

Domain Self-Service Password Reset

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Overview

This document describes the procedures you as a domain user can use to reset your domain account password.

Your domain account (also known as Active Directory account) is your main account that you use to log into computers; access Microsoft 365 applications such as E-Mail (Outlook), SharePoint, and Teams; and access websites and other applications such as Help Desk, Optilink, Citrix, etc.

NOTE: This is a separate account than the one you use for Meditech.

It is your responsibility to remember the password for your domain account and understand what it is used for. If you do forget your password, you have the option to reset it yourself by following this guide. It is expected that you always try to reset your password yourself before reaching out to support for a password reset.

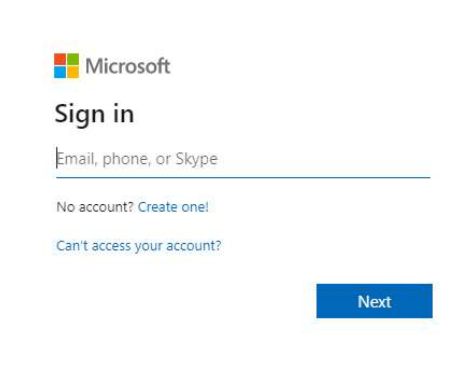
Registration in Self-Service Password Reset (SSPR)

Before you can use Self-Service Password Reset (SSPR), you must register for it. You can go to <https://aka.ms/setupsecurityinfo> to register for SSPR. This also enables Multi-Factor Authentication (MFA) which is a requirement to access Microsoft 365 applications off-site.

If you try to access Microsoft 365 applications prior to registration, you may be asked to register before you can continue (see screenshot in step 3). This is the same registration as the link above.

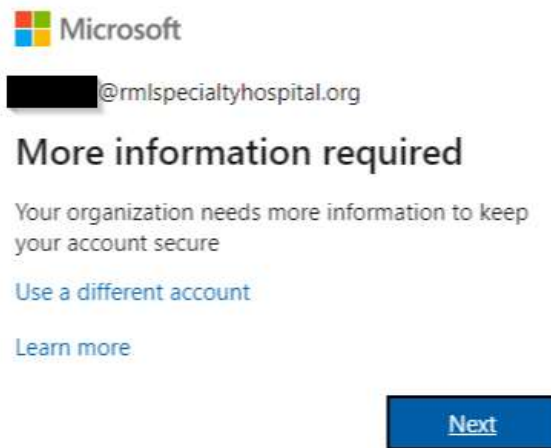
1. Open <https://aka.ms/setupsecurityinfo> in a web browser.

2. Sign into your account. The username needs to be in the “username@rmlspecialtyhospital.org” format.



The image shows a Microsoft sign-in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. Underneath is a text input field with the placeholder text "Email, phone, or Skype". Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom right of the page is a blue button labeled "Next".

3. Click “Next” to start the registration



The image shows a Microsoft "More information required" screen. At the top left is the Microsoft logo. Below it, a blacked-out username is followed by "@rmlspecialtyhospital.org". The main heading is "More information required". Below this is the text "Your organization needs more information to keep your account secure". There are two links: "Use a different account" and "Learn more". At the bottom center is a blue button labeled "Next".

4. You have several verification options to select from. The preferred method, using the Microsoft Authenticator app, is selected by default.
 - **Microsoft Authenticator (Push notifications or one time code):** An application that you install on your personal mobile device. Available for Android or Apple iOS devices.
 - **Phone (call or text):** A personal phone number other than your office phone.
 - **Other Authenticator (one time code only):** Another third-party authenticator app, such as Google Authenticator, that you install on your personal mobile device.

Microsoft Authenticator

Note: Push notifications can only be enabled if you register for another verification method first.

1. Click on “Download now” for instructions on how to download and use the Microsoft Authenticator app. Click on “Next” when you are ready to register the Microsoft Authenticator app.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

[Next](#)

[I want to set up a different method](#)

[Skip setup](#)

Get the app on your phone

Scan the QR code with your Android or IOS mobile device.




2. Follow the instructions to set up a new account in the Microsoft Authenticator app and click “next.”

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator



Set up your account

In your app, add an account and select “Other”.

