

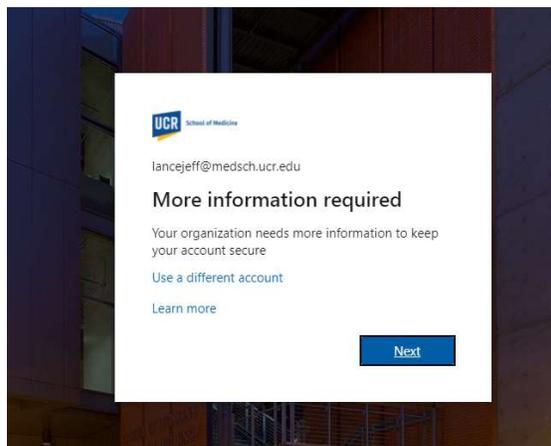
Knowledge Base Article

Self Service Reset Portal

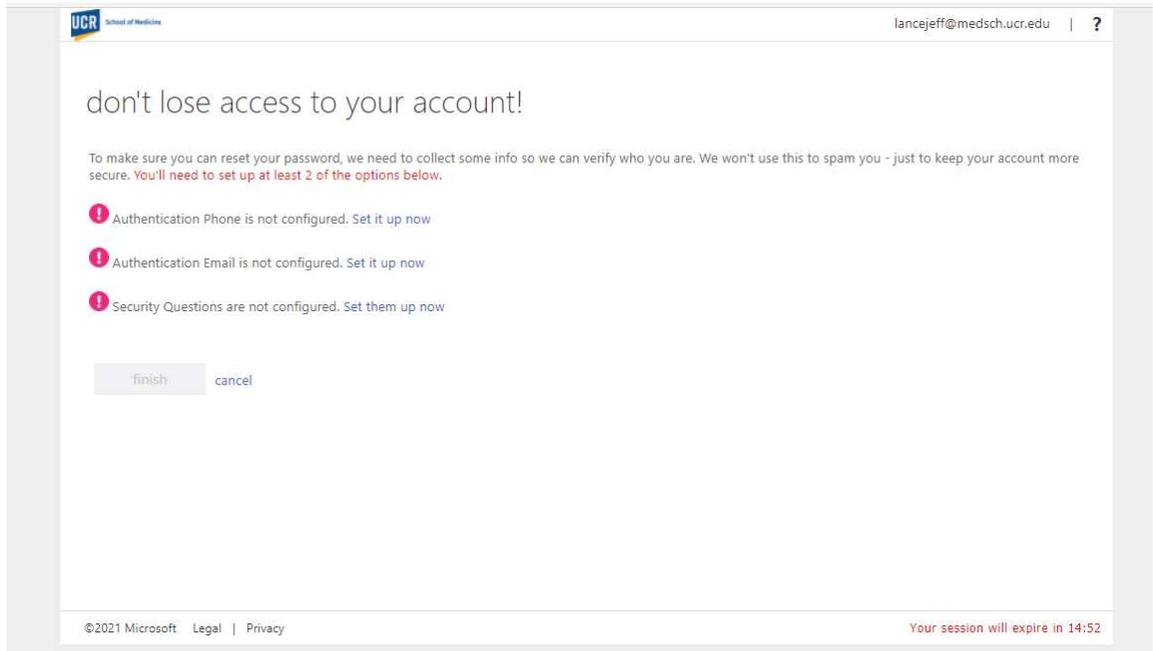
Support Info:

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 minutes to complete the process.



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.

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

text me

call me

We've sent a text message containing a verification code to your phone.

verify

try again

back

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.

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

We've sent an email message containing a verification code to your inbox.

3. Security Questions

- a. 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 lose access to your account!

Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.

Security question 1

Security question 2

Security question 3

Security question 4

Security question 5

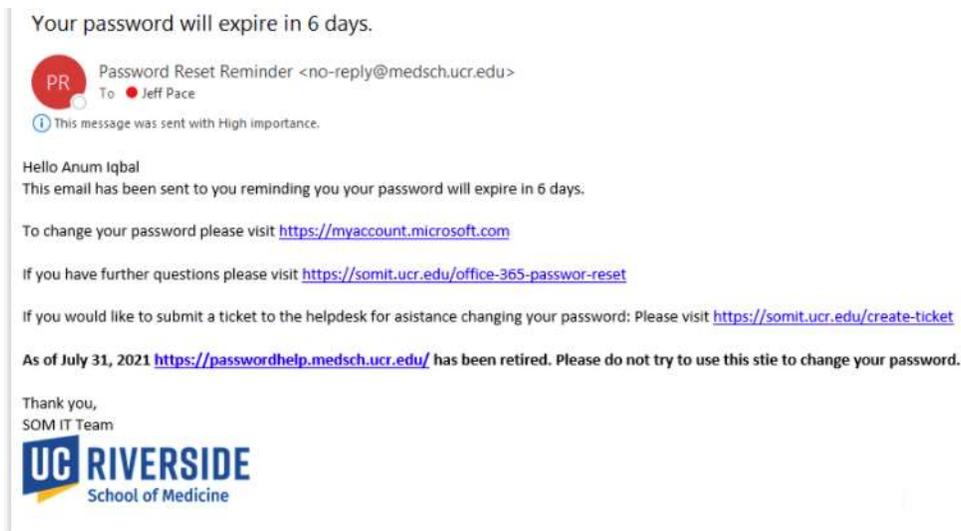
- iv. Once completed you will now be greeted with the following screen shown below. **We highly suggest completing all 3 methods for Authentication.**



