

Self-Service Password Reset Instructions

All full-time Lander faculty, staff, and students now have the ability to change or reset their Active Directory passwords remotely. Changing this password will affect how you sign in to a Lander computer, your Lander email, the MyLander campus portal, and Bearcat Wireless.

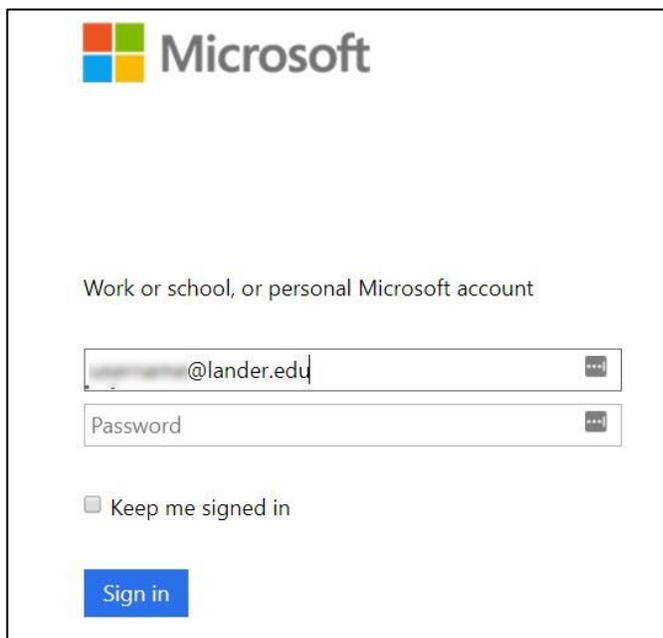
When should I change my password? ITS recommends that you change your password in any of the following situations:

- After initially signing in to your account as a new employee or student
- After having your password reset to the default by ITS
- If you notice any suspicious account activity (receiving “Undeliverable” messages for emails that you did not send, etc.)
- If you believe you may have entered your password into a phishing site or believe your account may have been compromised in some way

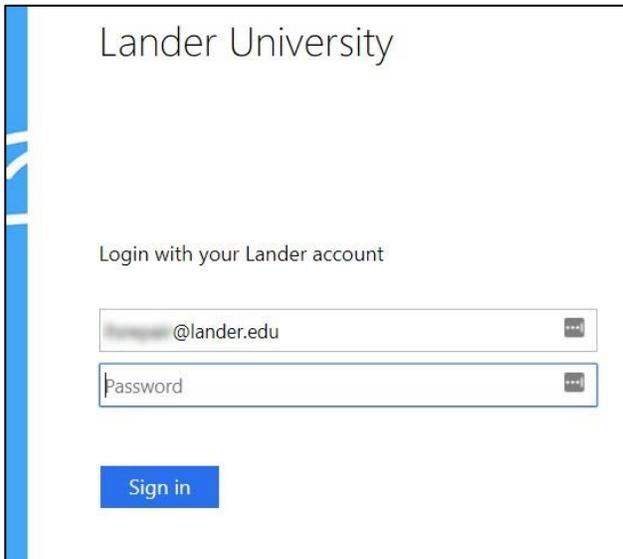
All faculty, staff, and students will need to register their mobile phone number (see instructions below) before using this feature for the first time. This phone number is used to verify your identity before allowing a password to be changed.

Initial registration for the Self-Service Password Reset feature

1. Click the following link, or copy and paste it into a web browser.
<https://account.activedirectory.windowsazure.com/PasswordReset/Register.aspx>
2. Type in your full Lander email address. Press “Tab” or click in the “Password” box.



