How to: Resetting your password for The Hub

Step 1:

After going to https://thehub.southeast.edu, there are three links you can use to start the password reset process:
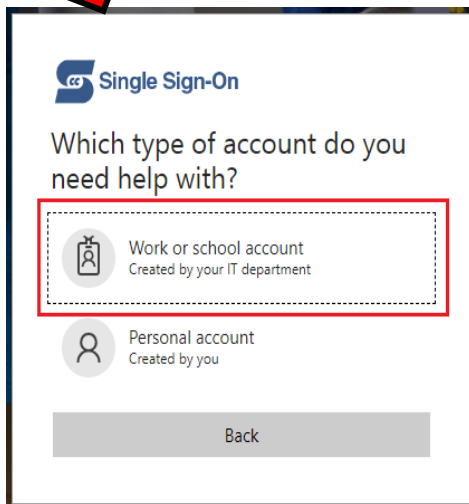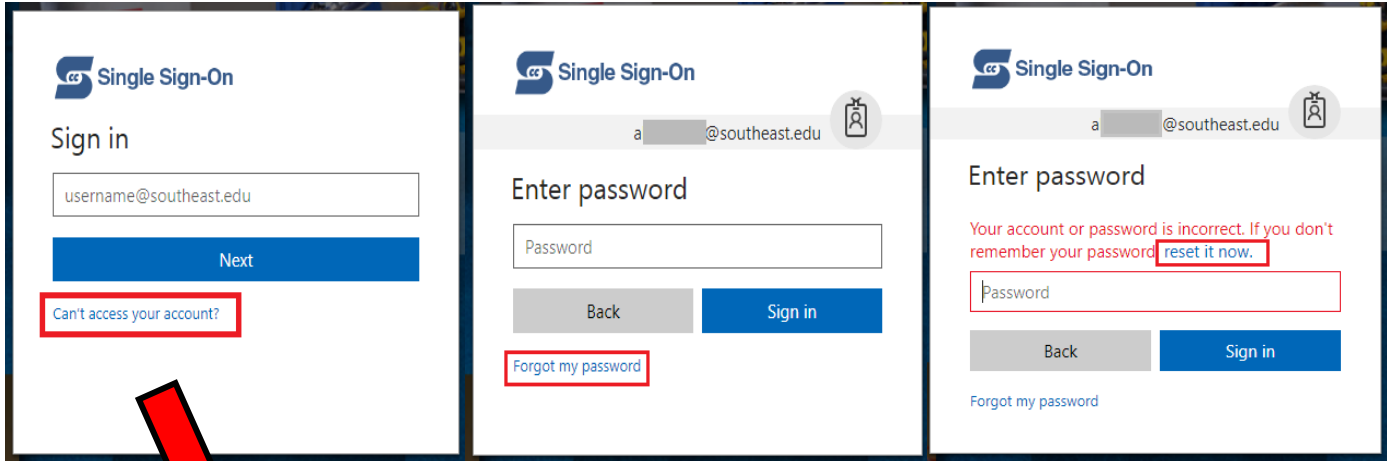

Note: If you use the **Can't Access your Account** link, you will need to select **Work or school account**.

