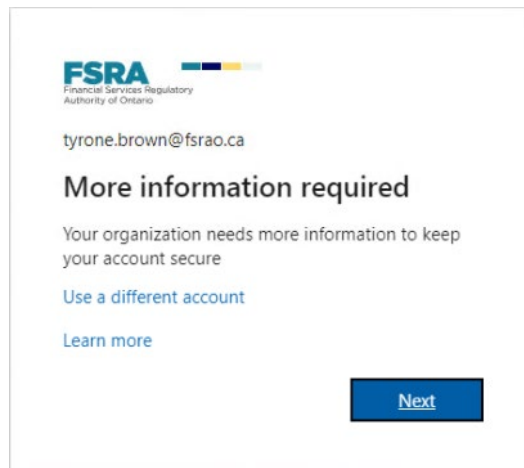


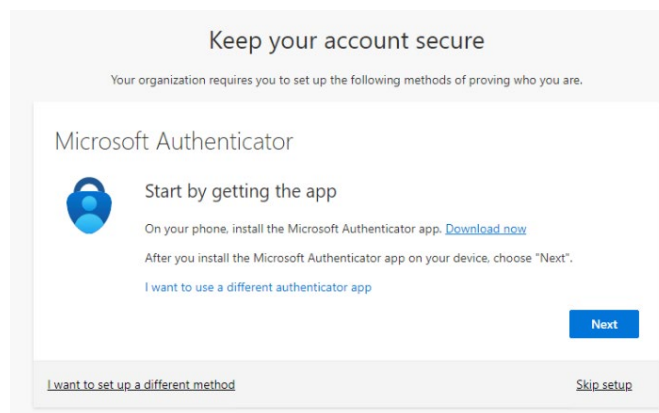
Self-Service Password Reset Registration

Before you can use the Self-Service Password Reset feature, you will need to setup an authentication method to verify your identity during the password reset process. **This must be setup before you attempt to reset your password.**

1. You may see a prompt requesting more account information when trying to access software and sites that use Single Sign On (e.g., Workday, IT Service Portal/Cherwell, iManage, etc.).



2. Click Next
3. You may be prompted to download the Microsoft Authenticator app on your mobile phone. You can choose to use the Microsoft Authenticator app (recommended) or chose to add a phone number (a personal or corporate **mobile** number is recommended) as your Authentication Method when resetting your password. Go to step 4 if you want to use Microsoft Authenticator (recommended) or skip to step 5 if you want to use a phone number

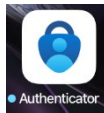


4. Microsoft Authenticator App Authentication Method (Recommended)

a. If you already have the Microsoft Authenticator app installed on your phone, skip step b. Otherwise follow the steps below. You will need to use an iPhone or Android smartphone.

- i. Click the **Download Now** link
- ii. You will be taken to a site and presented with QR codes to download the app through Google Play (Android phones) or the Apple App Store (iPhones).
- iii. Use your phone's camera to scan the appropriate QR code based on the phone you are using.
- iv. On your phone install the Microsoft Authenticator app from the Google Play or Apple App Store.

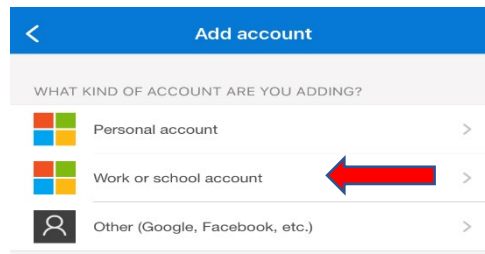
b. On your phone open the Microsoft Authenticator App



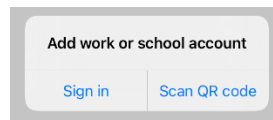
c. In the Authenticator app, tap the '+' to add a new account. On Android phones, you may need to tap the three dots in the corner then tap "Add account"



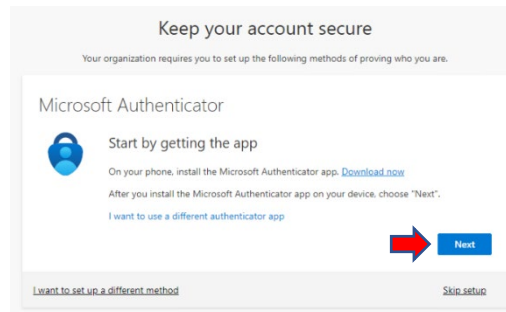
d. Tap "Work or school account"



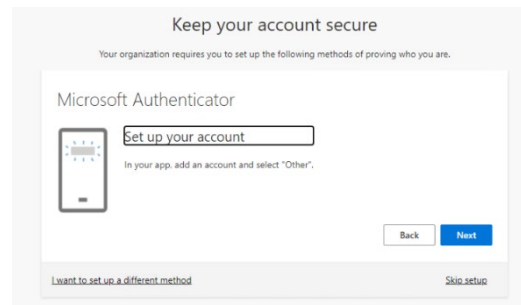
- e. Tap “Scan QR code”



