



# Self-Service Student Guide

## Establishing a Password

**Step 1:** Go to [www.kckcc.edu](http://www.kckcc.edu)

**Step 2:** From the KCKCC page, select Quick Links, then Self-Service.

On the Microsoft Sign in page, enter your KCKCC Student Email Address, then select **Next**

### What's my Student Email Address?

Your KCKCC student email address should be as follows:

- + First initial of your first name
- + first four letters of your last name
- + last four digits of your Student ID
- + @students.kckcc.edu

#### **Example:**

Name : Darth VADEr

Student ID : 0123456

Email: DVADE3456@students.kckcc.edu

**Step 3:** Select Forgot my password

The image shows two side-by-side screenshots of web pages. The left screenshot is the Microsoft Sign in page, featuring the Microsoft logo, the text 'Sign in', a search bar, and links for 'No account? Create one!' and 'Can't access your account?'. At the bottom are 'Back' and 'Next' buttons. The right screenshot is the KCKCC password entry page, featuring the KCKCC logo, a back arrow, the text 'Enter password', a password input field, and a link for 'Forgot my password' which is circled in red. A 'Sign in' button is at the bottom right.



**Step 4:** Enter your email and complete the catpcha screen, then select Next.

Email or Username:  
@students.kckcc.edu  
Example: user@contoso.onmicrosoft.com or user@contoso.com

wdw6d

wdw6d

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

**Step 5:** Complete verification with a phone and email.

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 We've sent an email message containing a verification code to your inbox.

☐ Text my mobile phone

☐ Call my mobile phone

Enter your verification code

Next

> choose a new password

\* Enter new password:  
.....

\* Confirm new password:  
.....

Finish Cancel

## PASSWORD REQUIREMENTS

Passwords must be at least 8 characters long.

Passwords cannot contain the user's account name

or parts of the user's full name

Passwords must contain at least 3 characters from these four categories:

Uppercase letter, Lowercase letter, Numbers (0-9), and/or

non-alphabetic characters: ~ ! @ # \$ % ^ & \* ( ) \_ + - = { } | [ ] \ : " ; ' < > ? , . /



**Self-Service Password Reset Setup:** More information will be gathered for SSPR . You will need to configure at least 2 of the 3 security options to finish.

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## don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify you are secure. **You'll need to set up at least 2 of the options below.**

- ! Authentication Phone is not configured. [Set it up now](#)
- ! Authentication Email is not configured. [Set it up now](#)
- ! Security Questions are not configured. [Set them up now](#)

[finish](#) [cancel](#)

### Configuring Authentication Phone

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## don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Select your country or region

Enter your authentication phone number

[text me](#) [call me](#)

[back](#)

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## don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

[text me](#) [call me](#)

We've sent a text message containing a verification code to your phone.

[verify](#)

[back](#)



## Configuring Authentication Email

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

email me

back

- Enter your personal email address
- Go to your inbox, retrieve code
- Enter code & verify

Authentication Email

email me

We've sent an email message containing a verification code to your inbox.

verify try again

back

Kansas City Kansas Community College account email verification code

Microsoft on behalf of Kansas City Kansas Community College <msonlineserviceteam@microsoftonline.com> to me

Verify your email address

Thanks for verifying your @STUDENTS.KCKCC.EDU account!

Your code is: 211184

Sincerely,  
Kansas City Kansas Community College

This message was sent from an unmonitored email address.  
Please do not reply to this message.

Kansas City Kansas Community College

Reply Forward

## Configuring Security Questions

Answer 3 questions

Answers must be at least 3 characters long

Security question 1

Security question 2

Security question 3

**All Done!**

At least 2 green checkmarks?

Select Finish to complete

Thanks! We'll use the info below to recover your account if you forget your password.

- ✓ Authentication Phone is set to +1 . Change
- ✓ Authentication Email is set to @gmail.com. Change
- ✓ 3 Security Questions are configured. Change

finish cancel



## **Helpdesk Contact Information**

**Need to speak with a Helpdesk Technician?**

**Call 913-288-7479**

**Hours of Operation:**

**MON-SAT 7:30 AM—8:00 PM**

**SUN—CLOSED**

**Submit a ticket online at**

**[help.kckcc.edu](http://help.kckcc.edu)**

**Visit us in person at**

**Main Campus**

**Humanities Hall, Room 2150**

**Thank you!**