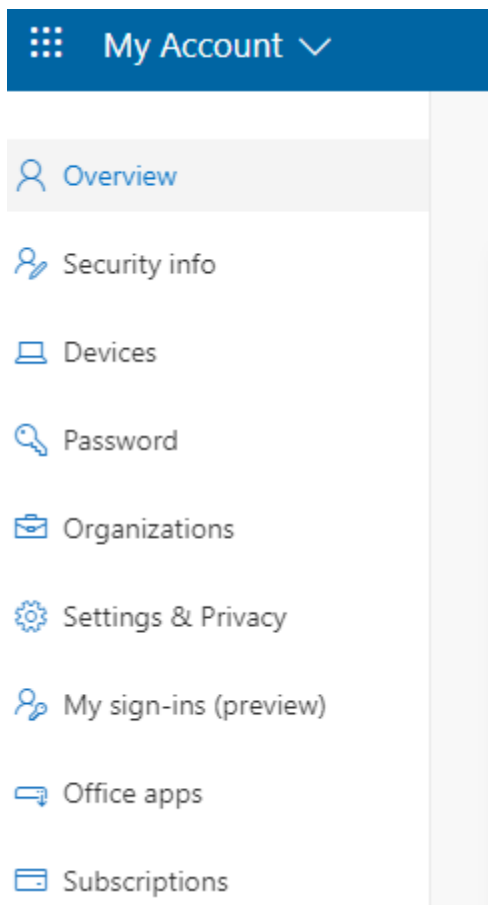


Registering for Password Self Service

Open a browser and navigate to <https://myworkaccount.microsoft.com/>

Note: You will be required to MFA to access your account configuration from any location

In the Security info section click on 'SET UP SELF-SERVICE PASSWORD RESET'




You will be prompted to re-enter your password

Choose the “Set them up now” link:

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 1 of the options below.

 Security Questions are not configured. [Set them up now](#)

[finish](#) [cancel](#)

Select 3 questions from the drop-down arrows and answer them. These fields are case sensitive so be sure that case is noted in the 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 3 characters long.](#)

Security question 1

Security question 2

Security question 3

[save answers](#)

Click “Save Answers” to complete the registration.

Note: If you have previously configured security questions you can change or update them; click the 'looks good' button when complete

Shepherd Center Jeff.Couch@shepherd.org |

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.

- ✓ Authentication Phone is set to [Change](#)
- ✓ 3 Security Questions are configured. [Change](#)

[looks good](#) [cancel](#)

Using Self Service Password Reset

1. From a browser navigate to <https://passwordreset.microsoftonline.com/>
2. Choose to answer your security questions **or** Enter a code from my authenticator app

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Answer my security questions	What was the name of the first school you attended?
<input type="radio"/> Enter a code from my authenticator app	<input type="text"/>
	What is your favorite food?
	<input type="text"/>
	What was the first and last name of your childhood best friend?
	<input type="text"/>
	<input type="text"/>

Or

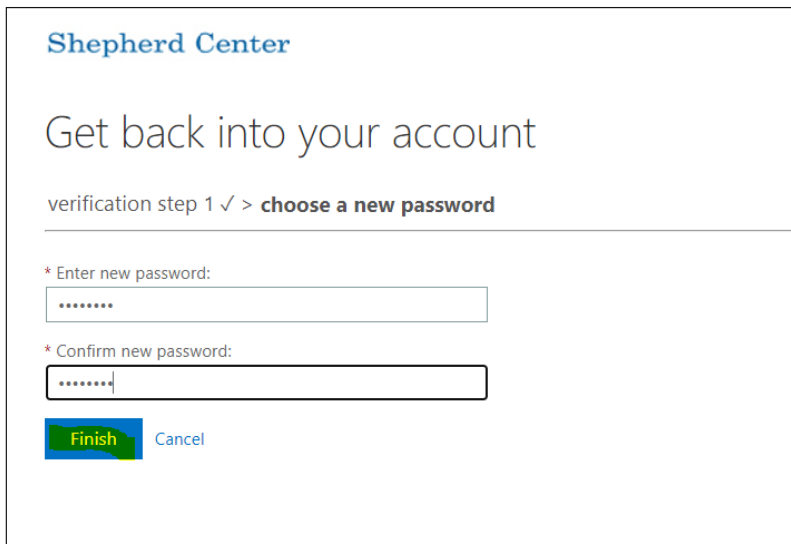
Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

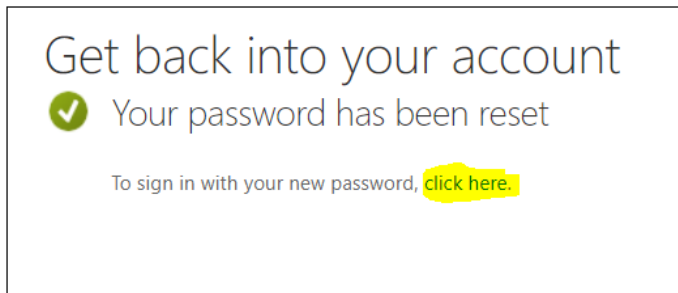
<input type="radio"/> Answer my security questions	Enter the code displayed in your authenticator app.
<input checked="" type="radio"/> Enter a code from my authenticator app	<input type="text" value="Enter your verification code"/>
	<input type="button" value="Next"/>

3. Create a new password and confirm it and select “Finish”



The screenshot shows a web interface for the Shepherd Center. At the top left, the text "Shepherd Center" is displayed in blue. Below it, the heading "Get back into your account" is centered. Underneath the heading, it says "verification step 1 ✓ > choose a new password". There are two input fields: the first is labeled "* Enter new password:" and the second is labeled "* Confirm new password:". Both fields contain six dots representing masked characters. At the bottom left, there is a blue button labeled "Finish" and a grey button labeled "Cancel".

4. Once your password has been reset, select “click here” to sign back into your account



The screenshot shows a confirmation message. At the top, it says "Get back into your account". Below that is a green checkmark icon followed by the text "Your password has been reset". At the bottom, it says "To sign in with your new password, [click here.](#)". The text "click here." is highlighted in yellow.

In order to unlock an account without the intervention of the Service desk the password must be reset.

Note: Your password can only be changed once in a 24 hour period