The **Forgot my password** and **reset it now** links will both take you directly into the password recovery.
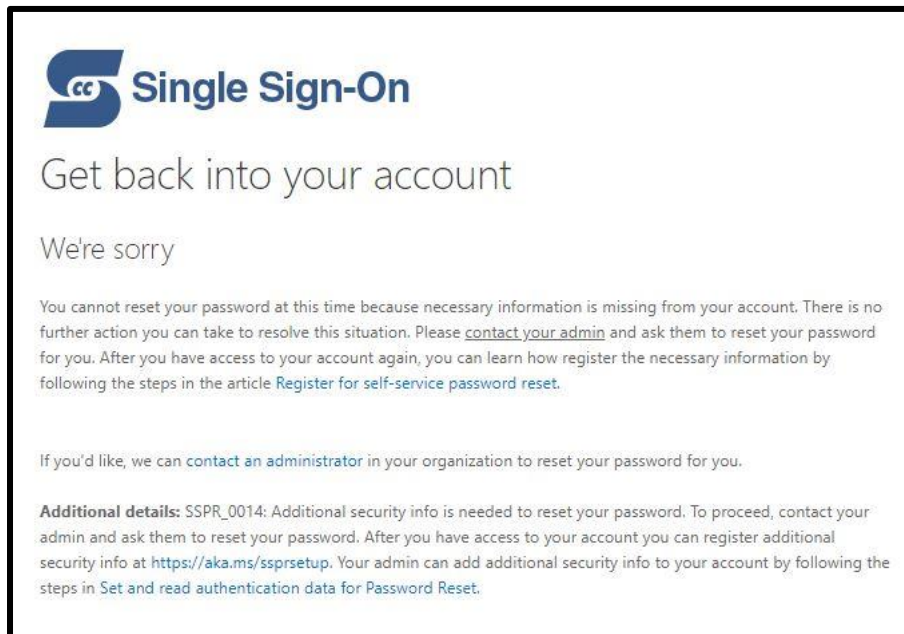
Step 2:

You will need to enter a User ID. **The User ID will be the same username that you enter to log into The Hub.** For assistance with your username, please click here.

After entering the User ID and Captcha code, click **Next**.

(Note: you can click here to refresh the Captcha or hear an audio version.)
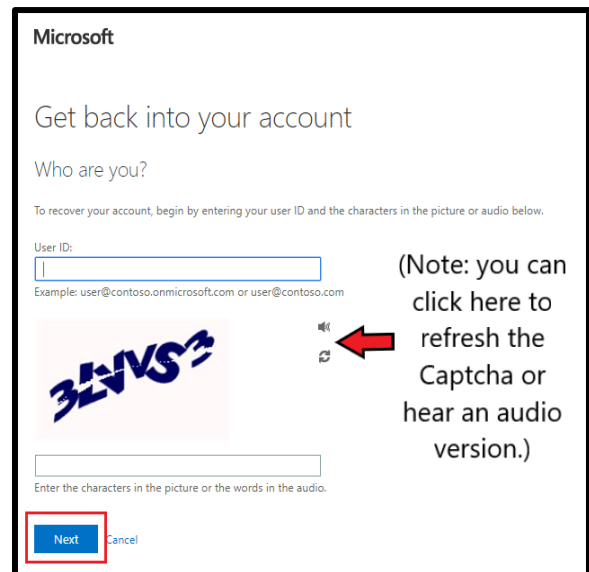
IMPORTANT: If you reach the screen below, you do not have password recovery information set up yet. Please contact the Help Desk to have your password reset.

Step 3:

Select the option for I forgot my password and click Next.

Step 4:

You will need to complete two verification options. Note that your verification options may be different from the ones shown below depending on what you picked during the original security setup.

Text/Call my mobile phone:
You can enter your phone number with or without dashes. (Example: 555-555-5555 or 5555555555)

Click **Text** or **Call**

Enter the verification code you receive and click **Next**.

Note: If the first code does not work, click "try again" or contact the Help Desk.

Email my alternate email:
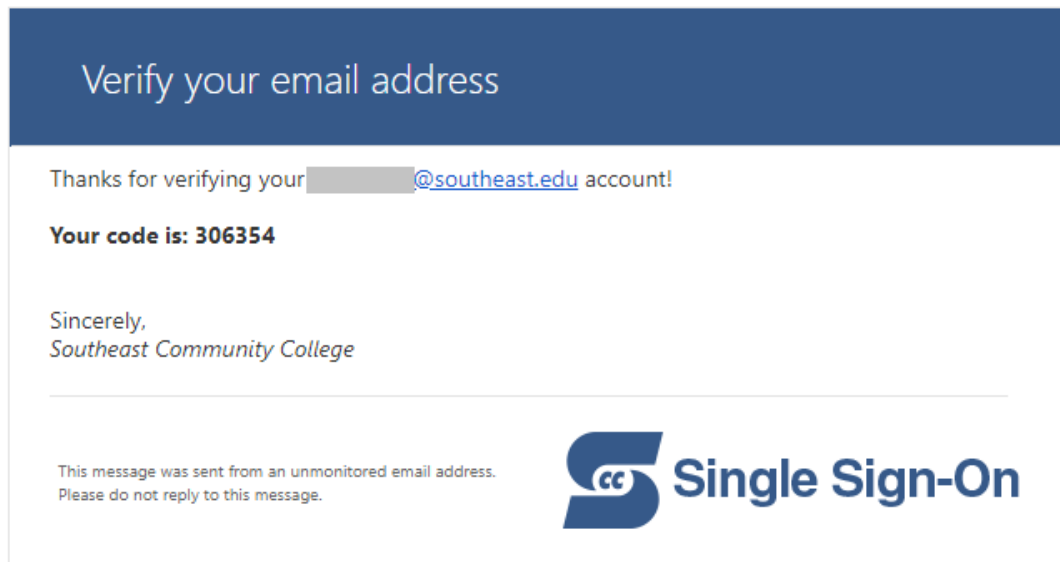Click the Email button and an email will be sent to you.

