

## Description

Effective March 7, 2018, most City of Minneapolis employees will have the option to enroll in a service that will allow them to reset their own City account password in instances where the employee is locked out or cannot remember their password. **To use self-service password reset, it is recommended that you configure all three (3) authentication options before a password reset is needed.**

## Details

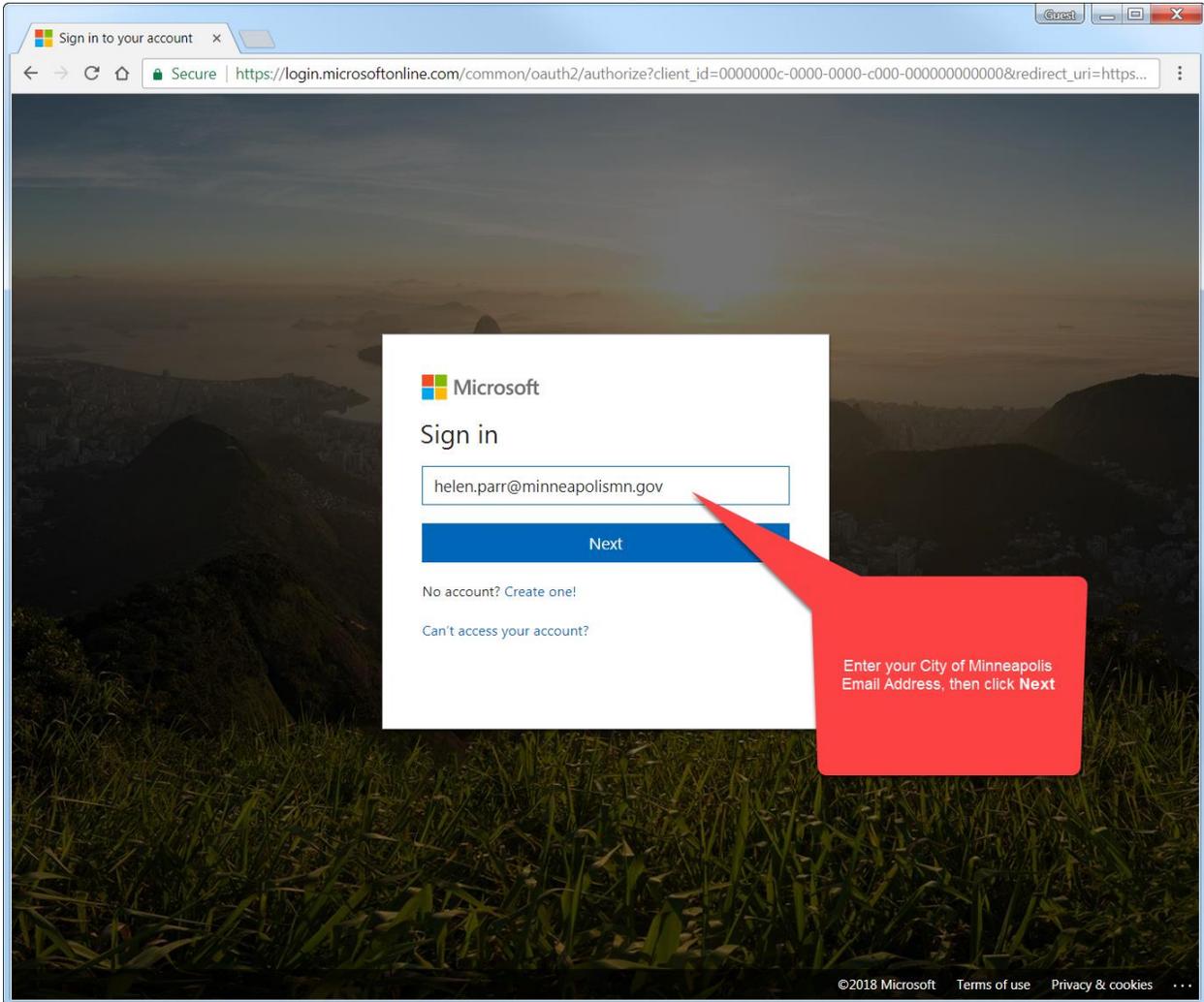
Setting up Your City Account to enable Self-Service Password Reset