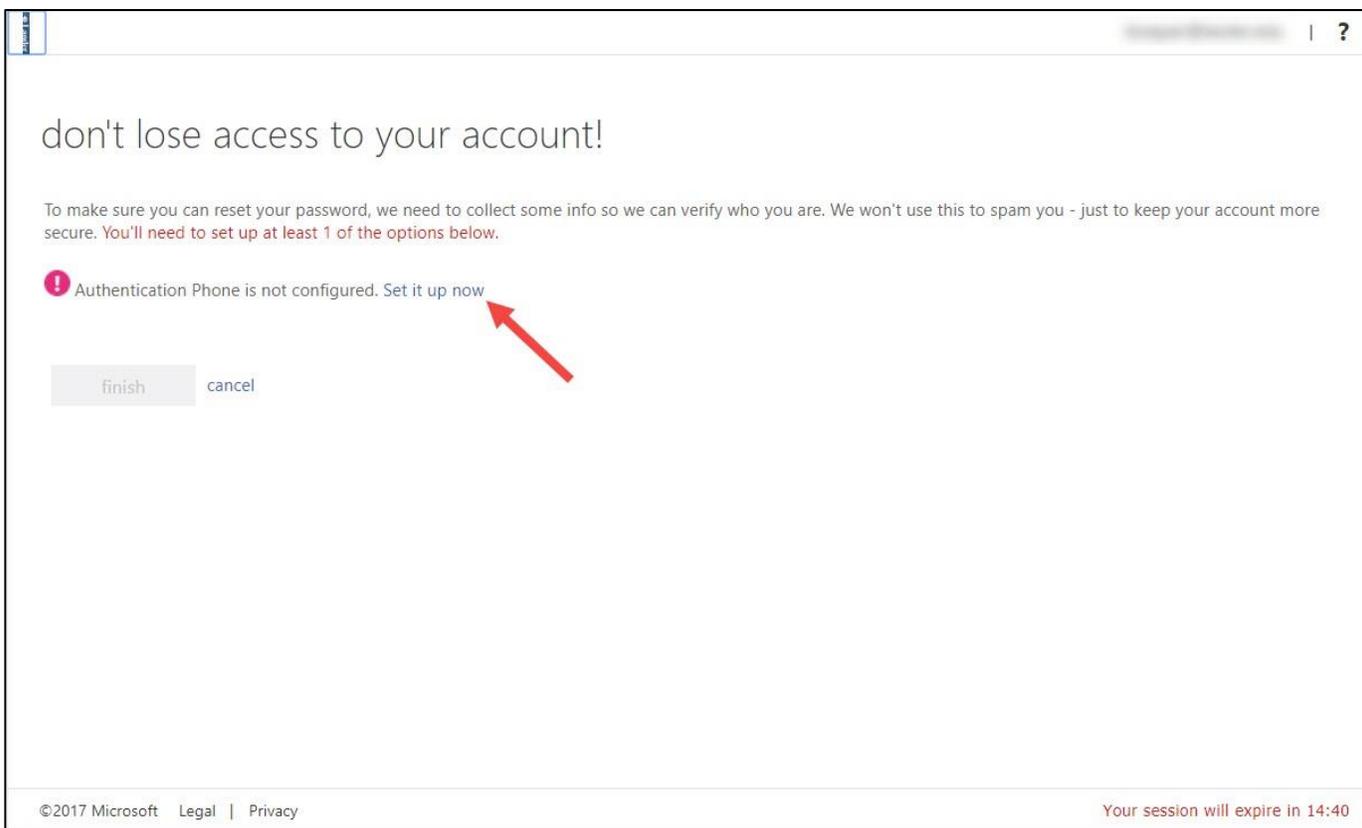
3. You will be redirected to another login page. Enter your Lander password and click “Sign in”.



Lander University

Login with your Lander account

4. To add your phone number that will be used for authentication, click “Set it up now”.



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.

! Authentication Phone is not configured. [Set it up now](#)

©2017 Microsoft Legal | Privacy Your session will expire in 14:40

5. Select your country code from the drop-down menu and enter your mobile phone number in the second box. Choose either "text me" or "call me" to verify the number that you entered.

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1) ▼

██████████-██████████-██████████-██████████

text me call me

back

6. Once your Authentication Phone has been confirmed, click "finish" to complete the registration.

don't lose access to your account!

