

## Initial set up

Go to <https://outlook.com/gcsu.edu> and sign in with your full email address (firstname.lastname@gcsu.edu) and existing password.



### Sign in

thunder.bobcat@gcsu.edu|

No account? [Create one!](#)

[Can't access your account?](#)

Back

Next



Sign-in options

You should see this screen that says, “More information required”. Click Next. If you do not see this screen, then you most likely have already set up additional authentication methods. To verify this, go to <https://aka.ms/ssprsetup> and review your authentication methods to ensure they are up to date.



thunder.bobcat@gcsu.edu

## More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

On the next page, enter your mobile number and ensure **“Text me a code”** is selected. ***Please note: currently, the “Call me” option is not available.***

If you would like to use a different method instead, click the **“I want to set up a different method”** text at the bottom of the screen. You’ll get the option to use an email address or security questions. Don’t use a school or work email (@gcsu.edu or @bobcats.gcsu.edu) here or you will get an error.

## Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

### Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1)

- Text me a code  
 Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

[I want to set up a different method](#)



Skip setup

Verify the authentication method by entering the code you received. Then click Next.

## Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

### Phone

We just sent a 6 digit code to +1 478-... Enter the code below.

[Resend code](#)



Back

Next


[I want to set up a different method](#)

Skip setup

## Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

### Phone

 SMS verified. Your phone was registered successfully.

Next

Skip setup

Once you entered the code successfully, you should see the “Success!” page below. Click Done to continue. We recommend you follow the steps in the next section to set up additional authentication methods. Set up as many methods as you can, but at least 2. This provides flexibility when one of the methods isn't available.


## Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

### Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

**Default sign-in method:**

 Phone  
+1 478 [redacted]

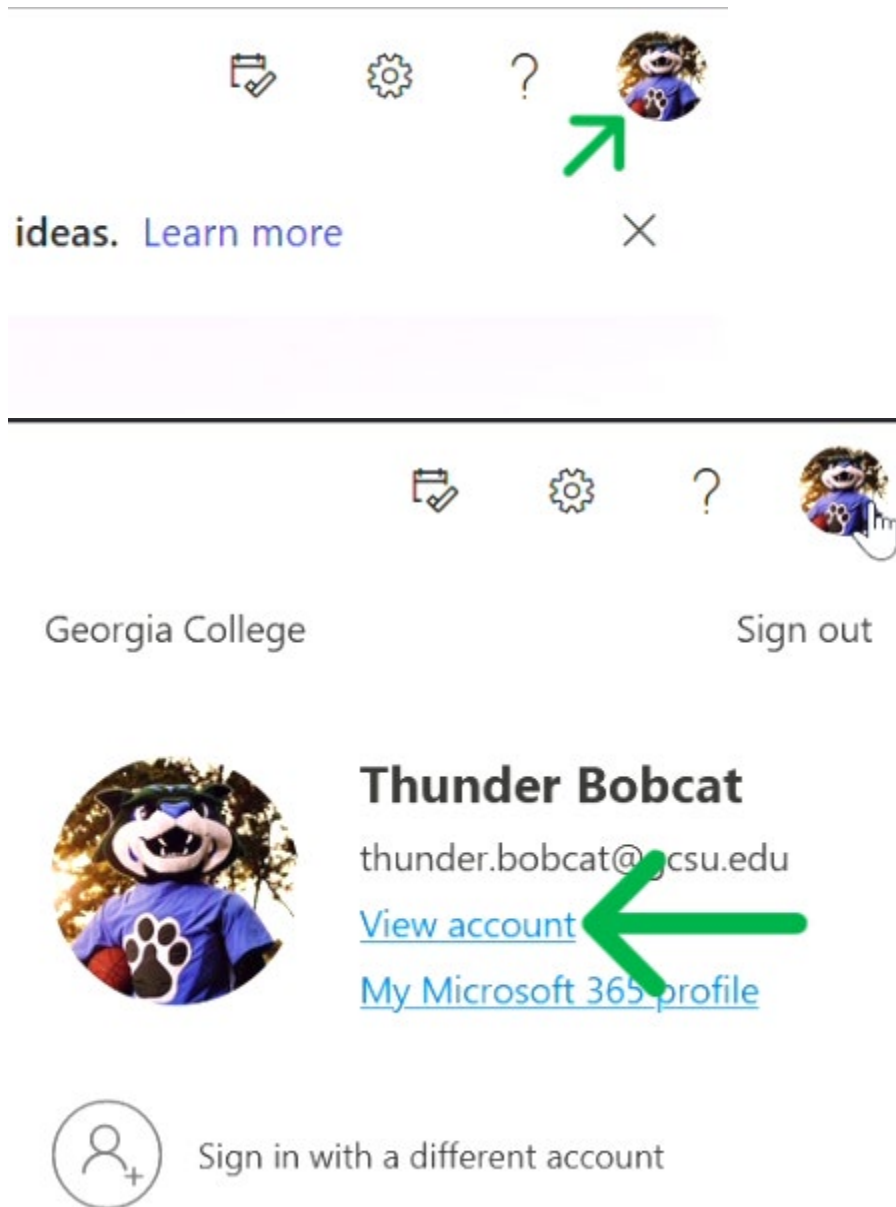
Done

## Add or change authentication methods

Go to <https://portal.office.com> and sign in.