If you wish to enroll in this service, you will need to open a web browser on a City computer you are currently logged into and navigate to the following website:

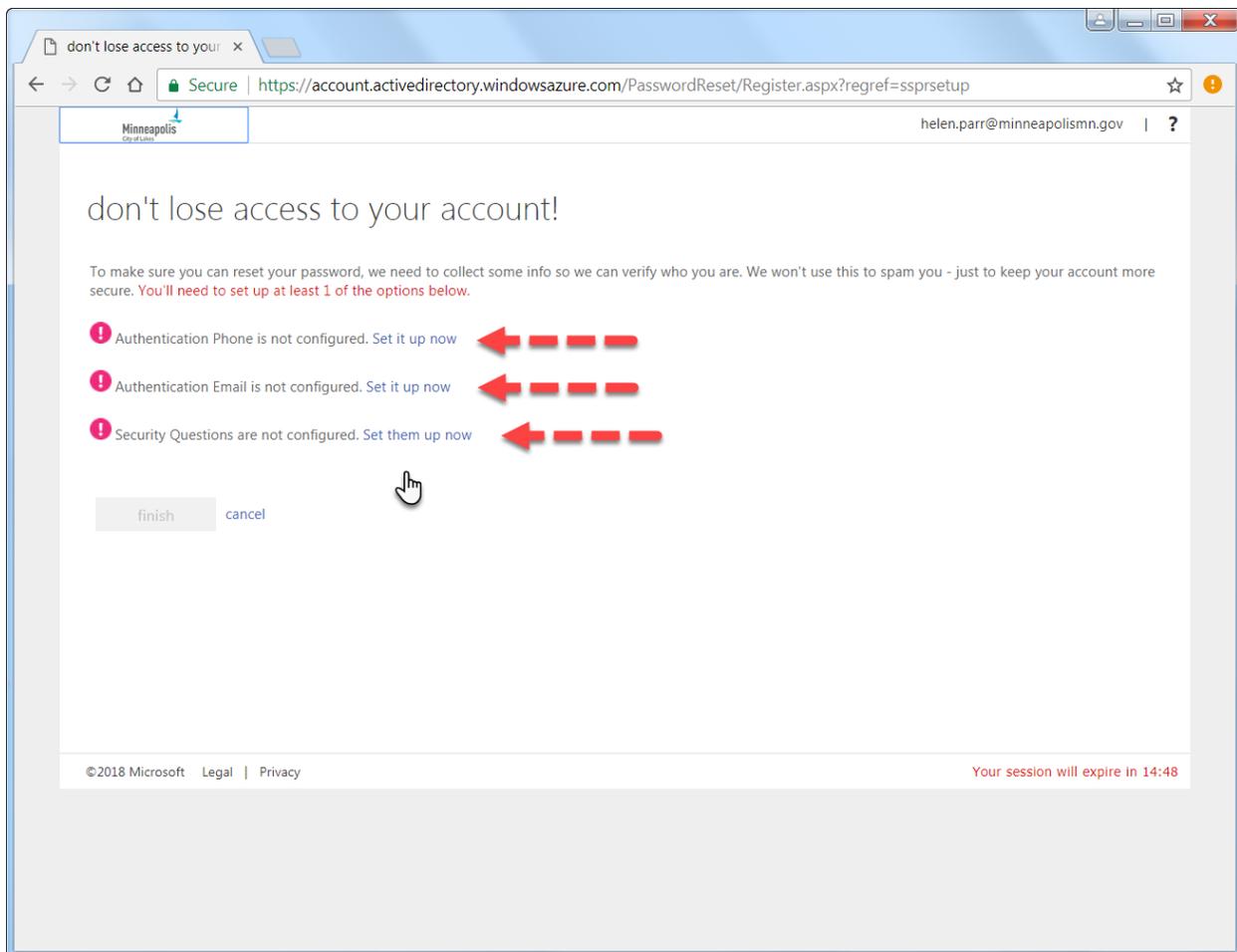
<https://aka.ms/ssprsetup>

NOTE: This link will be available on the public website [www.minneapolismn.gov](http://www.minneapolismn.gov) under the “For Employees” section, as well as on CityTalk and in other locations that are currently to be determined.

1. Enter your City of Minneapolis email address in the **Sign in** box then click **Next**



2. The next page will present you with three (3) authentication methods to recover access to an account. You must configure all methods to use this service.