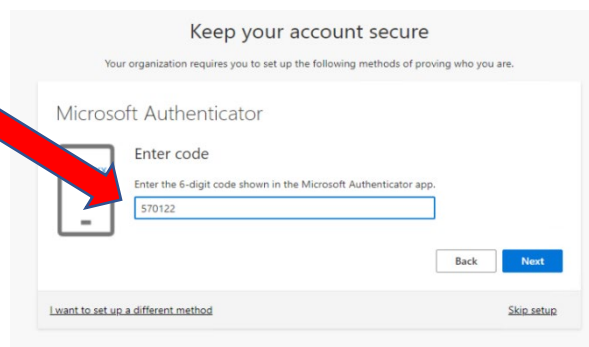
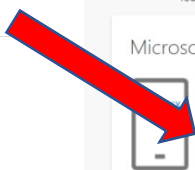
- f. Back on your notebook, click Next on the “Keep your account secure” screen



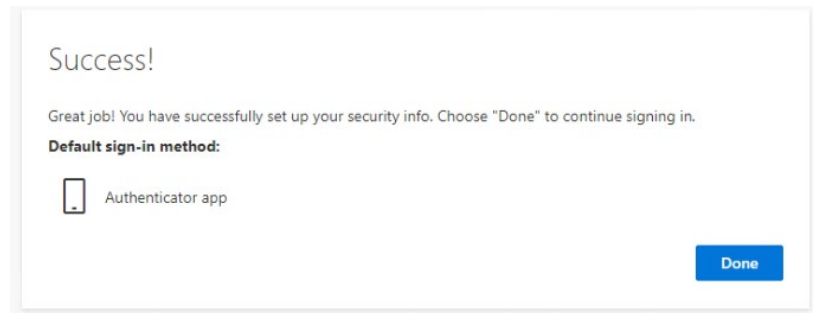
- g. Click Next again



- h. Scan the QR code with Authenticator app on your phone and click “Next” on your notebook
- i. You should see your FSRA account added to the Authenticator app. Verify your account by entering the 6 digits you see on the Authenticator app on your browser and click Next.



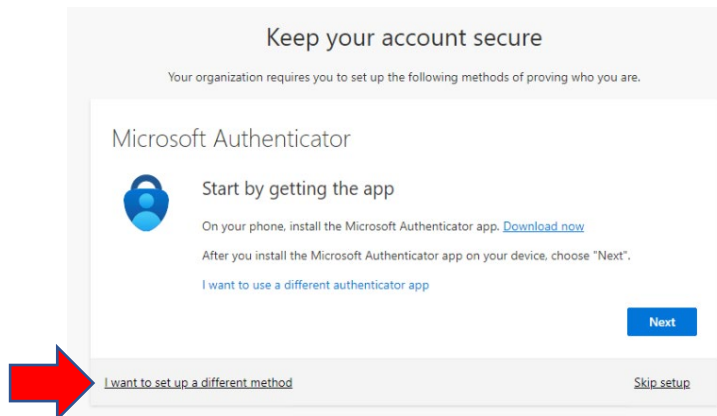
- j. If you were successful, you should receive a confirmation. Click Done.



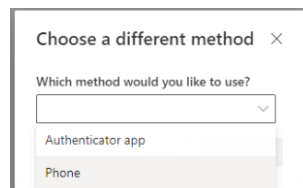
You have successfully registered for Self-Service Password Reset.

5. Phone Number Authentication Method

- a. At the prompt, click **I want to set up a different method** in the bottom left corner



- b. Select **Phone** from the dropdown box that appears and click **Confirm**



- c. In the next section, select **Canada (+1)** from the dropdown list and enter the 10-digit phone number you would like to use for your Authentication Method when resetting your password. When resetting your password, you will either get a text or call to this number to confirm your identity. We recommend that you use a mobile phone number (corporate or personal). Using your office phone number is **not recommended** since you will require the softphone software on your notebook to answer the call to perform the password reset verification. If you cannot log into your notebook, you will not be able to use the softphone.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

Canada (+1) Enter phone number

☒ Text me a code
☐ Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

[I want to set up a different method](#) [Skip setup](#)

- d. Select whether you would like to receive a text or call to verify the phone number and click **Next**.
- e. If you selected “Text me code” you will receive a 6-digit code from Microsoft via SMS. Enter the code in the text box on the next window and click **Next**. If successful you will receive a confirmation that your phone was successfully registered, click **Next** then **Done**.

Phone

We just sent a 6 digit code to +1 4166174052. Enter the code below.

Enter code

Resend code

Back Next

[I want to set up a different method](#) [Skip setup](#)

Phone

✓ SMS verified. Your phone was registered successfully

Next

[Skip setup](#)

- f. If you selected “Call me”, you will receive an automated call, answer the call and follow the prompts to verify your phone number

You have successfully registered for Self Service Password Reset