

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.

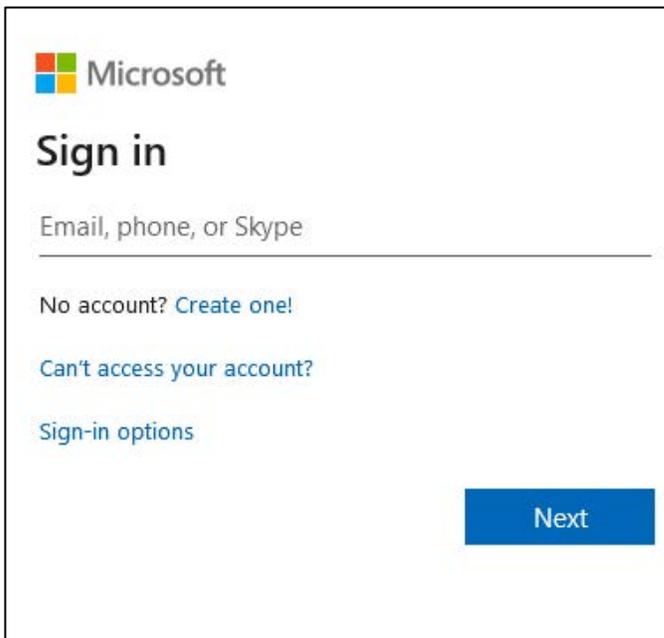
When should I change my password? ITS recommends that you change your password in any of the following situations:

- 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.

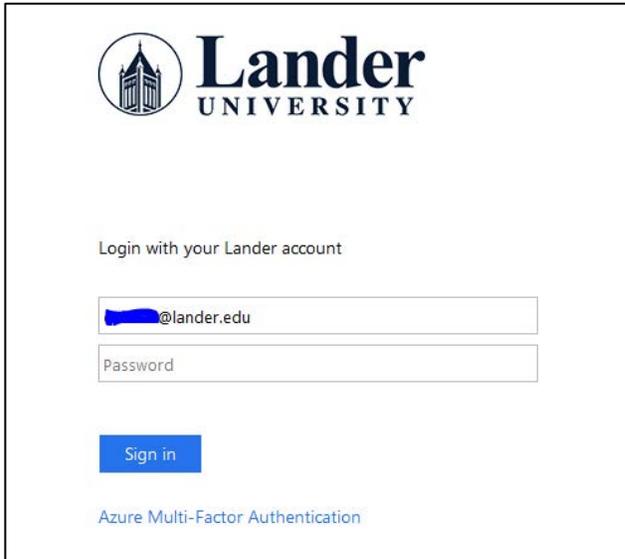
Initial registration for the Self-Service Password Reset feature

1. Click the following link, or copy and paste it into a web browser.
<https://mysignins.microsoft.com/>
2. Type in your full Lander email address and click "Next".



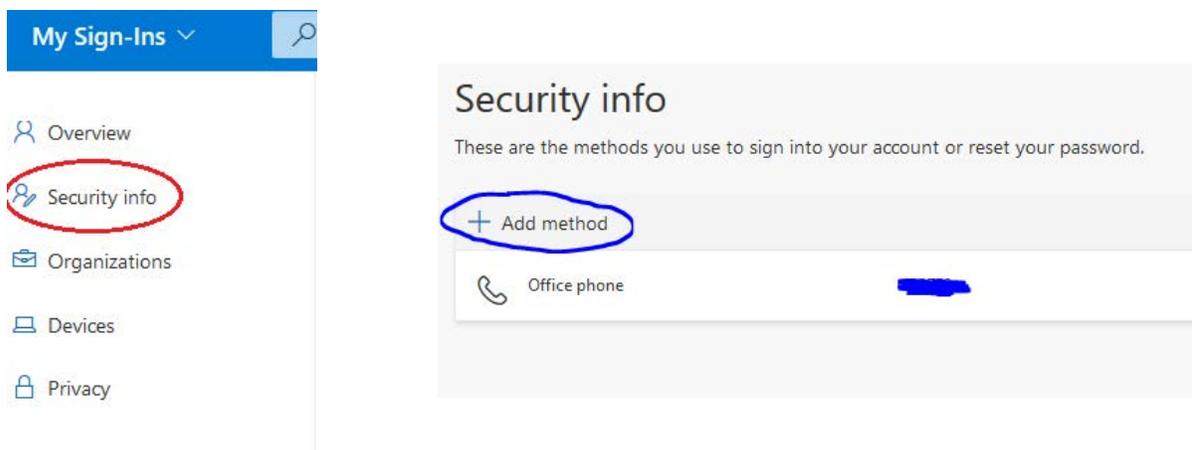
The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it is the heading "Sign in". There is a text input field with the placeholder text "Email, phone, or Skype". Below the input field are three links: "No account? Create one!", "Can't access your account?",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