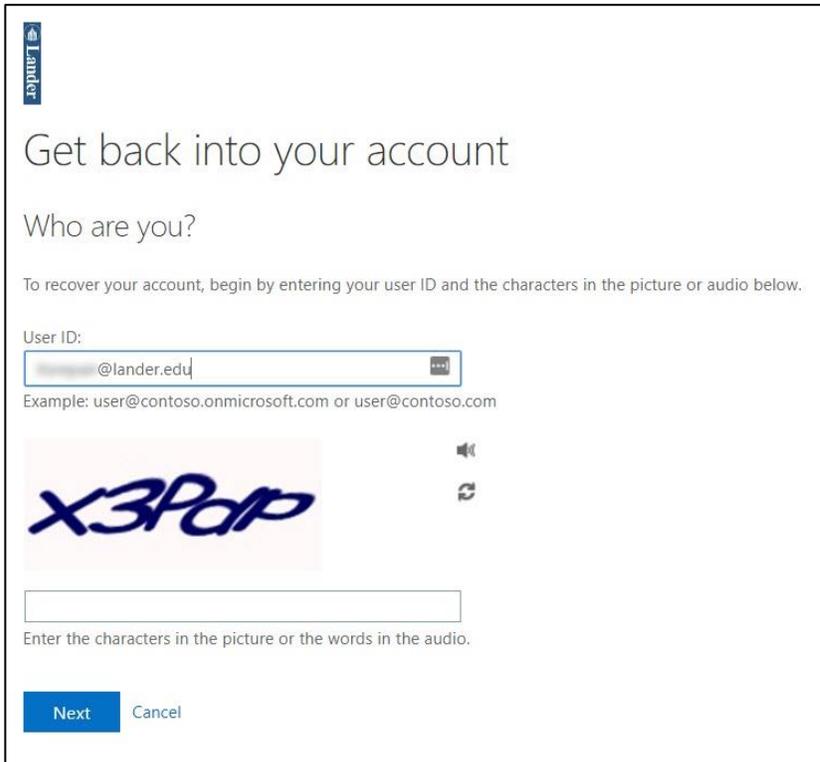
Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

✔ Authentication Phone is set to - ██████████. Change

finish cancel

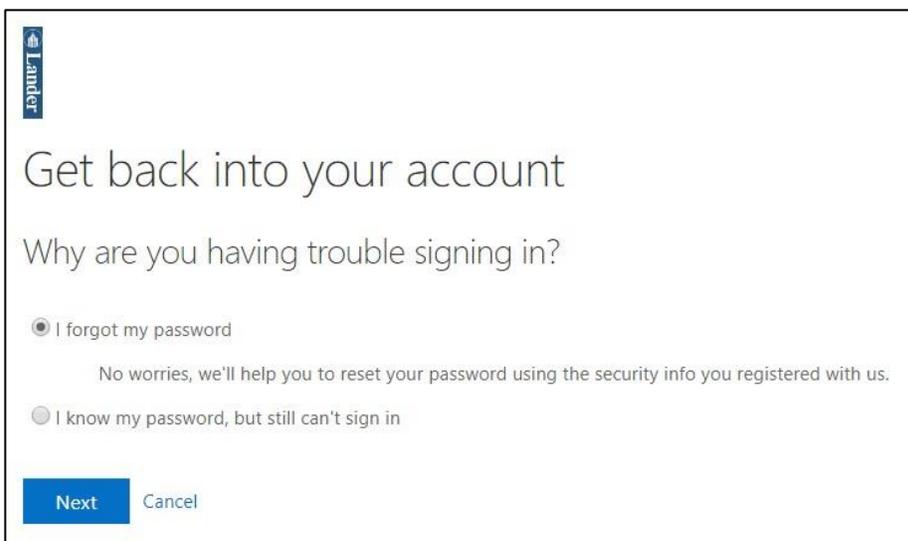
Resetting or changing your password

1. Click the following link, or copy and paste it into a web browser.
<https://passwordreset.microsoftonline.com>
2. Type your full Lander email address in the User ID field. Complete the CAPTCHA challenge and click "Next".



