

# **TEMPLATE TYPE: HOW TO**

## **TITLE: How To Recover My Password Using Self-Service Password Reset**

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#### **QUESTION:**

How do I recover my password using Self-Service Password Reset?

#### **ANSWER:**

**NOTE:** You must register for Self-Service Password Reset before using this process to recover your password. Please see KBA00065878 – How to Register for Self Service Password Reset for registration instructions.

1. Go to <https://passwordreset.microsoftonline.com> to begin the [Password Recovery](#) process.
2. Enter your @USDA.Gov email address in the **User ID** field.
3. Complete the verification code below the **User ID** field.
4. Select **Next** to begin the account verification process.

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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:

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

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

5. Select an authentication method from the left pane to begin password recovery. Two of the following authentication methods must be completed before a password reset will occur:

a. **Email my alternate email:**

- i. Select **Email**. A verification code to be sent to your alternate email inbox.

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verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Email my alternate email

Text my mobile phone

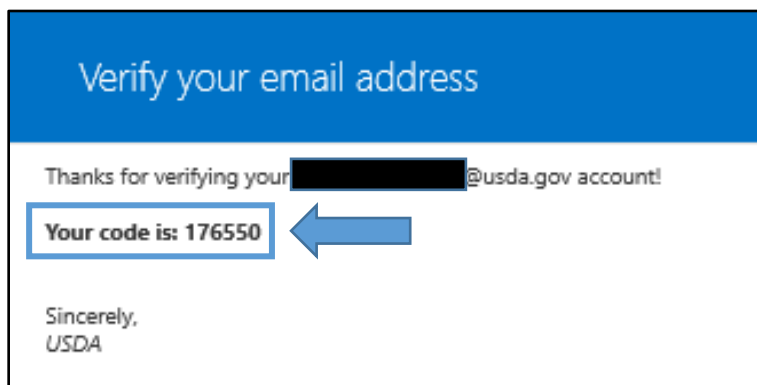
Call my mobile phone

Call my office phone

You will receive an email containing a verification code at your alternate email address (ch\*\*\*\*\*@[REDACTED].com).

**Email** ←

- ii. Check your registered alternate email address for a 6-digit code sent by Microsoft. The email will look like the following picture.



- iii. Enter the 6-digit code in the verification box.
- iv. Select **Next** to complete email verification.

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

 ✕

**Next**



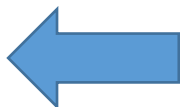
b. **Text my mobile phone:**

- i. Enter your registered mobile phone number.
- ii. Select **Text** and a 6-digit code will be sent to your number.

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*53) below. You will then receive a text message with a verification code which can be used to reset your password.

 ✕

**Text**



- iii. Check the text messages on your mobile phone for a 6-digit verification code.
- iv. Enter the 6-digit code verification code.

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- v. Select **Next** to complete mobile phone verification.

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

**Next** ← Contact your administrator

c. **Call my mobile phone:**

- i. Enter your registered mobile phone number.
- ii. Select **Call**.

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*53) below. You will then receive a call. Please answer it to continue.

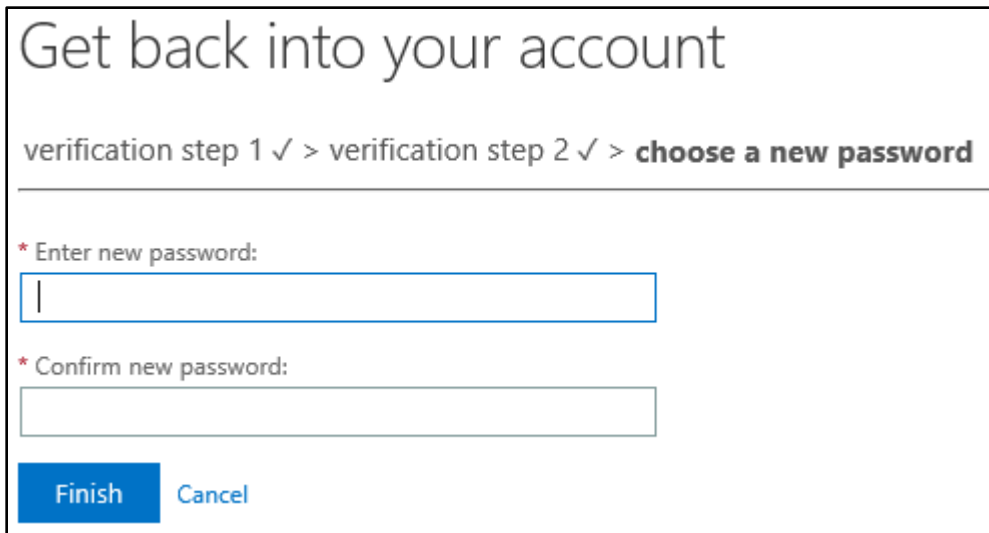
**Call** ←

- iii. An automated system will call your registered phone number.
- iv. Press the **#** key.
6. The new password creation page will appear following successful completion of two verification methods.

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Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

\* Enter new password:

\* Confirm new password:

**Finish** Cancel

7. Create a new password. Passwords must meet the following requirements:
  - Your password must be a minimum of twelve (12) characters in length.
  - Your password must contain three of the following four categories:
    - Uppercase letters
    - Lowercase letters
    - Numbers (0-9)
    - Special characters
  - Your new password must be unique and different from the last 24 password used.
8. Select **Finish** to apply your new password.
9. Congratulations. Your password has now been changed. Please logout of your device and log back in with your new password. If your new password does not work, please contact the help desk.

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**REMEDY's INC TEMPLATE:**

TSD – Password Reset – Active Directory/VPN/Dial-up

**POINT OF CONTACT:**

If 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.