Knowledge Base Article

Self Service Reset Portal

Support Info:

- 1. Registering Security Information:
 - **a.** All users must register security questions. At first login after the policy has been enabled, they will be forced to enroll. We suggest users be prepared for this and login from a workstation and not a mobile phone.
 - b. Login in with current username and password at portal.office.com
 - i. Complete MFA with Duo.
 - **ii.** If not enrolled, user will be prompted to continue this process. Click Next to continue.



iii. A new site will open giving users access to setup their additional security factors. Users must choose 2 out of the 3 available options. They have 15 minuets to complete the process.

CR Indust of Needicine	lancejeff@medsch.ucr.edu
don't lose access to your account!	
To make sure you can reset your password, we need to collect some info so we can verify secure. You'll need to set up at least 2 of the options below.	who you are. We won't use this to spam you - just to keep your account mon
• Authentication Phone is not configured. Set it up now	
Authentication Email is not configured. Set it up now	
Security Questions are not configured. Set them up now	
finish cancel	
@2021.1//0	Want and all and a first

1. Authentication Phone

a. This will send a simple SMS code to a phone number you have access to. Retrieve the verification code from your Mobile device and input to verify.

~	United States (+1)
	714-363-8942
	text me call me
ition code to your phone.	Ve've sent a text message containing a
	- 10
verify	548

- 2. Authentication Email
 - a. This will send a code to the email address that you provided and have access to (Be sure it's not your SOM email). Retrieve the verification code from your email address and input to verify.

Please verify your authentica	ion email addre	ss <mark>below. Don't</mark> u	se your primary wo	ork or school ema
Authentication Email				
jflogerzi@gmail.com				
email me				
We've sent an emai <mark>l</mark> message	containing a ver	ification code to	/our inbox.	
			verify	

- 3. Security Questions
 - This will allow you to pick 5 security questions to register from 20 pre-defined questions. During a password reset process. Once completed click save answers.

don't l	ose	access	to	your	account!
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curity question 2	
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curity question 3	
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curity question 5	
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iv. Once completed you will now be greeted with the following screen shown below. We highly suggest completing all 3 methods for Authentication.



v. Click finish to continue the normal login process.

2. Changing your password before it expires.

a. User will continue to get an email from SOM IT Automated Systems, but it will be formatted differently. Please see below for an example

Your password will expire in 6 days.	
Password Reset Reminder <no-reply@medsch.ucr.edu> To • Jeff Pace</no-reply@medsch.ucr.edu>	
() This message was sent with High importance.	
Hello Anum Iqbal	
This email has been sent to you reminding you your password will expire in 6 days.	
To change your password please visit https://myaccount.microsoft.com	
f you have further questions please visit https://somit.ucr.edu/office-365-passwor-reset	
f you would like to submit a ticket to the helpdesk for asistance changing your password: Please visit https://somit.ucr.edu/create-tic	<u>:ket</u>
As of July 31, 2021 https://passwordhelp.medsch.ucr.edu/ has been retired. Please do not try to use this stie to change your passw	ord.
Thank you,	
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i. To update a password you already know, please navigate to the following site: <u>https://myaccount.microsoft.com/</u>

III 💴 My Account 🗸				
B Welcome to the new My Account experience!				
R Overview				
Security info Devices	Lance (TEST) Jeff	Security info	Password	Settings & Privacy
Password	Iancejeff@medsch2.onmicrosoft.com	~	~	205
0 Organizations		keep your verification methods and security info up to date.	Make your password stronger, or change it if someone else knows it.	Personalize your account settings and see how your data is used.
Settings & Privacy	Why can't I edit? ①	UPDATE INFO >	CHANGE PASSWORD >	VIEW SETTINGS AND PRIVACY >
My sign-ins				
Office apps				
Subscriptions		Devices	Organizations	My sign-ins
				$\mathcal{A}_{\mathcal{P}}$
		Disable a lost device and review your connected devices.	See all the organizations that you're a part of.	See when and where you've signed in and check if anything looks unusual.
		MANAGE DEVICES >	MANAGE ORGANIZATIONS >	REVIEW RECENT ACTIVITY >
	Sign out everywhere			

ii. Click on the CHANGE PASSWORD link.

UCR School of Medicine	
Change password	
User ID lancejeff@medsch.ucr.edu Old password	
Create new password	
Confirm new password	
Submit Cancel	

iii. Put in the current password and create a new password and click submit when done. This password will take 5-10 mins to take effect.

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3. Reset your password if you forget it

- a. If you have forgotten your password, please navigate to portal.office.com
- b. Enter your username (<u>NETID@medsch.ucr.edu</u> not First.Last@medsch.ucr.edu).

-		
1	UCR School of Medicine	
	lancejeff@medsch.ucr.edu	
	Enter password	
10	Password	
- Al	Forgot my password	
	Sign in with another account	
	Sign in	

- c. Click on the forgot my password link (Users must complete step 1 of this document for them to be able to use the self-service password reset page).
- d. Complete the captcha to protect against bots as shown below.



Get back into your account

Who are you?

To recover your account, begin by entering your email or username and

Frample: user@contoso.onmicroso	ft.com.or.user@contoso.com
NS NO	44 12
Enter the characters in the picture of	or the words in the audio.

e. Once complete you will need to complete a multi-step Authentication to prove your identity.

UCR School of Medicine	
Get back into y	our account
verification step 1 > verification	ation step 2 > choose a new password
Please choose the first contact meth	od we should use for verification:
Email my alternate email	You will receive an email containing a verification code at your alternate email address (jf*******@gmail.com).
Email my alternate email O Text my mobile phone	You will receive an email containing a verification code at your alternate email address (jf*******@gmail.com).
Email my alternate email Text my mobile phone Call my mobile phone	You will receive an email containing a verification code at your alternate email address (jf*******@gmail.com).

Cancel

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f. Complete each verification step by choosing one of the 4 options. Once all verification steps are completed Enter your new password as shown below.



Get back into your account

verification step 1 \checkmark > verification step 2 \checkmark > choose a new password

* Enter new password:

* Confirm new password:

Finish Cancel

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