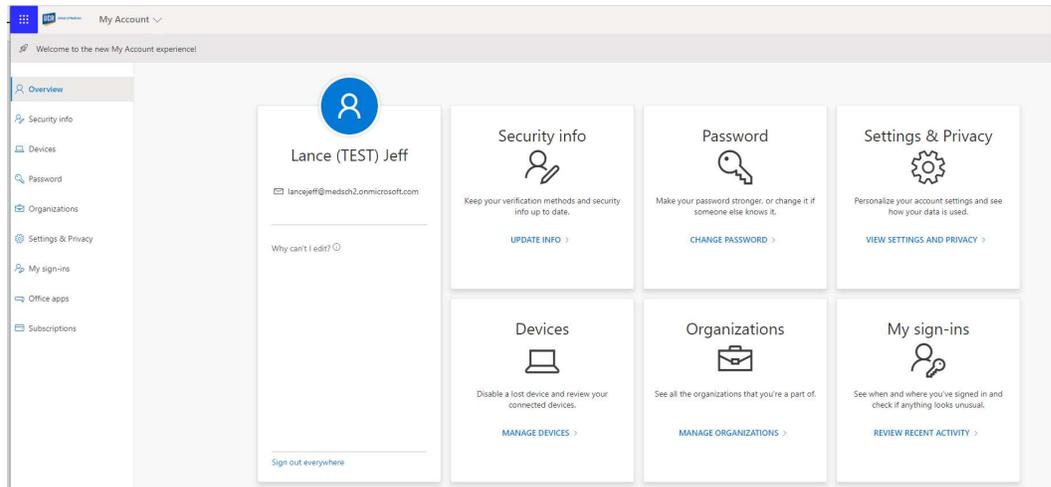
- v. Click finish to continue the normal login process.

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



- i. To update a password you already know, please navigate to the following site: <https://myaccount.microsoft.com/>



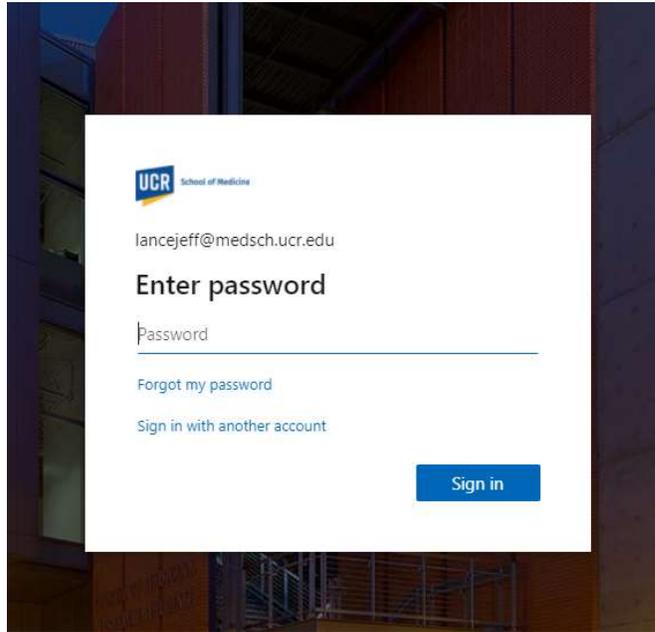
- ii. Click on the CHANGE PASSWORD link.

A screenshot of the "Change password" form. At the top left is the "UCR School of Medicine" logo. The title is "Change password". Below the title, the "User ID" is "lancejeff@medsch.ucr.edu". There are three input fields: "Old password", "Create new password", and "Confirm new password". At the bottom are two buttons: a green "Submit" button and a "Cancel" button.

- 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.

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 (NETID@medsch.ucr.edu not First.Last@medsch.ucr.edu).



- 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

Email or Username:

Example: user@contoso.onmicrosoft.com or user@contoso.com



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

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



Get back into your account

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

Please choose the first 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 (jf*****@gmail.com).

- 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 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel