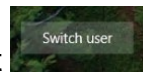


Self Service Password Reset

These instructions will guide you through how to reset your FSRA password. Before you can reset your password, you will need to have configured your password reset method. You will need to make sure your computer is at least connected to the internet (VPN not required) to perform the follow steps.

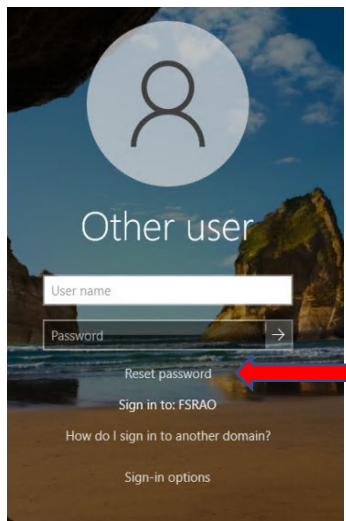
***Note** If your are at a **lock screen** (e.g. you stepped away and your notebook automatically locked or your shut the lid and it went to sleep) and need your password reset follow these steps first. Otherwise, skip to the **Reset your Password** section

1. Press CTRL-ALT-DEL
2. Click **Switch User** on the bottom left
3. Continue with the steps below



Reset your Password

1. At your computer's login screen press **CTRL-ALT-DEL**
2. Click **Reset Password** under the password text box



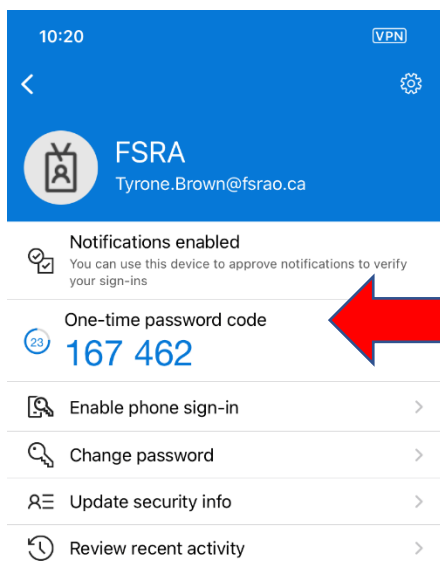
3. At the *Get back into your account* screen, enter your FSRA email address (e.g. firstname.lastname@fsrao.ca).

4. As soon as you enter your FSRA email address, you should see the FSRA logo appear in the upper right corner. This confirms your computer is connected to the internet and can reach FSRA's Microsoft Azure tenant



5. Click **Next**

6. Select your contact method to verify your identification. The drop down list will show only the verification methods you have previously registered. Below are the steps to verify your identification using the different methods that may be available to you.
7. Choose a verification method and follow the **one** of the appropriate steps below.
 - a. **Enter a code from authenticator app**
 - i. On the mobile device you used to setup the Microsoft authenticator app, open the Microsoft authenticator app
 - ii. Tap the FSRA account on your authenticator app
 - iii. Enter the 6 digit **One-time password code** into the **Verification Code** text code. **NOTE** the password code will change every 30 seconds (see countdown timer next to code).



Get back into your account

Please choose the contact method we should use for verification:

Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

167462

[Contact your administrator](#)

iv. Click Next and if successful go to **step 8**

b. Text my mobile phone

- i. You will see the last 2 digits of the mobile phone you registered on your Microsoft 365 account.
- ii. Confirm the registered mobile phone by entering the full 10 digit number in the phone number text box. Click Next

Get back into your account

Please choose the contact method we should use for verification:

Text my mobile phone

What phone number would you like to use for verification?

*****52

In order to protect your account, we need you to enter your complete mobile phone number (******52) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

- iii. If the phone number entered matches the number registered on your Microsoft 365 account, you will receive a text message with a 6 digit verification code. Enter this code in the verification text box and click Next.

Use verification code 729803 for Microsoft authentication.

Get back into your account

Please choose the contact method we should use for verification:

Text my mobile phone

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

729803

iv. If successful, go to **step 8**

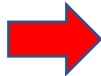
- c. **Call my mobile** or **Call my office phone** (Steps to verify via automated call to your registered mobile or office phone are the same)
- You will see the last 2 digits of the mobile or office phone you registered on your Microsoft 365 account
 - Confirm the registered phone number by enter the full 10 digit number in the phone number text box. Click Next

Get back into your account

Please choose the contact method we should use for verification:

Call my office phone

Please verify your office phone number (*****90). Omit the extension.
You will then receive a call. Please answer it to continue.



Enter your phone number

- If the number you entered matched the number registered on your Microsoft 365 account, you will receive an automated call.

Get back into your account

Please choose the contact method we should use for verification:

Call my mobile phone

We're calling your phone. Please answer it to continue.

- Answer the call and follow the prompts (e.g. press # to complete your verification)
 - If successful, go to **step 8**
8. If your verification was successful, you will be prompted to set a new password. Please make sure your password meets the following requirements
- Minimum 8 characters
 - Must contain **3 out of the 4** character types
 - Upper case (A-Z)
 - Lower case (a-z)
 - Numbers (0-9)
 - Special characters (@ # \$ % ^ & * - _ ! + = [] { } | \ : ' , . ? / ` ~ " () ; < > blank space)
 - Must **not** be an easily guessable password (e.g. Password123)
 - Must **not** be any of your previous **9** passwords

- Minimum age 24 hours. You cannot reset your password multiple times within 24 hours. If you need your password reset more than once within 24 hours, contact the IT Service Desk.

Get back into your account

Create a new password

Enter new password:

Confirm new password:

9. You will get a confirmation if your password was successfully reset

Get back into your account

Your password has been reset

10. Click Finish

11. You will be taken back to the login screen. Press **CTRL-ALT-DEL** and login with your new password. **NOTE:** if you are working remotely, you must sign into VPN before logging into your notebooks, see here for VPN sign in instructions from the login screen.