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



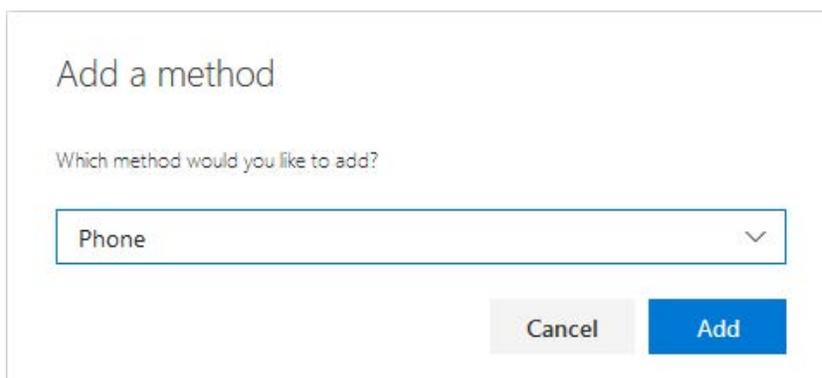
The screenshot shows the Lander University login page. At the top left is the Lander University logo. Below it, the text "Login with your Lander account" is displayed. There are two input fields: the first contains a redacted email address followed by "@lander.edu", and the second is labeled "Password". A blue "Sign in" button is positioned below the fields. At the bottom, there is a link for "Azure Multi-Factor Authentication".

On the right side of the page, select "Security Info". Then, click "+ Add Method".



The screenshot shows the "My Sign-Ins" page. On the left is a navigation menu with options: Overview, Security info (circled in red), Organizations, Devices, and Privacy. On the right is the "Security info" section, which includes the text "These are the methods you use to sign into your account or reset your password." Below this text is a "+ Add method" button (circled in blue) and a list of existing methods, including "Office phone" with a redacted phone number.

5. Select "Phone" from the drop down list and click "Add".



The screenshot shows a dialog box titled "Add a method". It asks "Which method would you like to add?". Below the question is a dropdown menu with "Phone" selected. At the bottom of the dialog are two buttons: "Cancel" and "Add".

6. Select your country code from the drop-down menu and enter your 10-digit phone number. Then select the "Text me a code" radio button and click "Next".

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.
What phone number would you like to use?

United States (+1)

Text me a code
 Call me

Message and data rates may apply.

Cancel Next

7. Enter the code that was sent to your phone and click "Next".

Phone

We just sent a 6 digit code to +1 8643401540. Enter the code below.

[Resend code](#)

Back Next

8. Once you see this screen, your registration is complete!

Phone

SMS verified. Your phone was registered successfully

Done

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".

Get back into your account

Who are you?

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

User ID:

@lander.edu

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

X3Pdp

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

Next Cancel

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

Get back into your account

Why are you having trouble signing in?

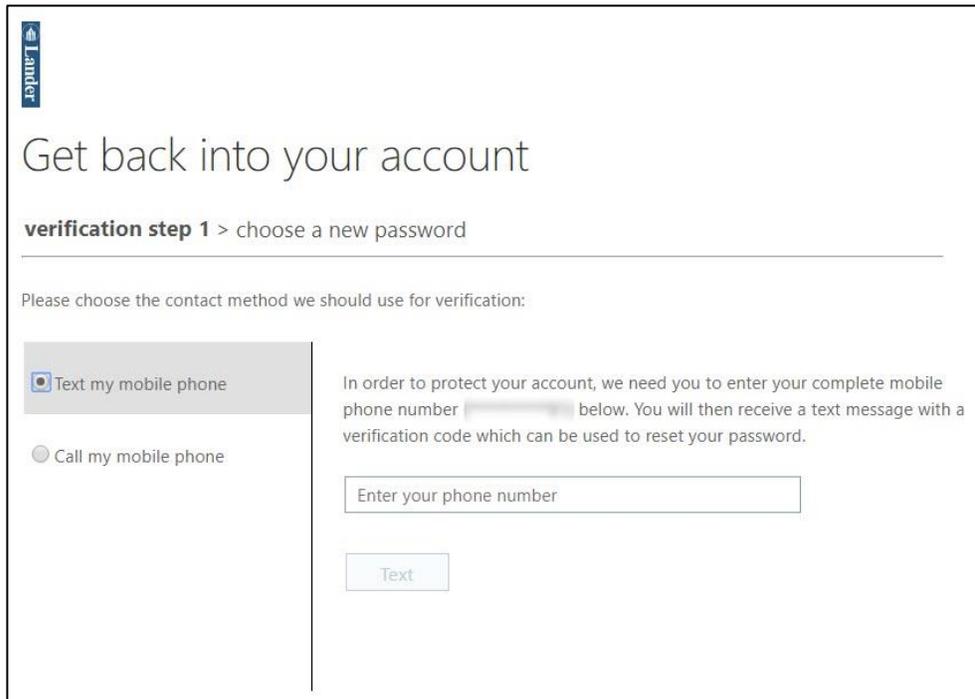
I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