[I want to set up a different method](#) [Skip setup](#)

3. Follow the instructions to scan the QR code and click “next”

Keep your account secure


Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose “Next”.




[I want to set up a different method](#) [Skip setup](#)

4. Enter the verification code from the Microsoft Authenticator app.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator



Enter code

Enter the 6-digit code shown in the Microsoft Authenticator app.

Enter code

[I want to set up a different method](#) [Skip setup](#)

5. You should receive the following indicating that your verification method has been successfully registered. Click on "Done" to complete.


Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Success!

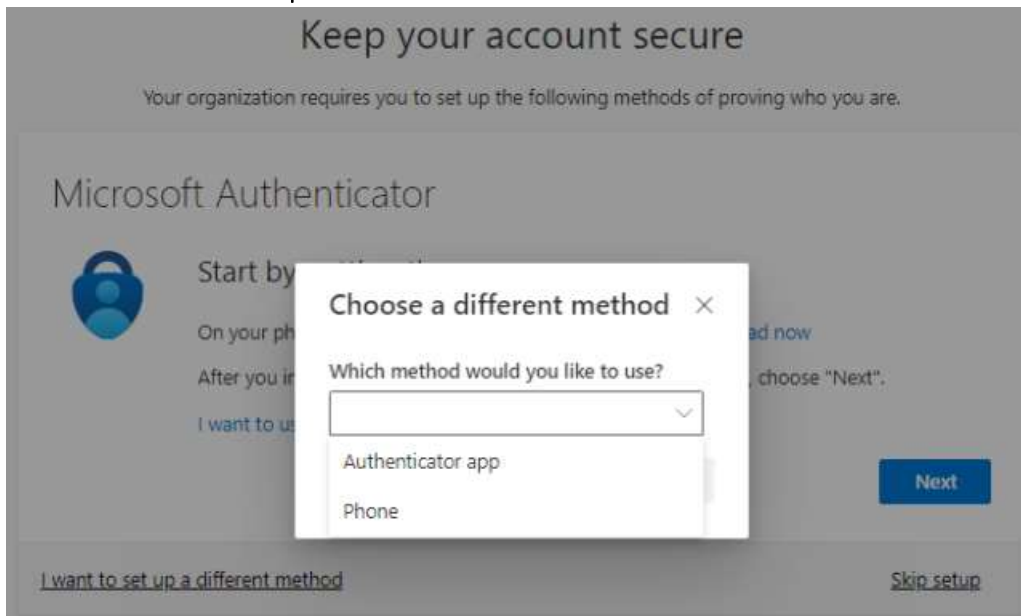
Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

