QUESTION:

How do I register for Microsoft Self-Service Password Reset?

## ANSWER:

1. Go to https://mysignins.microsoft.com select or enter your @usda.gov email address.

   Microsoft

   Pick an account

   ▢ ▬▬▬@usda.gov
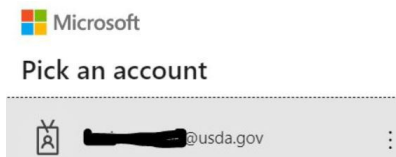
2. Login using your PIV

   Log In with
   PIV/CAC
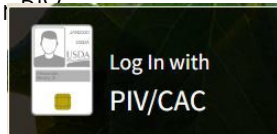
3. As Recent Activity loads you will see <mark>unfamiliar logon locations</mark>.
   Do not be alarmed this is common with O365, no action is needed

4. Select the Security info option on the left pane.

   My Sign-Ins

   - � Overview
   - ⚷ Security info ⬅
   - 🗔 Organizations
   - 💻 Devices
   - 🔒 Privacy
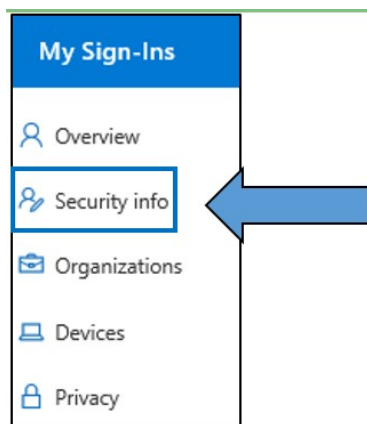
5. Select **Set it up now -Authentication Phone is not configured** option.
   - **Edit is an option if you** have previously registered.
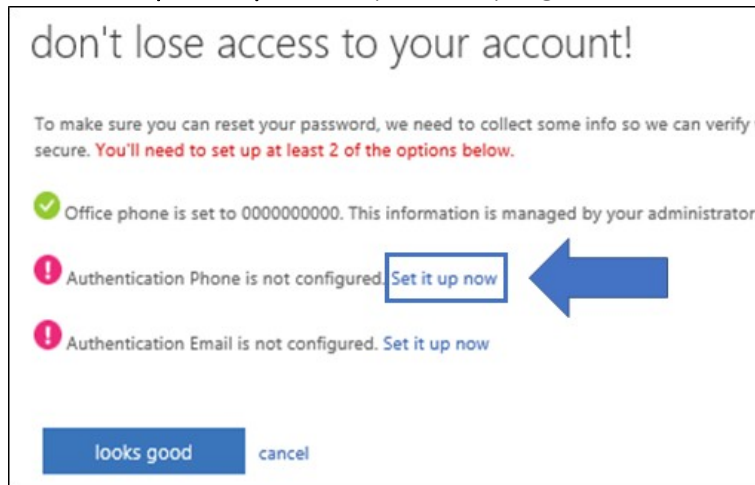
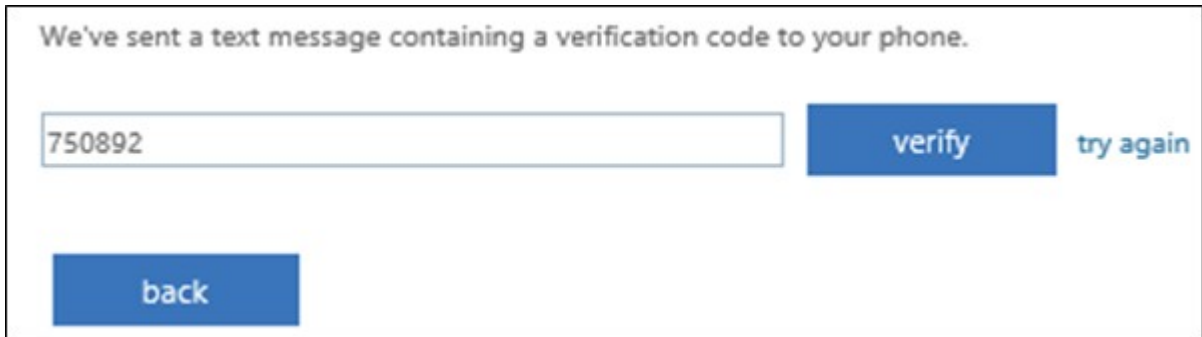6. Select your country and enter your mobile phone number.

