Self Service Password Reset Re-Confirm Authentication Information

Every 365 days you will be prompted to re-confirm your authentication information so you can continue to use the Self-Service Password Reset function. This will keep your account secure with the correct authentication information when you need perform a password reset. Follow the steps below when you are prompted to confirm your authentication information.

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.).
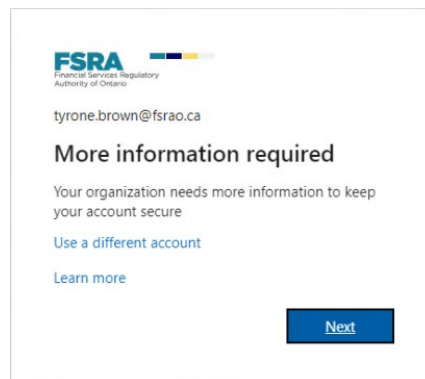
2. Click Next

3. Review the Authentication Methods in the next screen
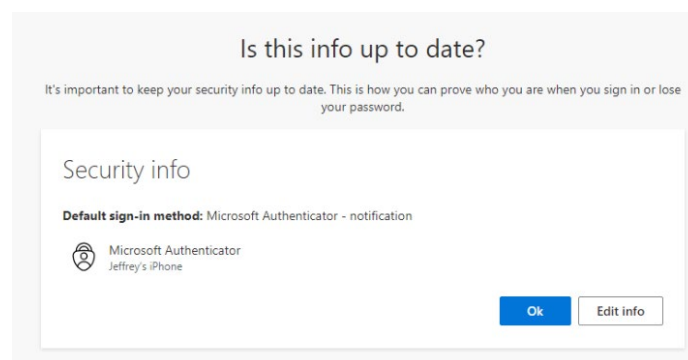
4. If the information is correct, click OK to confirm the security information and continue with your login (skip step 5). If you registered a phone number as an authentication method, make sure it is **not your office landline number**. You will need the softphone application on your notebook to answer your office landline for the password reset verification. If you cannot log into your notebook,

you will not be able to use the softphone application to answer your office landline. We recommend that you use a corporate and personal mobile number instead.

5. If you need to update or delete any of the registered security information, click **Edit Info** and follow the steps below.

   a. You will be taken to your Microsoft/Office account's security information site
   b. Delete or update any incorrect or old authentication information. You can also add a new authentication method. You will need at least one authentication method to use the Self-Service Password Reset function.
   c. Close the browser and retry your login.