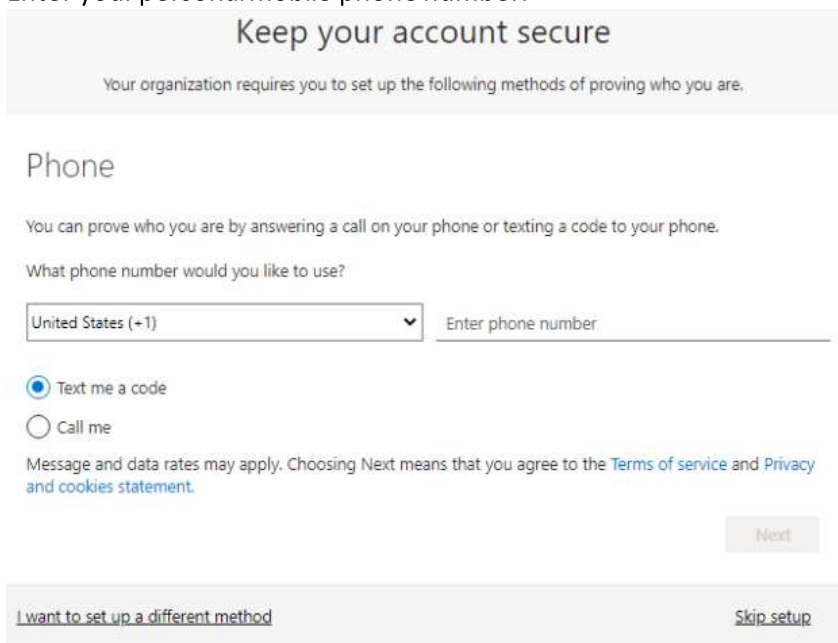
 Authenticator app

Mobile Phone

1. Click on "I want to set up a different method" and select "Phone."



2. Enter your personal mobile phone number.



The screenshot shows the "Keep your account secure" setup screen for the "Phone" method. The screen is titled "Phone" and asks "What phone number would you like to use?". There is a dropdown menu for the country/region, currently set to "United States (+1)", and a text input field for the phone number. Below the input fields, there are two radio buttons: "Text me a code" (selected) and "Call me". At the bottom of the screen, there is a "Next" button and links for "I want to set up a different method" and "Skip setup".

3. Enter the code that was sent to your phone.

The screenshot shows a web interface titled "Keep your account secure" with the subtitle "Your organization requires you to set up the following methods of proving who you are." Below this is a section titled "Phone" with the text "We just sent a 6 digit code to +1 [redacted] Enter the code below." There is an input field labeled "Enter code" and a link "Resend code" below it. At the bottom right of the section are "Back" and "Next" buttons. At the very bottom of the page are two links: "I want to set up a different method" and "Skip setup".

4. If you entered the correct code, you would see the following. Click "next" and then "done" on the following screen to complete.

The first screenshot shows the "Keep your account secure" screen with a green checkmark icon and the text "SMS verified. Your phone was registered successfully." A blue "Next" button is visible on the right side. A "Skip setup" link is at the bottom right.

The second screenshot shows the "Keep your account secure" screen with a "Success!" heading. Below it is the text "Great job! You have successfully set up your security info. Choose 'Done' to continue signing in." Underneath, it says "Default sign-in method:" followed by a phone icon and the text "Phone +1 [redacted]". A blue "Done" button is located at the bottom right.

Other Authenticator

1. You can also use a different Authenticator app such as Google Authenticator. Click on “I want to set up a different method” and select “Authenticator app”.

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

Next

2. Follow the same procedure as for the Microsoft Authenticator app above, except using the other Authenticator app.

Reset Your Password Using Self-Service Password Reset (SSPR)

1. From any Microsoft 365 sign-in page, click on the “forgot password” link or go directly to <https://passwordreset.microsoftonline.com>. You can do this from any device that has an internet connection.



← [redacted]@rmlspecialtyhospital.org

Enter password

Password

[Forgot my password](#)

Sign in

2. Enter your RML email and the displayed CAPTCHA image.

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

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



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

3. Select a recovery method for verification and provide the correct response verify your account.

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"/> Text my mobile phone	Enter the code displayed in your authenticator app. <input type="text" value="Enter your verification code"/> <input type="button" value="Next"/>
<input type="radio"/> Call my mobile phone	
<input checked="" type="radio"/> Enter a code from my authenticator app	