7. Select either **text me** or **call me.**

8. If **text me** was selected, enter the 6-digit code that was sent to your mobile phone. If **call me** was selected, follow the instructions requestedin the automated call.

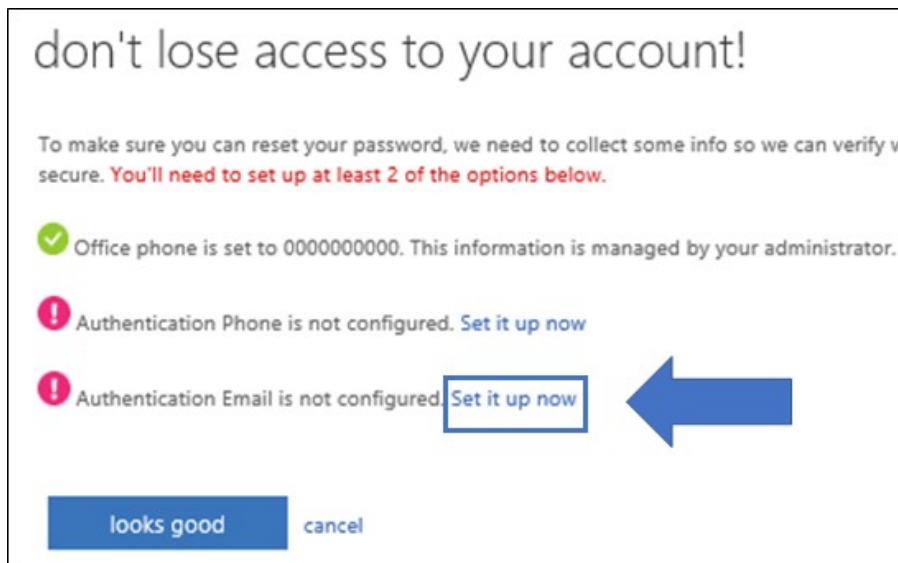9. Select **verify** to finish registering your mobile phone number.

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

750892 [verify] try again

[back]

10. Set it up now next to the Authentication Email is not configured option.

don't lose access to your account!
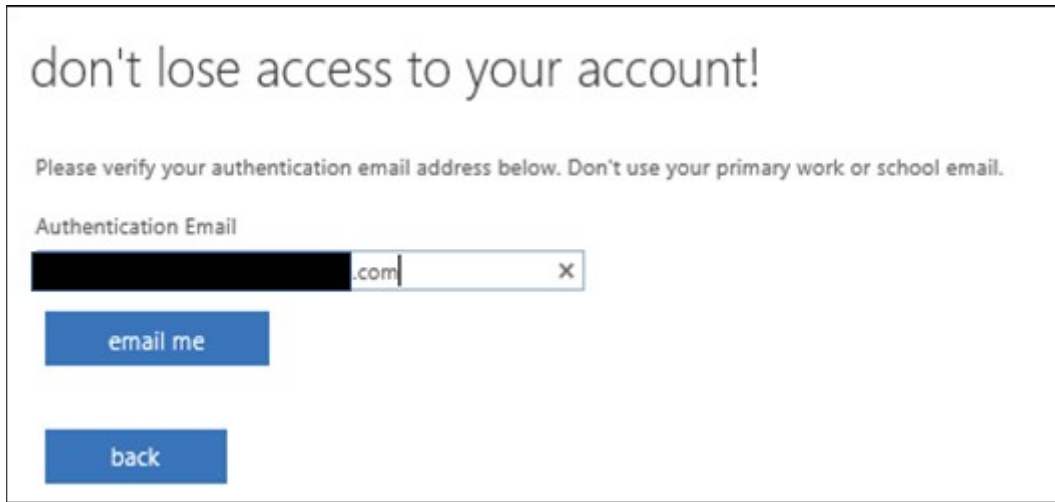
To make sure you can reset your password, we need to collect some info so we can verify w
secure. **You'll need to set up at least 2 of the options below.**

✓ Office phone is set to 0000000000. This information is managed by your administrator.

