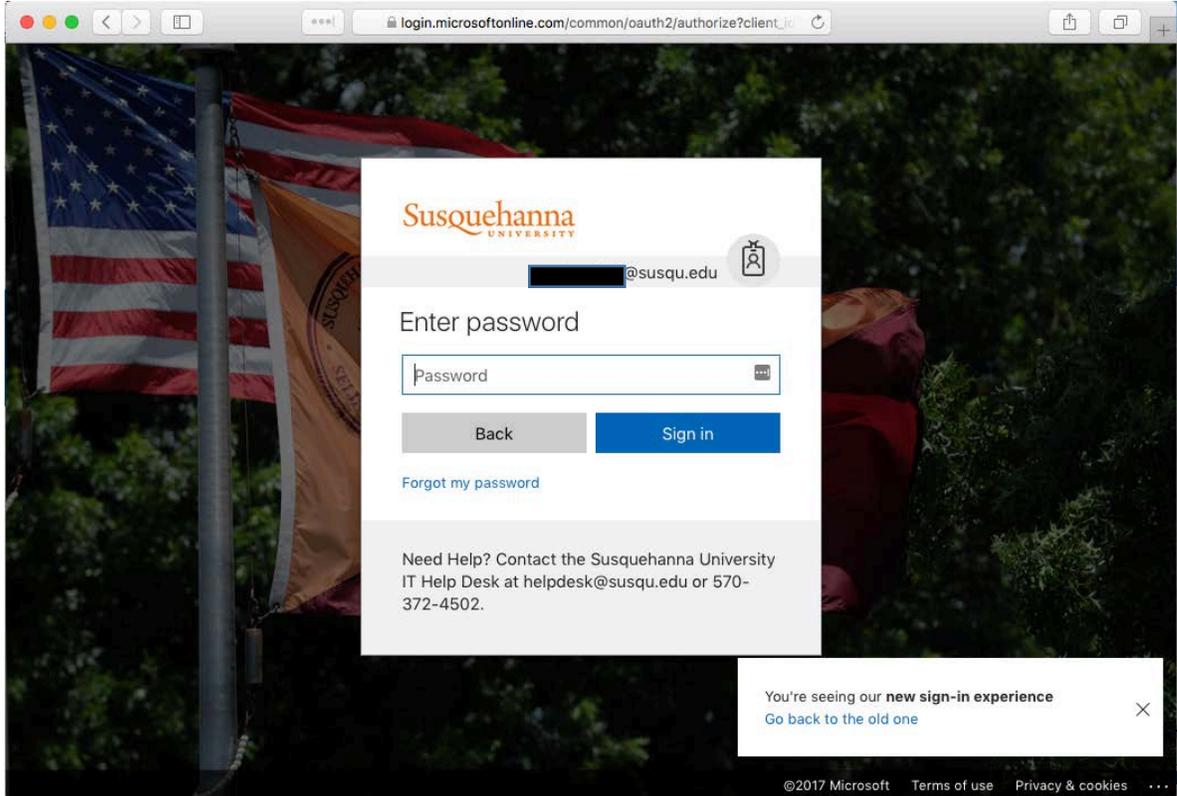
Susquehanna UNIVERSITY

Get back into your account

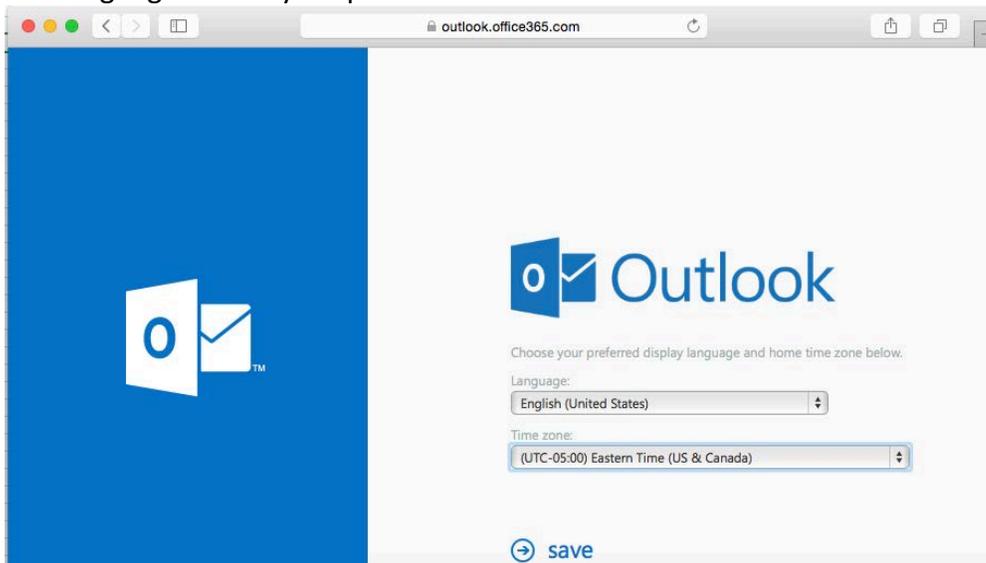
✓ Your password has been reset

Microsoft ©2016 Microsoft Corporation Legal | Privacy

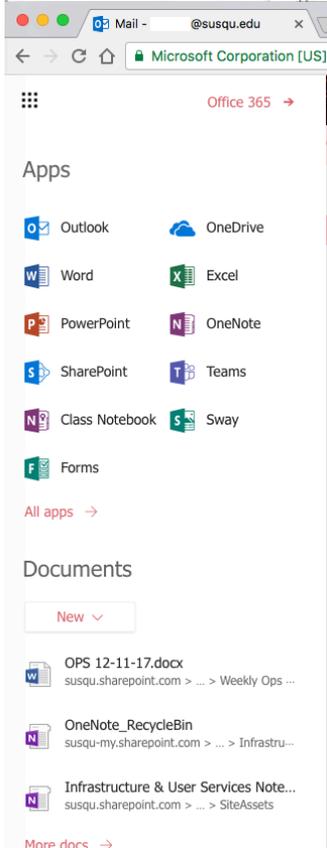
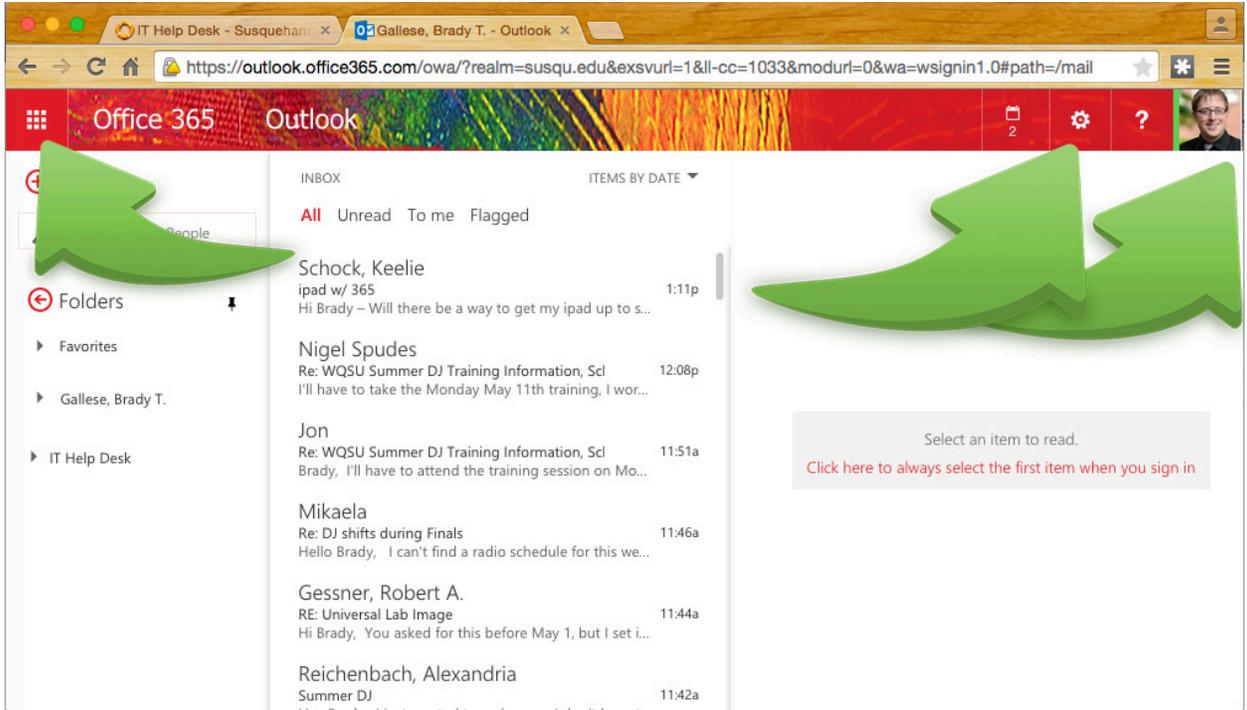
- 10.) Now that you have created a password, you will access the Office 365 logon page. **This is the address you will use from now on:** <http://portal.office.com> Simply login with your SU email address and your new password. The appearance will change from a generic Microsoft appearance to a custom SU appearance after entering your email address.



- 11.) When you logon, you will be presented with the Office 365 menu – select “Mail.” The first time you enter your mailbox, you will be required to choose your time zone and language. Make your preferred selections and choose “Save.”



- 12.) Welcome to your SU Office 365 Inbox! In the upper, right corner is the gear icon which can help you change your preferences – including selecting a visual theme and uploading a profile picture (visible to all of SU). In the upper, left, the checkered Office app launcher icon (aka “the waffle”) will show you your other applications.



- 13.) Your new Susquehanna account is how we will now communicate with you, be sure to check it often. Optionally: If you'd like to add your SU email account to your phone or tablet, [here's how](#). If you'd like to add your SU email account to your PC or mac, [here's how](#). Need help? The IT Help Desk is open M-Th, 7:30AM-8PM and F 7:30AM-5PM during the semester and M-F, 8AM-Noon, 1PM-4:30 PM during the winter/summer breaks. We can be reached at helpdesk@susqu.edu or 570-372-4502.