Click on the icon at the top right corner with your profile photo.


Click View account.




The screenshot shows the user interface of the Office 365 portal. At the top, there is a navigation bar with icons for a calendar, settings, help, and a user profile icon. A green arrow points to the user profile icon. Below the navigation bar, there is a search bar with the text "ideas. Learn more" and a close button (X). Below the search bar, there is a horizontal line. Below the horizontal line, there is a navigation bar with icons for a calendar, settings, help, and a user profile icon. A hand cursor is over the user profile icon. Below the navigation bar, there is a user profile section. On the left, there is a circular profile picture of a Thunder Bobcat mascot. To the right of the profile picture, the text reads "Thunder Bobcat", "thunder.bobcat@jcsu.edu", and two links: "View account" and "My Microsoft 365 profile". A green arrow points to the "View account" link. Below the profile section, there is a "Sign in with a different account" button with a person icon and a plus sign.

ideas. [Learn more](#)

Georgia College Sign out

 **Thunder Bobcat**  
thunder.bobcat@jcsu.edu  
[View account](#)  
[My Microsoft 365 profile](#)

 Sign in with a different account

Under Security info, click Update Info.



Thunder Bobcat

[Why can't I edit?](#)

## Security info



Keep your verification methods and security info up to date.

[UPDATE INFO >](#)



Here you can review your existing authentication methods or add a new one. To update an existing method, click Change. To add a new method, click +Add sign-in method, select which method you prefer, and verify it if needed by entering the code you received.

## Security info

These are the methods you use to sign into your account or reset your password.

**Default sign-in method:** Phone - text +1 478-██████████ [Change](#)

[+ Add sign-in method](#)

Phone

+1 478-██████████

[Change](#)

[Delete](#)

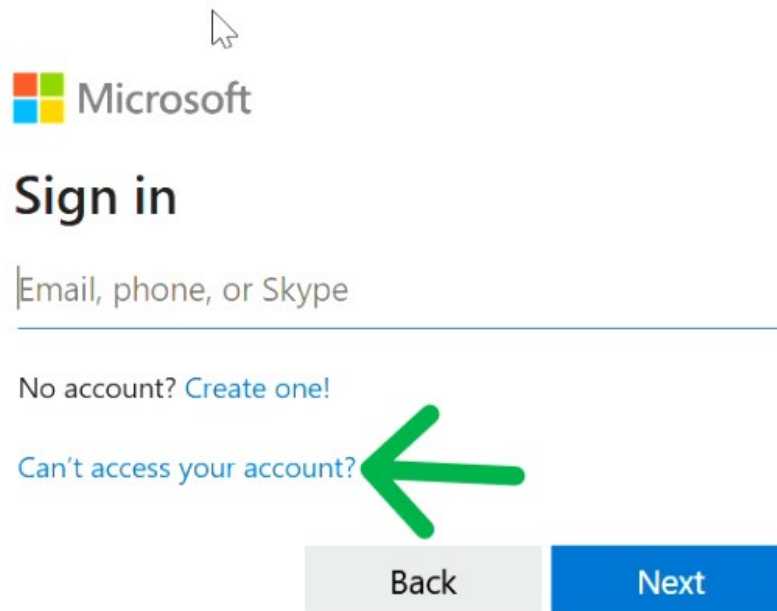
Lost device? [Sign out everywhere](#)

## Recover your account

If you can't sign into your account, use the following method to recover it.

Go to <https://portal.office.com>

Click the blue text that says "Can't access your account?", "Forgot my password" or "reset it now".





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## Enter password

Your account or password is incorrect. If you don't remember your password, [reset it now.](#)

Password

[Forgot my password](#)

[Sign in with another account](#)

Sign in 

If prompted, select Work or school account.





## Which type of account do you need help with?



Work or school account  
Created by your IT department



Personal account  
Created by you



Back

Enter your full email address and complete the CAPTCHA.

### 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.com



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

Next

Cancel

Choose a method and follow prompts to verify.

## Get back into your account

verification step 1 > choose a new password

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Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Answer my security questions

You will receive an email containing a verification code at your alternate email address (tb\*\*\*\*\*@gmail.com).

Email

Reset your password. See below for password requirements. After changing your password, don't forget to update your saved passwords in other locations (e.g., mobile devices, desktop computers, saved Wi-Fi connections).

## Get back into your account

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

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\* Enter new password:

\* Confirm new password:

Finish

Cancel

## Password requirements

- Minimum length of 12 characters.
- Maximum length of 64 characters.
- Must include both lowercase and uppercase alphabetic characters.
- Must include both numbers and symbols.
- Avoid reusing part or all of a previous password. Cannot reuse the last three passwords.
- Avoid GCSU-related terms such as "Bobcats," "GCSU," or other standard terms.

Helpful password tip—think of a phrase and replace some letters with numbers and symbols to create a strong password that you'll remember (e.g., IL0v3\$pr!ngT1m3). Don't forget to make some of the letters uppercase.