4. Enter and confirm a new password.

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel

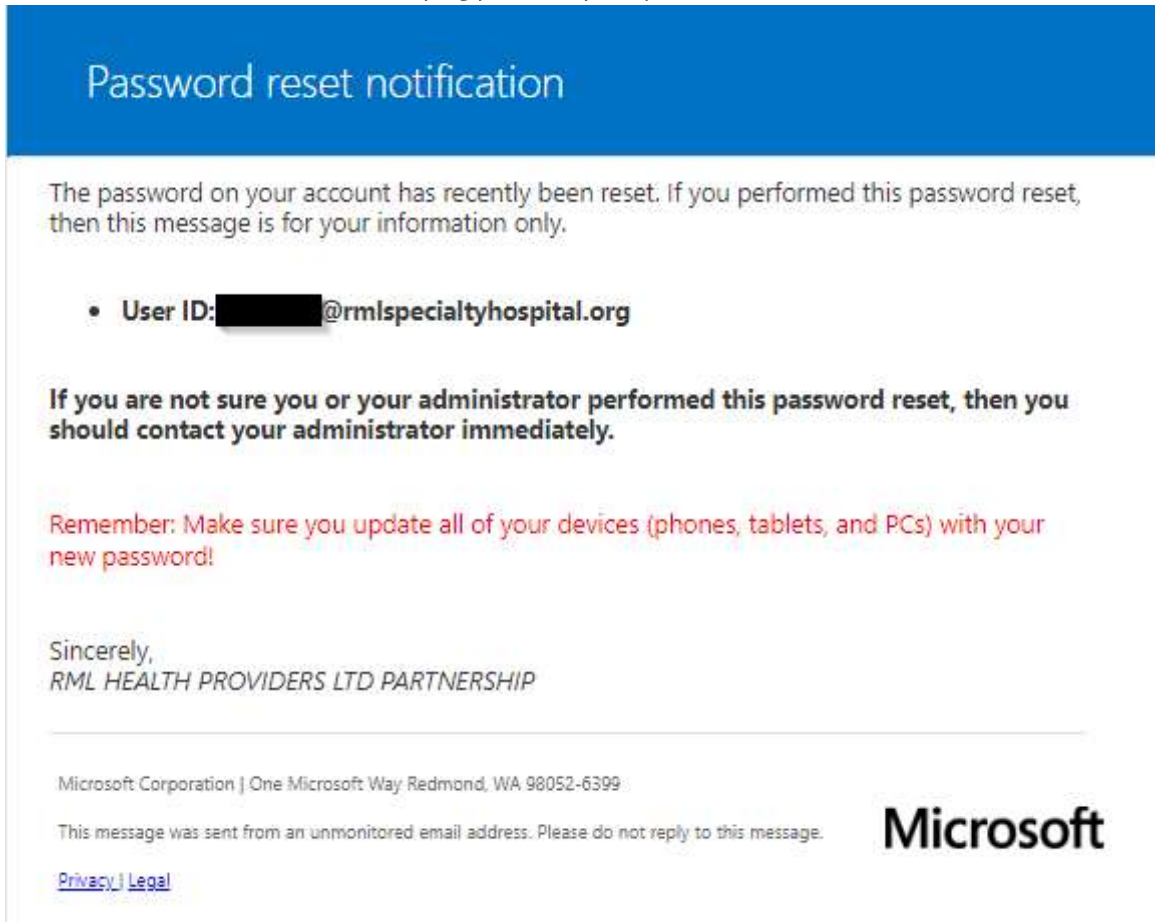
5. You should be able to access M365 resources immediately. Please allow a few minutes for your new password to synchronize before using it to access other resources.

Get back into your account

Your password has been reset

We've reset your password successfully, but you'll have to wait a few minutes before the changes are committed to the cloud. After these changes are committed, you'll be able to use your new password wherever you sign in with a work or school account.

6. You will also receive an email notifying you that your password was reset.



The screenshot shows an email notification with a blue header that reads "Password reset notification". The main body of the email contains the following text: "The password on your account has recently been reset. If you performed this password reset, then this message is for your information only." Below this is a bullet point: "• User ID: [REDACTED]@rmlspecialtyhospital.org". A bolded instruction follows: "If you are not sure you or your administrator performed this password reset, then you should contact your administrator immediately." A red warning message states: "Remember: Make sure you update all of your devices (phones, tablets, and PCs) with your new password!". The email is signed off with "Sincerely, RML HEALTH PROVIDERS LTD PARTNERSHIP". At the bottom, there is a horizontal line, followed by "Microsoft Corporation | One Microsoft Way Redmond, WA 98052-6399", "This message was sent from an unmonitored email address. Please do not reply to this message.", and links for "Privacy" and "Legal". The Microsoft logo is positioned in the bottom right corner.

Update Your Security Settings

You can use the Security Info page to review your current registration or to add, change, or delete any sign-in methods.

1. Open <https://aka.ms/setupsecurityinfo> in a web browser

- You will be asked to approve your sign-in request according to the verification methods you previously set up.



██████████@rmlspecialtyhospital.org

Approve sign in request

 Open your Microsoft Authenticator app and approve the request to sign in.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)



- You can select “Add method” to add additional sign-in methods. You can select “Change” to update a phone method. You can select “Delete” to remove a method. NOTE: There is no way to change the Authenticator method. You will have to delete it and add another.

Security info

These are the methods you use to sign into your account or reset your password.

[Set default sign-in method](#)

+ Add method

 Phone	+1 ██████████	Change	Delete
 Microsoft Authenticator			Delete

Lost device? [Sign out everywhere](#)