3. Select **Set it up now** for each authentication method and follow the instructions on the screen. You will need access to a mobile phone number that can receive text messages and/or phone calls and a personal or secondary email account.
  - a. Authentication Phone Configuration
    1. Enter your mobile phone number and select **text me** or **call me**. Either method will result in a security code being provided to you.

don't lose access to your account

Secure | <https://account.activedirectory.windowsazure.com/PasswordReset/Register.aspx?regref=ssprsetup>

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City of Lakes

helen.parr@minneapolismn.gov

## don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Select your country or region

Enter your authentication phone number

text me call me

back

Select United States then enter your mobile phone number with area code  
Example: 612-555-5555

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Your session will expire in 14:49

2. Enter the code you receive into the designated box, click **verify**, then click **save**.

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

7634066874

text me call me

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

verify try again

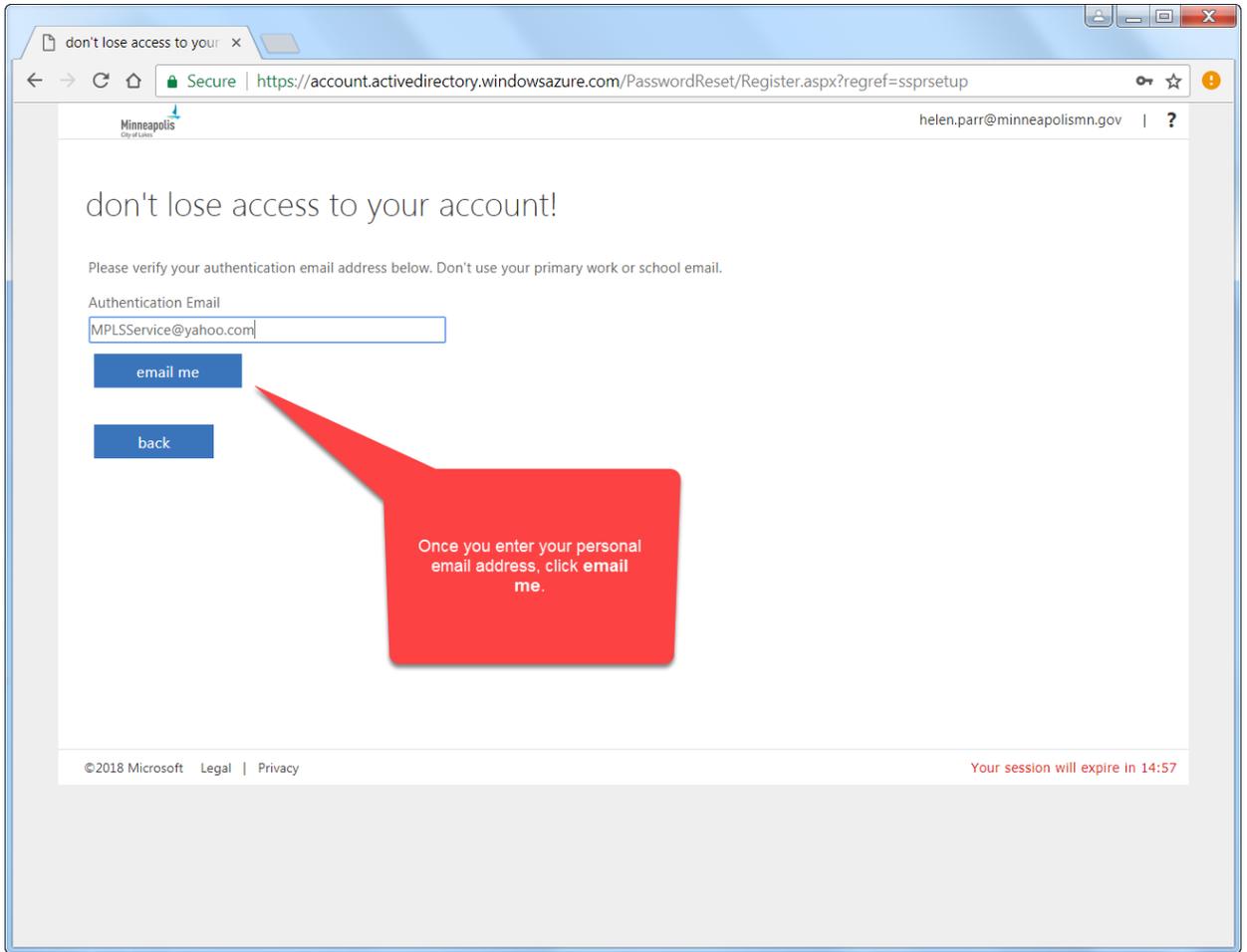
back

After you select *text me* or *call me*, you will receive a numerical code. Enter the code you received and click **verify**.

