

## TEMPLATE TYPE: How to

# TITLE: Updating Self-Service Password Recovery Authentication Information

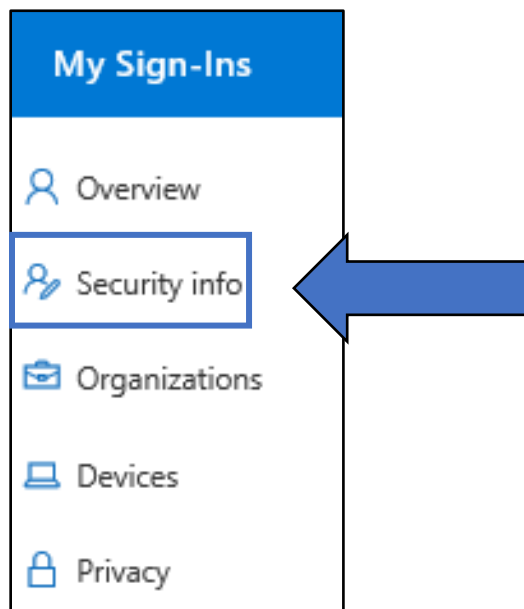
### QUESTION:

How do I update my Self-Service Password Reset authentication information?

### ANSWER:

#### How to Update Your Self-Service Password Reset Authentication Information:

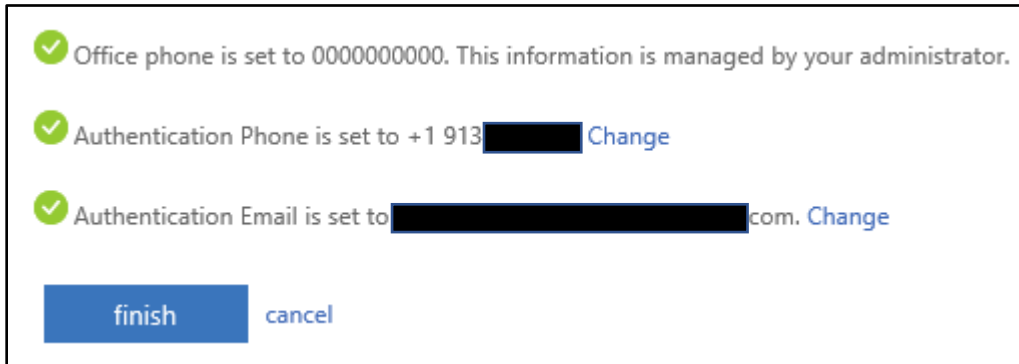
1. Navigate to the following link on the browser of your choice:  
<https://mysignins.microsoft.com/>
2. Select the **Security info** option on the left pane.



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3. Verify your Self-Service Registration Information.

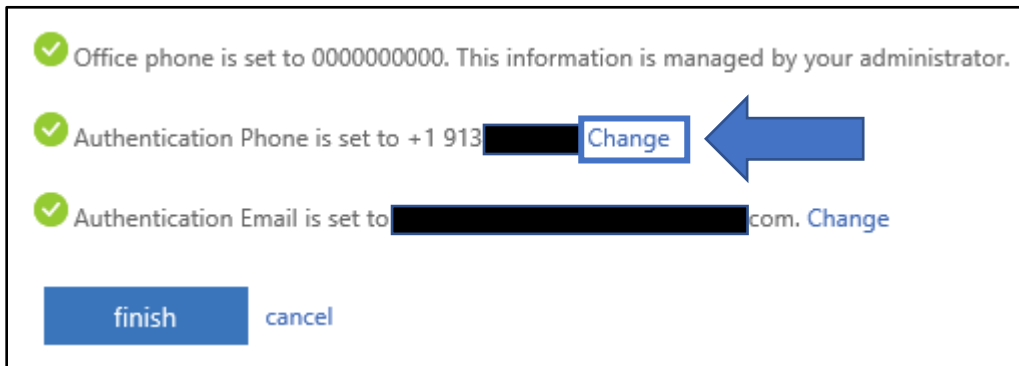


A screenshot of a user interface for verifying self-service registration information. It features three green checkmarks indicating successful verification of the following items:

- 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

At the bottom, there are two buttons: "finish" and "cancel".

