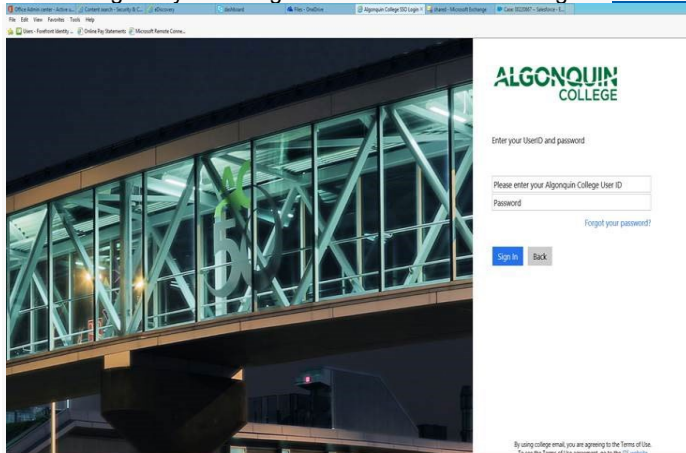


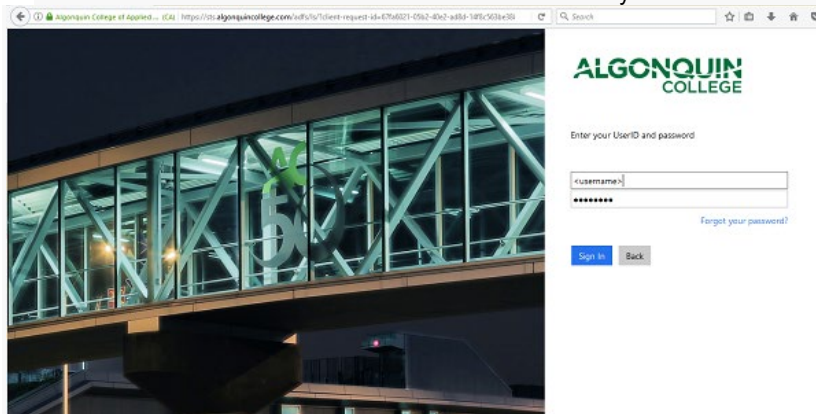
For your first login to your college email account use the online email portal (liveac.algonquincollege.com). You will be prompted to enter some additional information that will be used to authenticate you when you need to reset your password. That means you won't have to call anyone for help to reset your password, you will be able to click on the Forgot password link, answer a couple questions and reset your password yourself!

To configure your college email account on your first login

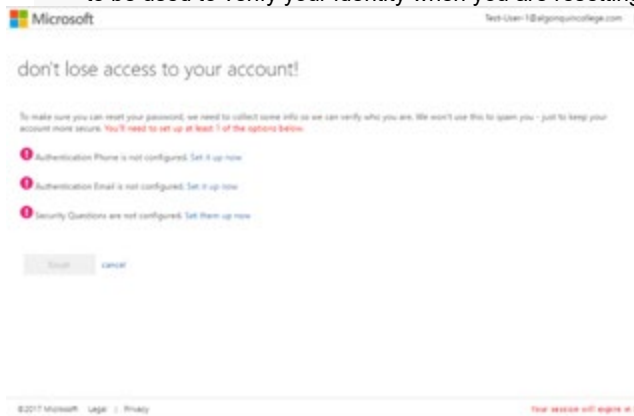
1. Login to your college email account online using the liveac.algonquincollege.com email portal.



2. You will be directed to enter additional information to your account. Select **Next** to continue.



2. You will be shown your password reset profile, as shown below. This includes an authentication telephone number, authentication email address, or your personal security questions. One of these methods must be set up to be used to verify your identity when you are resetting your password.



4. To set your authentication phone, follow these steps.
 - Select the authentication phone option.

- Enter your information on the next screen – select your country from the drop down menu, and enter your phone number including area code.

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

- Choose if you want to be texted or voice called during the authentication process. **Note:** Texts will incur extra charges, select the voice option.
 - You will be returned to the password reset profile home screen.
5. To set your authentication email, follow these steps.
- Select the authentication email option.
 - Enter your information on the next screen – your non-college email address.

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

Enter your authentication email address

email me

back

- Select **Email Me** to enable this as a method of authentication.
 - You will be returned to the password reset profile home screen.
6. To set your security questions, follow these steps.
- Select the security questions option.
 - Select a different security question from each drop-down menu.
 - Enter your chosen response for each. It must be at least 3 character long. You must complete answers for 5 questions.

Microsoft Test-User-1@algonqu

don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.

Security question 1

What is the name of your elementary school?
Who did you want to go with to graduation night in high school?
What is the name of your childhood pet?
What was the name of your favorite childhood toy?
What was your favorite place to visit as a child?
What was the last name of your childhood best friend?
What is the second best birthday present you ever got?

Security question 2

Security question 3

Security question 4

Security question 5

- When completed, select **Save Answers** at the bottom of the screen.
- You will be returned to the password reset profile home screen.

You have now configured your account, and you are ready to use the self-serve password reset (SSPR) feature.

If you have problems completing these steps, please contact ITS for assistance - [How can I contact ITS?](#)