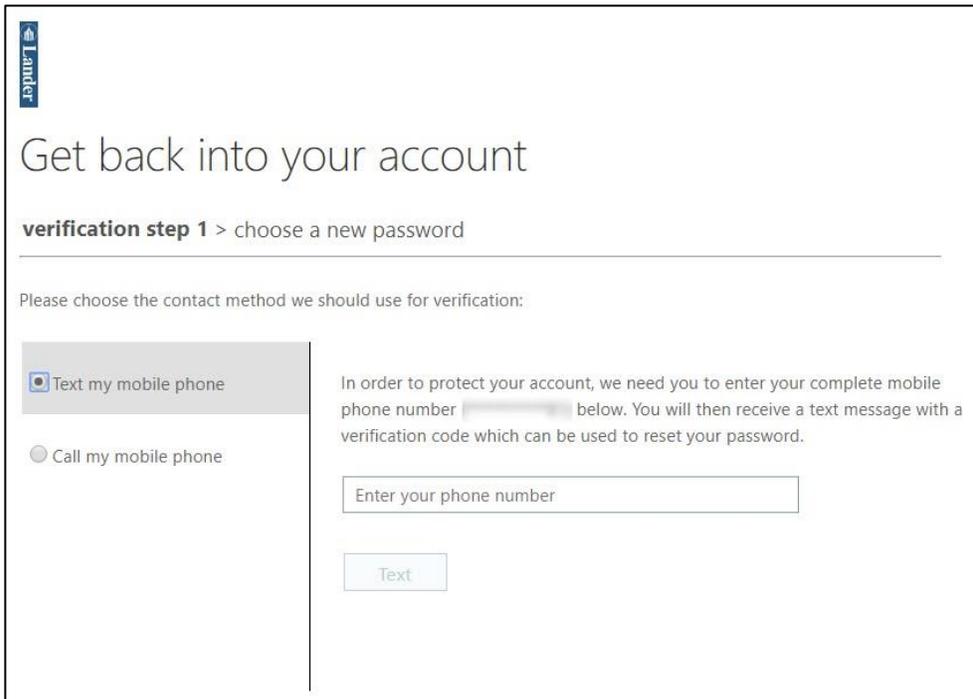
The screenshot shows the Microsoft account recovery interface. At the top left is the Lander logo. The main heading is "Get back into your account". Below it, the question "Who are you?" is displayed. A sub-heading reads: "To recover your account, begin by entering your user ID and the characters in the picture or audio below." There is a text input field for "User ID:" containing "@lander.edu". Below the field, an example is provided: "Example: user@contoso.onmicrosoft.com or user@contoso.com". A CAPTCHA image shows the characters "X3Pdp" in a blue, handwritten style. To the right of the image are icons for a speaker and a refresh button. Below the CAPTCHA is another empty text input field with the instruction "Enter the characters in the picture or the words in the audio." At the bottom are two buttons: "Next" (highlighted in blue) and "Cancel".