4. If an update is needed to your Authentication Phone number, select **Change** to the right of your Authentication Phone information.



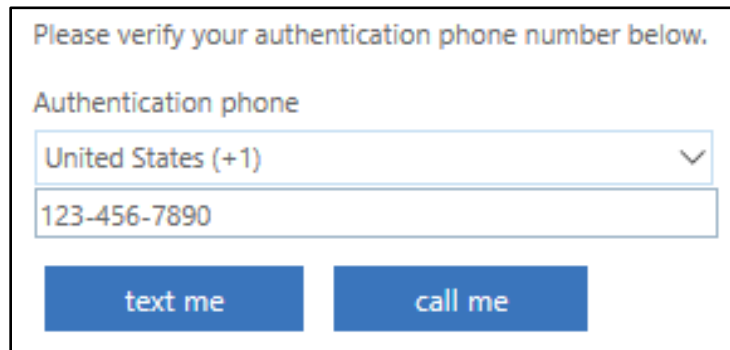
A screenshot of the same user interface as above, but with a blue arrow pointing to the "Change" button next to the Authentication Phone information. The "Change" button is highlighted with a blue border.

- 4.1 Go to **Select your country or region** and select the country where your new mobile phone number is registered.

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- 4.2 Enter new mobile phone number to be used for authentication.



Please verify your authentication phone number below.

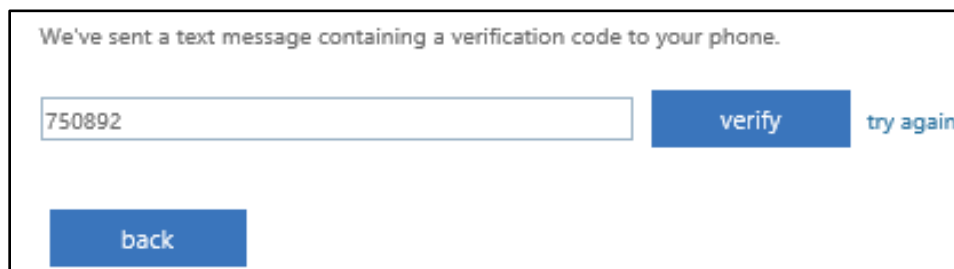
Authentication phone

United States (+1)

123-456-7890

[text me](#) [call me](#)

- 4.3 Select either **text me** or **call me**.
- 4.4 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 requested in the automated call.



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

750892

[verify](#) [try again](#)

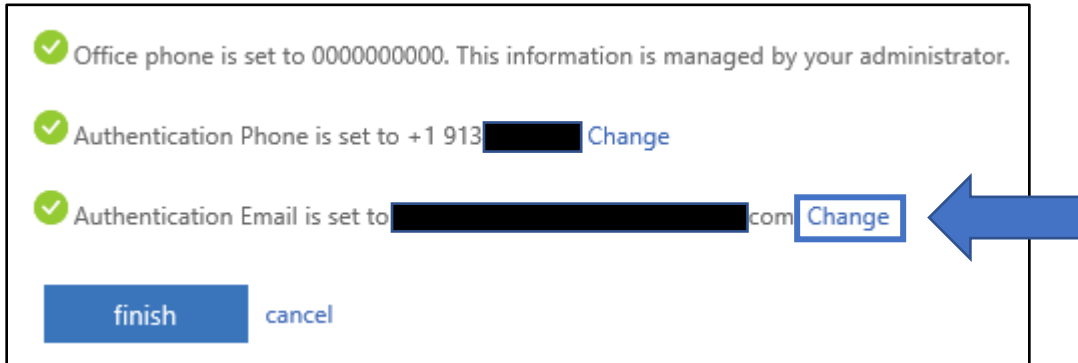
[back](#)

- 4.5 Select **verify** to finish updating your new mobile phone number.
5. If an update is needed to your Authentication Email address, select **Change** to the right of your current Authentication Email address information.