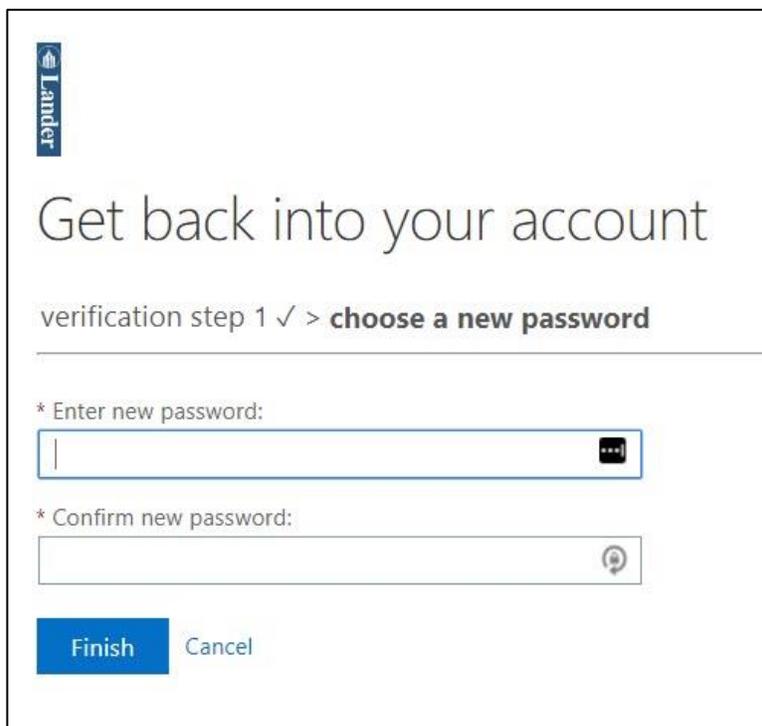
Next Cancel

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”).



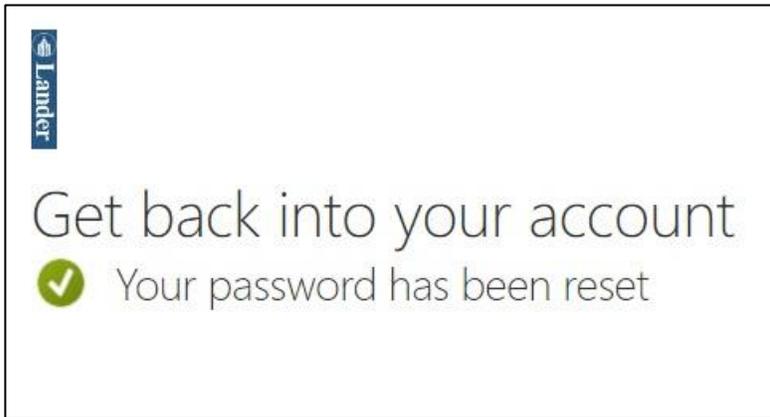
The screenshot shows the Lander logo in the top left corner. The main heading is "Get back into your account". Below it, the progress indicator reads "verification step 1 > choose a new password". A horizontal line separates this from the next section. The text says "Please choose the contact method we should use for verification:". There are two radio button options: "Text my mobile phone" (which is selected) and "Call my mobile phone". To the right of these options, there is explanatory text: "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 logo in the top left corner. The main heading is "Get back into your account". Below it, the progress indicator reads "verification step 1 ✓ > choose a new password". A horizontal line separates this from the next section. There are two password input fields: "* Enter new password:" and "* Confirm new password:". The first field has a password strength indicator on the right. The second field has a "Show/Hide" icon on the right. 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.