❗ Authentication Phone is not configured. Set it up now

❗ Authentication Email is not configured. Set it up now

[looks good] cancel

11. Select Enter your alternate email address in the Authentication Email entry box.

12. The alternate email address cannot be your primary USDA email address.

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.
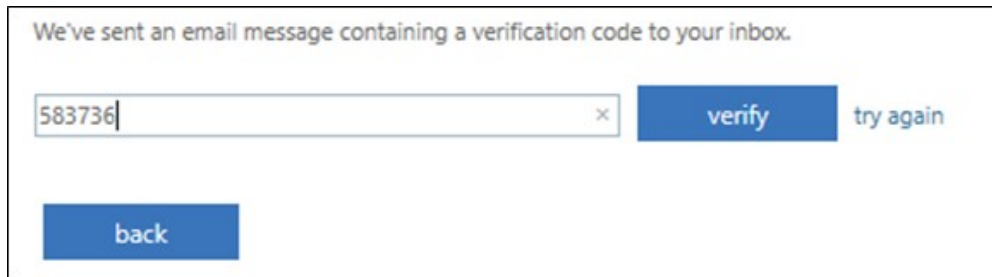
Authentication Email

[REDACTED].com ×

email me

back

13. Select email me and a 6-digit verification code will be sent an alternate email.

14. Check your alternate email inbox for a 6-digit code sent fromMicrosoft.
15. Enter the 6-digit code that was sent to your alternate email address.
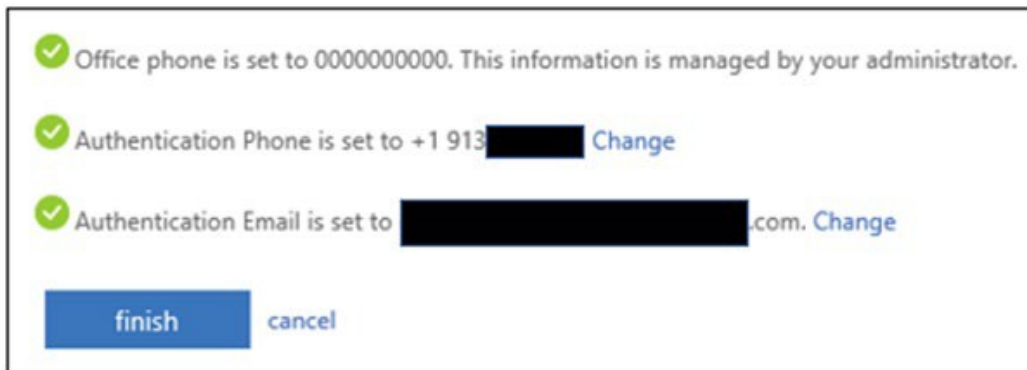16. Select verify to finish alternate email address registration.

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

583736 ×   verify   try again

back

17. Verify all authentication methods have a **green check mark** to the left.

✅ Office phone is set to 0000000000. This information is managed by your administrator.

✅ Authentication Phone is set to +1 913[REDACTED] Change

✅ Authentication Email is set to [REDACTED].com. Change

finish   cancel

18. Select **finish** to complete the Self-Service Password Reset registration process.

Contact:

ARS Status Quo locations: Please follow your standard IT support processes.
ARS/HQ/NAL/NADC: If you have any further questions on this content, please contact the CEC Centralized Help Desk (CHD) at 877-873-0783 or via Live Chat. You may also visit the Digital Workplace https://usdacts-myit.fed.onbmc.com/dwp/app/ for IT self-service.