

Logon password self-reset simple manual

18/1/2021 Communication Technology Dept.
ICT Solution Headquarters

1. Self-reset Overview

If you forget the password you entered when logging on to your computer, you can reset it yourself. To do this, you need to register your identity information in advance so that only you can reset it safely.

2. Advance preparation

① Register to the address book

Register external and international phone numbers about your workplace using the menu of “(5) List of telephone numbers” on the ID Application System GIM-REQ.

* It is automatically reflected in the Microsoft portal.

http://gimreq.mhi.co.jp/Q006_GIMREQ/form/frm0000.aspx

You can check the registration status in the AddressLook (address book) after tomorrow.

<https://mctabs.mhi.co.jp/AddressLook/HABAddressBrowser/Main>

3. Advance preparation

② Register to the Microsoft Portal

Step1 : Sign in

Connect <https://aka.ms/ssprsetup>,

Using “logon ID@mhi.co.jp” for sign in.

* If you are asked for password on different screen, enter the password you used to log on your computer.

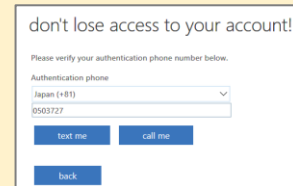
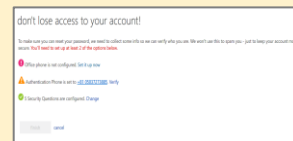
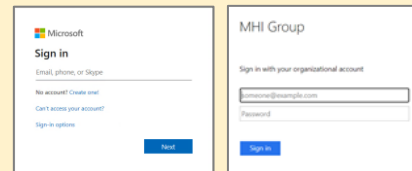
Step2 : Confirmation of company phone and registration of mobile phone

Confirm the “office phone number” and register [Authentication phone] according to the messages on display.

- When [text me] is selected, you will receive a 6-digit code by SMS so enter the code on the reset menu.
- If you select [call me], voice guidance will be provided, therefore push “#” on the phone.

Step3 : Register security questions and answers

Along the guidance, register three questions from the list, and save the answers.



4. Password reset procedure

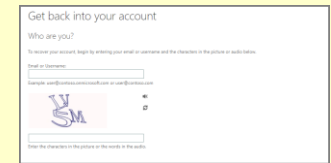
Step1 : Use Company iPhone or your co-worker's PC and start reset

<https://passwordreset.microsoftonline.com/>

Input Logon ID@mhi.co.jp in UserID

Input the text of the image and click [Next].

* For iPhone, enter the URL from the “Web” icon.

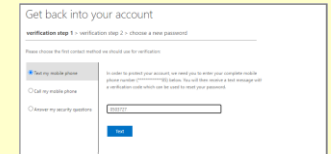


Step2 : Confirm the identification by the phone

Select one procedure from [Text my mobile phone], [Call my mobile phone], [Call my office phone].

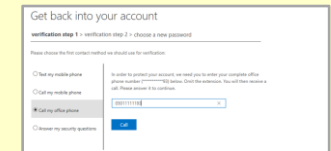
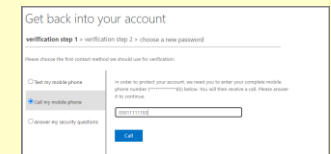
① Text my mobile phone

- Enter the phone number registered in advance and click [Text].
- Enter the 6-digit code received on your mobile phone at your computer screen and click [Next].



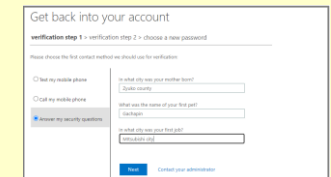
② Call my mobile phone or Call my office phone

- Enter the phone number registered in advance and click [Call].
- Receive a call and push “#” according to the voice guidance.



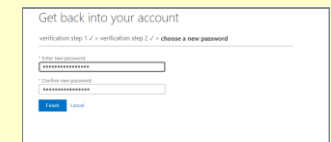
Step3: Identity verification by security question

Select “Answer my security questions” and enter the pre-registered answer and click [Next].



Step4: Set a new password

Enter the new password twice and click [Finish].



Step5 : Log on to the computer

Log on with new password at your computer.

* Make advance preparations and reset using a computer, iPhone that can connect to the Internet.

* If you cannot reset your password by yourself, or if you do not understand the operation, please contact MHI Global Helpdesk as before.

E-mail: dxn_globalhelpdesk@mhi.co.jp

Skype: “DxN Global Help Desk 1” or “DxN Global Help Desk 2”