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- 5.1 Type in your new alternate email address to be used for authentication.



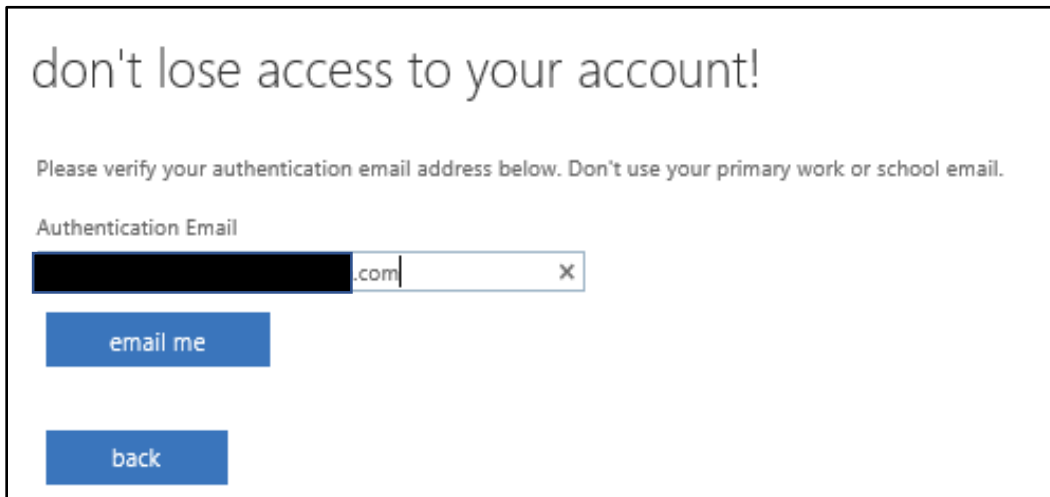
✓ Office phone is set to 0000000000. This information is managed by your administrator.

✓ Authentication Phone is set to +1 913 [REDACTED] [Change](#)

✓ Authentication Email is set to [REDACTED].com [Change](#)

[finish](#) [cancel](#)

- 5.2 Select **email me** and a 6-digit verification code will be sent to your new alternate 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

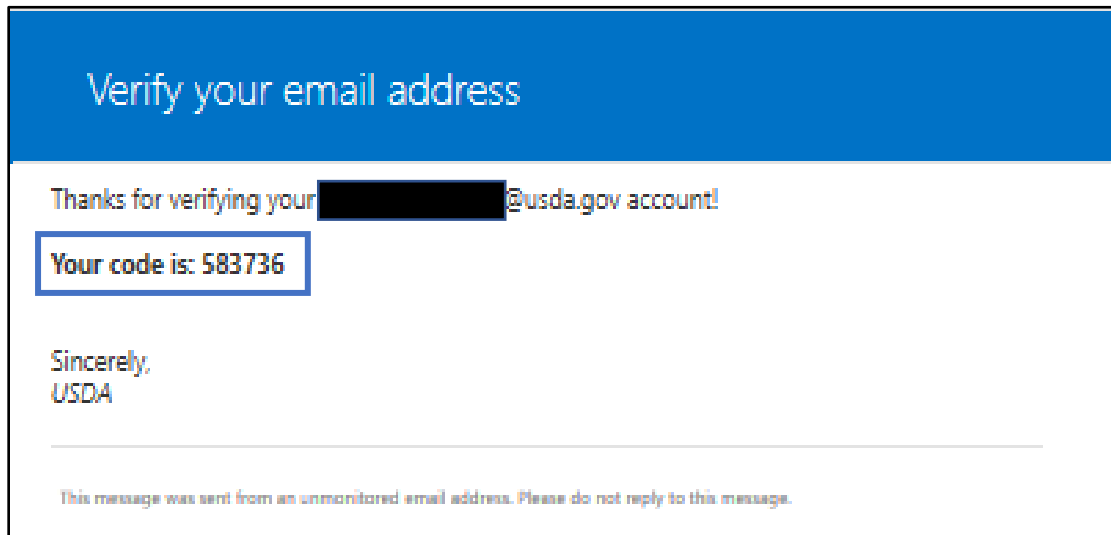
[email me](#)

