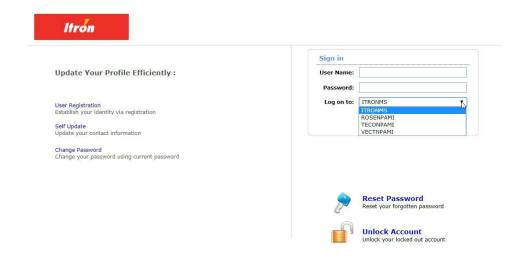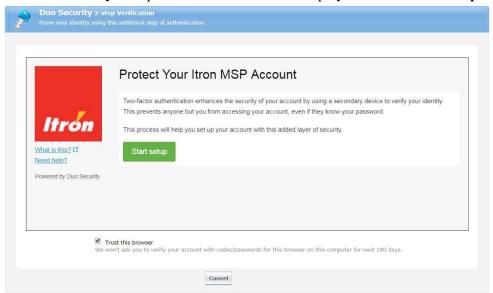# Self Service Portal Registration

Follow the procedure below to register for the Itron Managed Services Self Service Portal.

1. From Itron's Managed Services main page, click the **Password Reset** link.

2. Enter your **User Name** and **Password**.

3. In the **Log on to** field, select your client site from the drop-down list
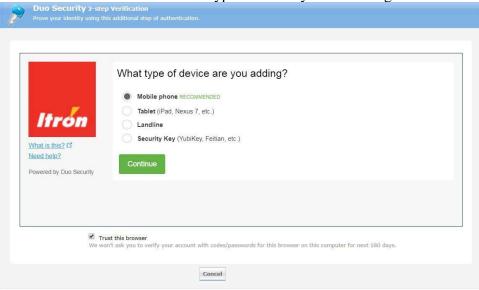

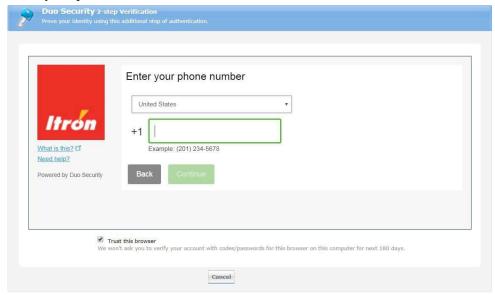4. The Duo Security 2-step verification window is displayed. Click **Start Setup**.

📝 **Note:** Select the **Trust this browser** check box if you do not want to be asked to trust your browser again for the next 180 days.

5. Select the radio button next to the type of device you are adding. Then click **Continue**.
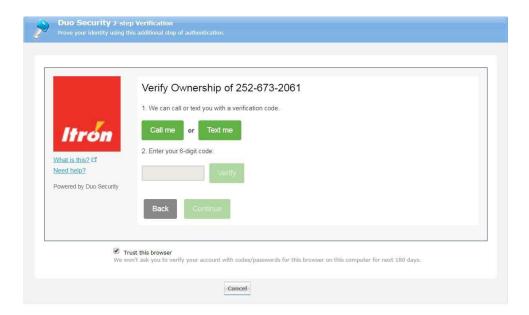

6. Enter your phone number.

7. After you enter your phone number, a message is displayed asking you to confirm this phone number is correct. Select the check box next to this message to confirm the number. Then click **Continue**.

8. Verify the ownership of the phone number.
   a. Select the **Call me** or **Text me** button.
   b. Enter the 6-digit code that was sent to your device and click **Verify**.

9. Select the radio button next to the type of phone your phone number belongs to. Click **Continue**.

10. You will be asked to Install Duo Mobile for the type of device you are using.

If you are using an iOS device, you must launch the App Store and search for the Duo Mobile application. If you are using Android, you will need to launch Google Play Store.
   a. Tap the **Get** link.
   b. Then tap the **Install** link to download the Duo Mobile app to your device.

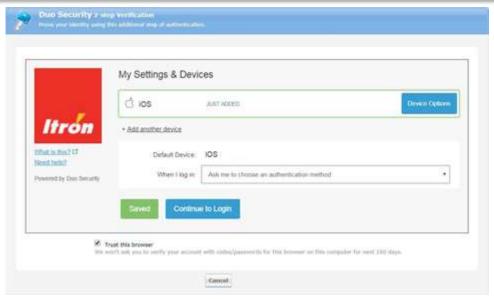11. After the Duo Mobile app is installed, an Activate Duo Mobile for iOS QR code is displayed.

To complete the activation process, you must:
   a. Open Duo Mobile
   b. Tap the + button
   c. Scan the QR code displayed on your computer screen with your mobile device.
   d. Then click **Continue**.

12. The My Settings & Devices window is displayed and lists the device(s) and phone number(s) you have added.
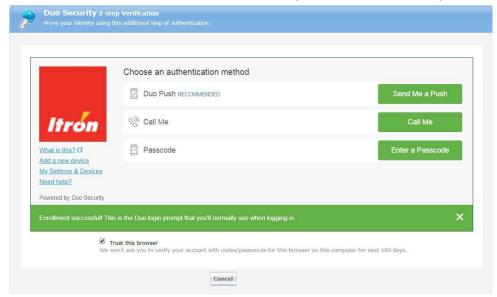
Click **Device Options** if you need to change the type of device associated with this number (for example, you are using Android and not iOS).

- Select + to add another device.
- Accept the default for the **When I log in** field.
- If you accept the defaults, click **Continue to Login**.

Note: If you do not accept the defaults and have made any change to device options or log in options you must click **Save**.

13. Choose an authentication method to use when verifying this device. **Note**: Duo Push is the recommended default. Click **Send Me a Push** you will be notified on your device.

14. The change Password window is displayed. Change your current domain password using the **Old Password**, **New Password** and **Confirm New Password** fields.

Change Password
Change your current domain password.

Old Password : [＿＿＿＿＿＿＿＿]

New Password : [＿＿＿＿＿＿＿＿]

Confirm New Password : [＿＿＿＿＿＿＿＿]

— Minimum length should be at least "8"
— Number of special characters to include "1"
— Must contain both upper and lowercase characters
— Number of numerals to include "1"
— Must not be a palindrome
— Must not contain any character more than twice consecutively
— Must not have 5 consecutive characters from username
— Must not contain 5 consecutive characters from your old password
— Must not contain restricted patterns List

[Change Password] [Cancel]