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BULLETIN:
Office 365 Login Issues

Statement of Confidentiality
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Many users’ passwords are not synchronizing with Office 365 at this time. We are working to get that issue resolved, but in the meantime, you may follow the instructions below to request a password reset. When setting your new password, please note that it is recommended that you use the same password currently used with your WCU account to avoid further issues when synchronization has been restored for all accounts.

1. If attempts to login to Office 365 fail with a known good password, click Forgot your password on the login page.

2. Complete the “Get back into your account” form. Make sure you enter your full student email address for the user ID.

3. Click “contact an administrator” on the next “Get back into your account” page.

4. Give us a bit to reset the password and you will receive notice of the temporary password and may login to set your own password.