Effective: September 12, 2025 — 8:00 PM ET   (September 13, 2025 - 01:00 UK time)

Overview

This guide provides end users with the steps to register authentication methods and reset their Amentum account password using Microsoft's Self-Service Password Reset (SSPR).

Prerequisites

- Your Amentum UPN (format: username@amentumcms.com). Do not use your email address.
- A mobile device with the Microsoft Authenticator app installed (iOS/Android).
- Optional: A personal (non-company) email address, if you prefer not to register a phone number.
- Internet access and a modern web browser.

Enrolment

1.Go to the Security Info page and Sign In

1. Navigate to https://mysignins.microsoft.com/securityinfo
2. Enter your Amentum UPN (username@amentumcms.com) and password.
3. On first login you may see: "Let's keep your account secure. Your organization requires you to set up additional security verification.". Click Next to continue.

2. Register Microsoft Authenticator (Mandatory)

Before you can add Microsoft Authenticator, you will be asked to verify your identity using **SafeNet/MobilePASS**.

1. Download Microsoft Authenticator to your mobile device from the App store (IOS) or Google Play Store (Android).
2. Return to your Microsoft account https://mysignins.microsoft.com/
3. Click "Security Info" on the left-hand side of the page.
4. Click the + symbol next to "Add sign-in method".
5. Select "Microsoft Authenticator".
6. On the "Start by Getting the app" pop-up, click "Next".
7. On the "Set up your account" pop-up, click "Next". (This pop-up will say "other" — please ignore this direction). You will then see a QR code.
8. Open your Microsoft Authenticator App on your mobile device.
9. Press the + Symbol at the top of the App and select "Work or school account".
10. Press "Scan a QR code" — This will open your mobile device's camera.
11. Scan the QR code displayed on your Microsoft account. This will add the account to your Authenticator.
12. Back on your browser, where the QR code is displaying, click "Next".
13. You will see a pop-up named "Enter Code" asking for a 6-digit code.
14. On your Microsoft Authenticator, click your newly added account and it will display the 6-digit code you need to enter.
15. Click "Next" and the account will have been successfully added.

3.Add a Second Method (Phone or Personal Email)

A second method is required for SSPR. You may register a mobile phone number, or a personal (non-work) email address. (Please note these options won't appear before the 12th).

1. Return to your Microsoft account https://mysignins.microsoft.com/
2. Click "Security Info" on the left-hand side of the page.
3. Click the + symbol next to "Add sign-in method".
4. Select "Phone" or "Email".

Phone
Enter number ➜ Receive code ➜ Enter the code to confirm.
Email
Enter a personal email ➜ Retrieve code from inbox ➜ Enter code to confirm.

Reset your Password (After Registration)

1. Go to https://passwordreset.microsoftonline.com
2. Enter your Amentum UPN (username@amentumcms.com).
3. Verify using two methods you registered (e.g., Authenticator + Phone code, or Authenticator + Personal Email).
4. Enter and confirm your new password (see Password Policy).

Password Policy

- Minimum 8 characters (recommended 12+).
- At least 1 uppercase, 1 lowercase, 1 number, and 1 special character.
- Do not reuse previous passwords.

Common Prompts, Errors & Fallbacks

- "Verification required": Approve Authenticator or enter a code from your second method.
- If Authenticator is already installed: Open the app, add Work or School account, and scan the QR code.
- If you see an error such as "Selected external provider authentication method does not exist or is not enabled", wait 10—15 minutes and retry.
- If you prefer not to register a phone number: Register a personal (non-company) email as your second method.
- You must use two methods to reset/change your password.

Support

After September 12, contact the Amentum IT Service Desk for assistance:

For technical assistance with Information Technology services, please enter a support request at https://support.amentum.com