3. Choose "I forgot my password" and click "Next".



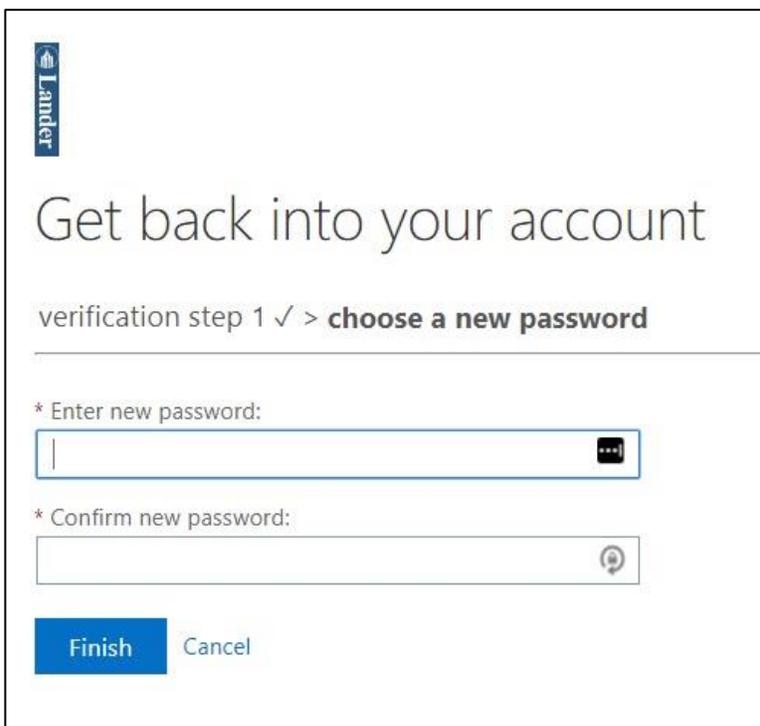
The screenshot shows the Microsoft account recovery interface. At the top left is the Lander logo. The main heading is "Get back into your account". Below it, the question "Why are you having trouble signing in?" is displayed. There are two radio button options: "I forgot my password" (which is selected) and "I know my password, but still can't sign in". Below the first option, a sub-heading reads: "No worries, we'll help you to reset your password using the security info you registered with us." At the bottom are two buttons: "Next" (highlighted in blue) and "Cancel".

4. Verify your identity using the mobile phone number added during your initial registration. Enter the complete phone number in the text box, choose “Text my mobile phone” or “Call my mobile phone”, and click the corresponding button (“Text” or “Call”).



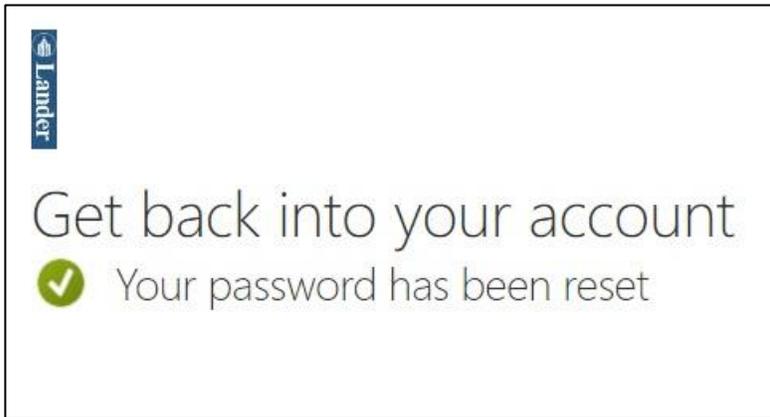
The screenshot shows the Lander website's account recovery interface. At the top left is the Lander logo. The main heading is "Get back into your account". Below this, a breadcrumb trail reads "verification step 1 > choose a new password". A horizontal line separates this from the next section. The text "Please choose the contact method we should use for verification:" is displayed. On the left, there are two radio button options: "Text my mobile phone" (which is selected) and "Call my mobile phone". To the right of these options, a paragraph explains: "In order to protect your account, we need you to enter your complete mobile phone number [redacted] below. You will then receive a text message with a verification code which can be used to reset your password." Below this text is a text input field labeled "Enter your phone number" and a "Text" button.

5. After completing the phone verification process, enter your new password twice and click “Finish”.



The screenshot shows the Lander website's account recovery interface at the password creation stage. At the top left is the Lander logo. The main heading is "Get back into your account". Below this, a breadcrumb trail reads "verification step 1 ✓ > choose a new password". A horizontal line separates this from the next section. The text "* Enter new password:" is displayed above a password input field with a visibility toggle icon. Below that, the text "* Confirm new password:" is displayed above another password input field with a visibility toggle icon. At the bottom, there are two buttons: "Finish" (in blue) and "Cancel".

6. Once your password has been successfully changed, you will see the following confirmation message.



Note: After changing your password, you will need to update this information in any application or service that uses this password, including the Outlook desktop application, any mobile mail apps (phone/tablet) that check your Lander email, and the Bearcat Wireless settings on any of your mobile devices.