©2018 Microsoft Legal | Privacy Your session will expire in 14:52

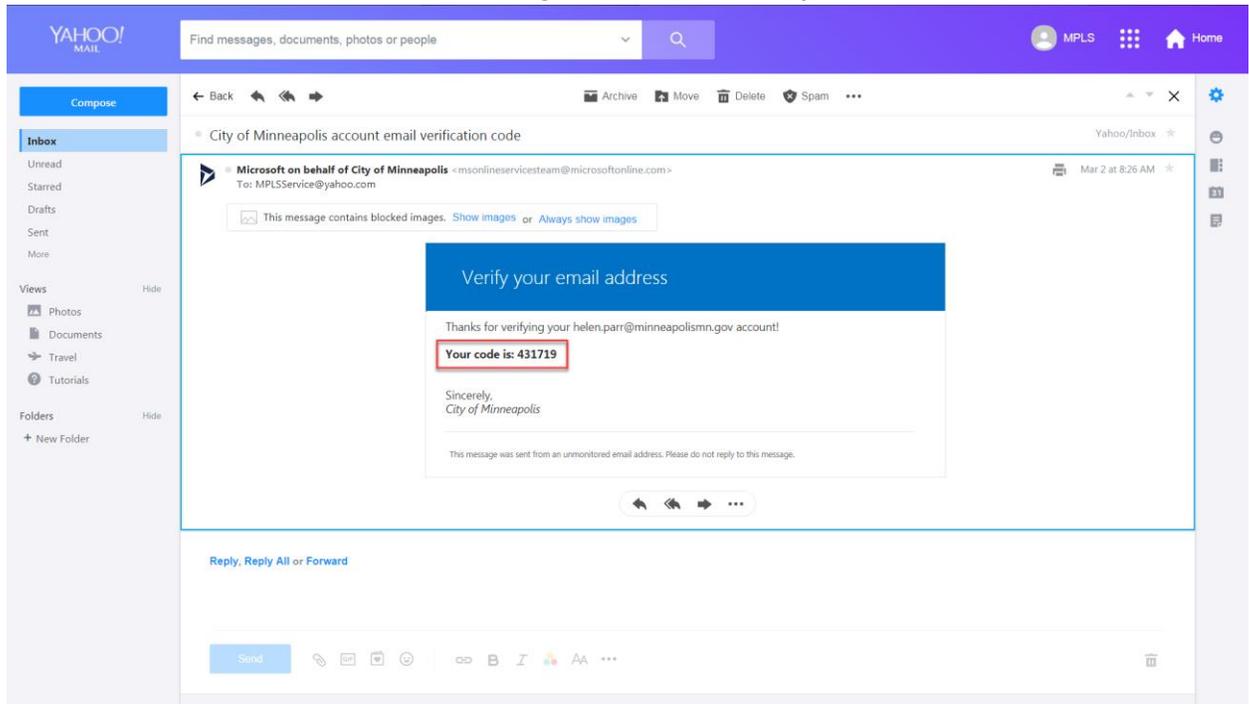
b. Authentication Email Configuration

1. You will be prompted to enter an authentication email address. This should be an email you can access when you lose access to your City email account.



2. You will receive an email at the provided email address within a couple moments that contains a

verification code. Enter that code in the designated box, click **verify**, then click **save**.



c. Authentication Security Questions Configuration

1. You will be prompted to select and then answer five (5) security questions

don't lose access to your account!

Please select questions to answer below. *Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.*

Security question 1

Security question 2

Security question 3

Security question 4

Security question 5

**NOTICE**

There are 5 Security Questions available and all five must be selected and answered.