[back](#)

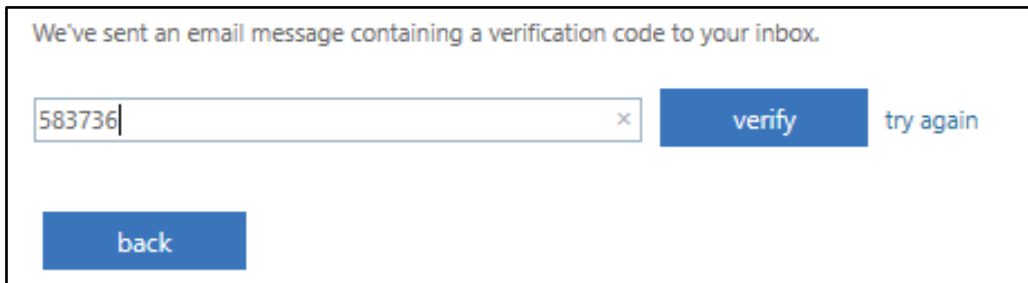
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- 5.3 Check your new alternate email address for a 6-digit code sent from Microsoft.



- 5.4 Enter to 6-digit code sent to your alternate email address.
- 5.5 Select **verify** to finish updating your email address.

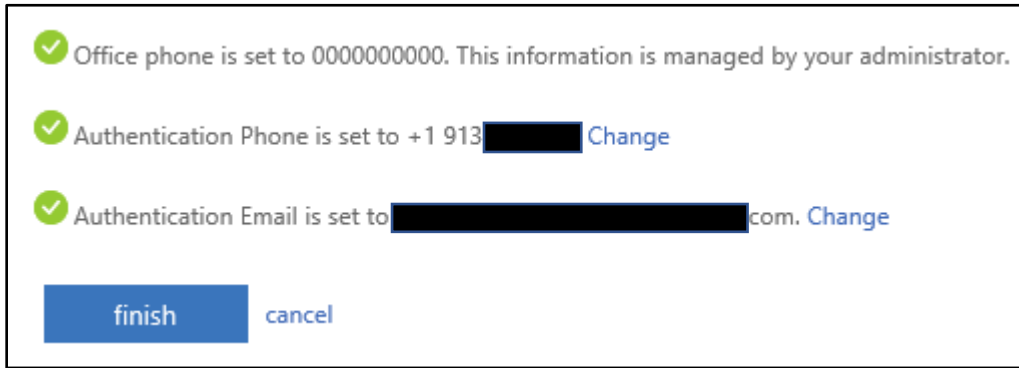


The screenshot shows a verification code entry screen. At the top, it says "We've sent an email message containing a verification code to your inbox." Below this is a text input field containing "583736" with a clear button (x) to its right. To the right of the input field are two buttons: "verify" (highlighted in blue) and "try again". At the bottom left, there is a "back" button.

6. Select **finish** or **looks good** to finish updating your authentication method information.

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A screenshot of a user interface showing three green checkmarks indicating successful updates:

- 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]@[REDACTED].com. Change

At the bottom, there are two buttons: "finish" (highlighted in blue) and "cancel".

7. Your authentication information is now updated and will be used when attempting to reset your password with Self-Service Password Reset.

## POINT OF 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/](https://usdacts-myit.fed.onbmc.com/dwp/app/) for IT self-service