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.
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!**

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 2 of the options below:

1. Authentication Phone is not configured. Set it up now
2. Authentication Email is not configured. Set it up now
3. Security Questions are not configured. Set them up now

Please verify your authentication phone number below.

Authentication phone:

United States (+1)
714-363-8942

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

548

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

jfliegerzi@gmail.com

email me

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

[Input field for verification code]

verify

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 3 questions, and answers must be at least 2 characters long.

Security question 1

Security question 2

Security question 3

Security question 4

Security question 5

[Save answers]

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

![Authentication Screen](image)

*don't lose access to your account!*

Thanks! We'll use the info below to recover your account if you forget your password. Click “finish” to close this page.

- [x] Authentication Phone is set to +1 714-363-8942. Change
- [x] Authentication Email is set to jflugzzi@gmail.com. Change
- [x] 5 Security Questions are configured. Change

[finish] [cancel]

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

   ![Password Reminder Email](image)

   Your password will expire in 6 days.

   **Password Reset Reminder** <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](https://myaccount.microsoft.com)

   If you have further questions please visit [https://somit.ucr.edu/office-365-password-reset](https://somit.ucr.edu/office-365-password-reset)

   If you would like to submit a ticket to the helpdesk for assistance changing your password: Please visit [https://somit.ucr.edu/create-ticket](https://somit.ucr.edu/create-ticket)

   As of July 31, 2021 [https://passwordhelp.medsch.ucr.edu](https://passwordhelp.medsch.ucr.edu) has been retired. Please do not try to use this site to change your password.

   Thank you,
   SOM IT Team

   UC Riverside
   School of Medicine
i. To update a password you already know, please navigate to the following site: [https://myaccount.microsoft.com/](https://myaccount.microsoft.com/)

![Password Change Screen](image1.png)

ii. Click on the CHANGE PASSWORD link.

![Password Change Screen](image2.png)

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

* Enter new password: 

* Confirm new password: 

Finish  Cancel