If the email is not received within 5 minutes, check your Spam or Junk folders.

Security Questions:
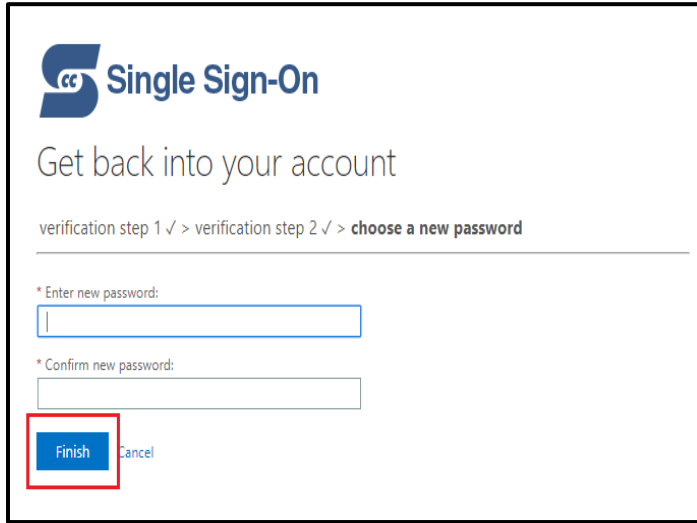Answer the security questions picked during original setup.

Example of the verification email. It will come from msonlineservicesteam@microsoftonline.com:

Step 5:

Once you've completed the verification, you can select a new password.

Password Criteria

Must be between 7 and 16 characters

New passwords must at least 3 of the following things:

- An uppercase Letter
- A lowercase Letter
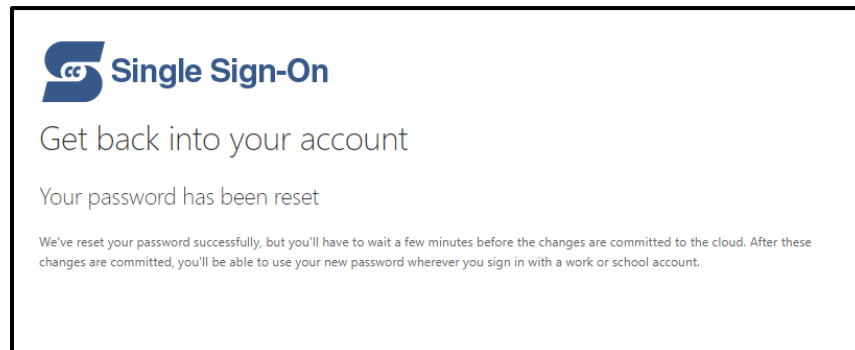- A number
- A symbol (only !#$%^*( ) are accepted)

Cannot contain 3 or more consecutive letters/digits from your:

- First name
- Last name
- SCC ID number

Cannot be one of the last 5 password used

Step 6:

You will see this screen once the reset is successful. **You will need to go back to thehub.southeast.edu to sign in.**

If you have any questions or run into any issues, please contact the Help Desk.

Phone: 402-437-2447

Email: helpdesk@southeast.edu

Additional resources are located on our website!

helpdesk.southeast.edu