

Recent Login Issues

- 1. I used to be able to login directly through <http://student.laccd.edu> or the SIS with my SID and PIN but now Microsoft is asking me to enter a password?**
 - a. Microsoft has recently changed the way their login process works. Therefore the cookies, temporary files, and cached information on your computer needs to be cleared. Here are a couple ways to resolve this issue and one way to work around it:

Resolve Method 1:
 - i. Just close the browser, completely. (This means every single one of the 20+ tabs you have open and the multiple browser windows you have up).
 - ii. Then open the browser and try again.Resolve Method 2 (if Method 1 doesn't work):
 - i. Each browser is a little different but you will basically need to go into your settings and delete temporary files, cookies, cache, and while you're at it, history (you'll thank me later for this one).
 - ii. Close all tabs and browser windows.
 - iii. Open browser and try again.Workaround Method:
 - i. Use a different browser.
 - ii. The issues stems from the fact that there exist old information from Microsoft stored on the browser you are using. So trying a different browser will most likely give you a clean start and allow you to login. If this does not work, then you will need to do "Resolve Method 2".

- 2. Microsoft says my account has been temporarily locked, what do I do?**
 - a. Login through <http://student.laccd.edu> or through the SIS. It will allow you to login immediately. If you are having trouble, please refer to Question 1.

- 3. "Work or School Account" or "Microsoft Account", which option should I select?**
 - a. Always select "Work or School Account"

- 4. I'm trying to login to my free installation of Microsoft Office with my student email, but I don't know the password.**
 - a. Refer to this document for instructions on logging in:
<https://www.laccd.edu/Students/Documents/Student%20FAQ/how-to-login-portal.pdf>