2. Provide your answers for each question then click **save answers**.

don't lose access to your account

Secure | <https://account.activedirectory.windowsazure.com/PasswordReset/Register.aspx?regref=ssprsetup>

Please select questions to answer below. *Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.*

**Security question 1**  
What was your first job?  
usher ✓

**Security question 2**  
When you were young, what did you want to be when you grew up?  
batman ✓

**Security question 3**  
What is your favorite make of car?  
Koenigsegg ✓

**Security question 4**  
What is your favorite vegetable?  
Ribeye ✓

**Security question 5**  
What is your favorite color?  
Indigo ✓

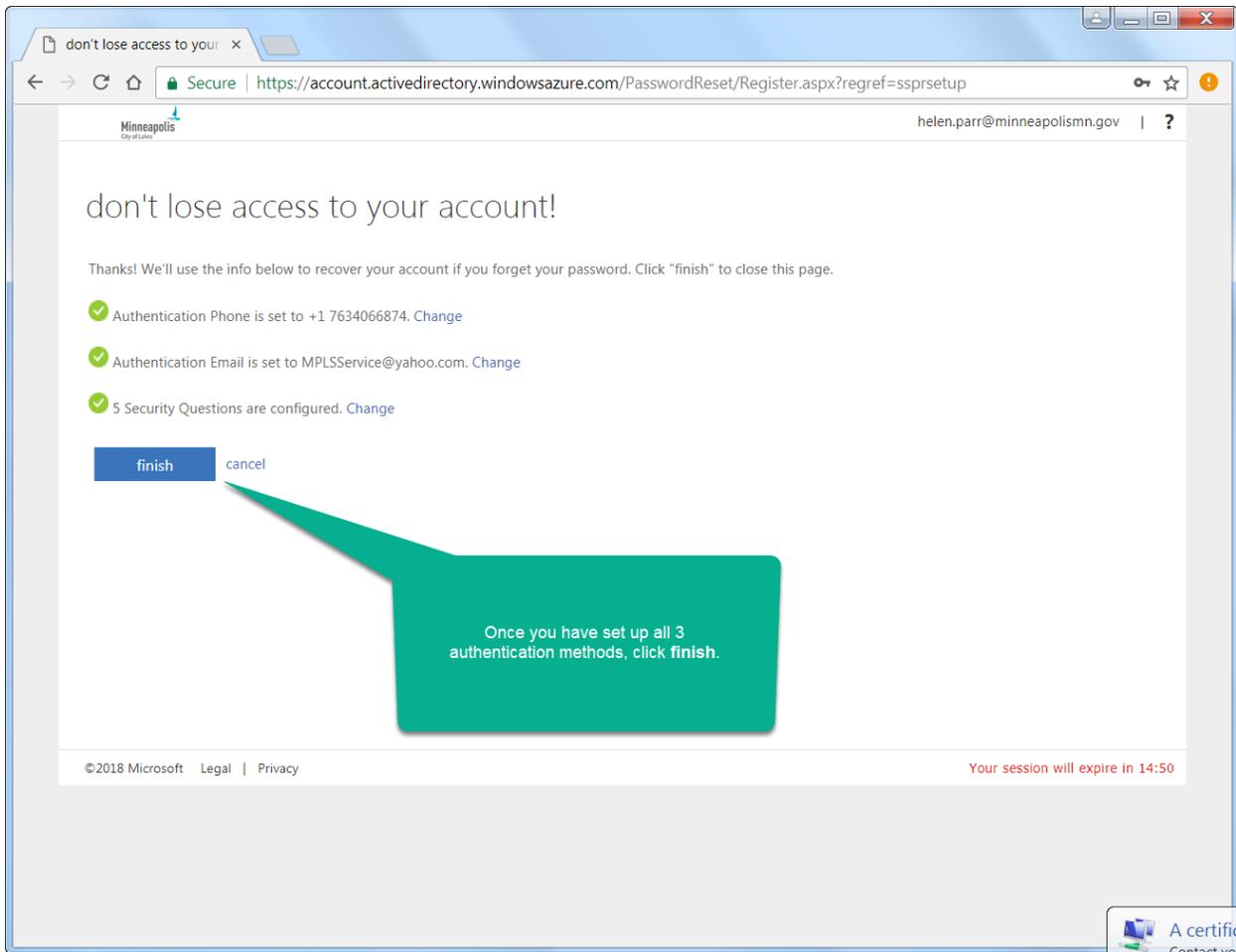
save answers

**HINTS**

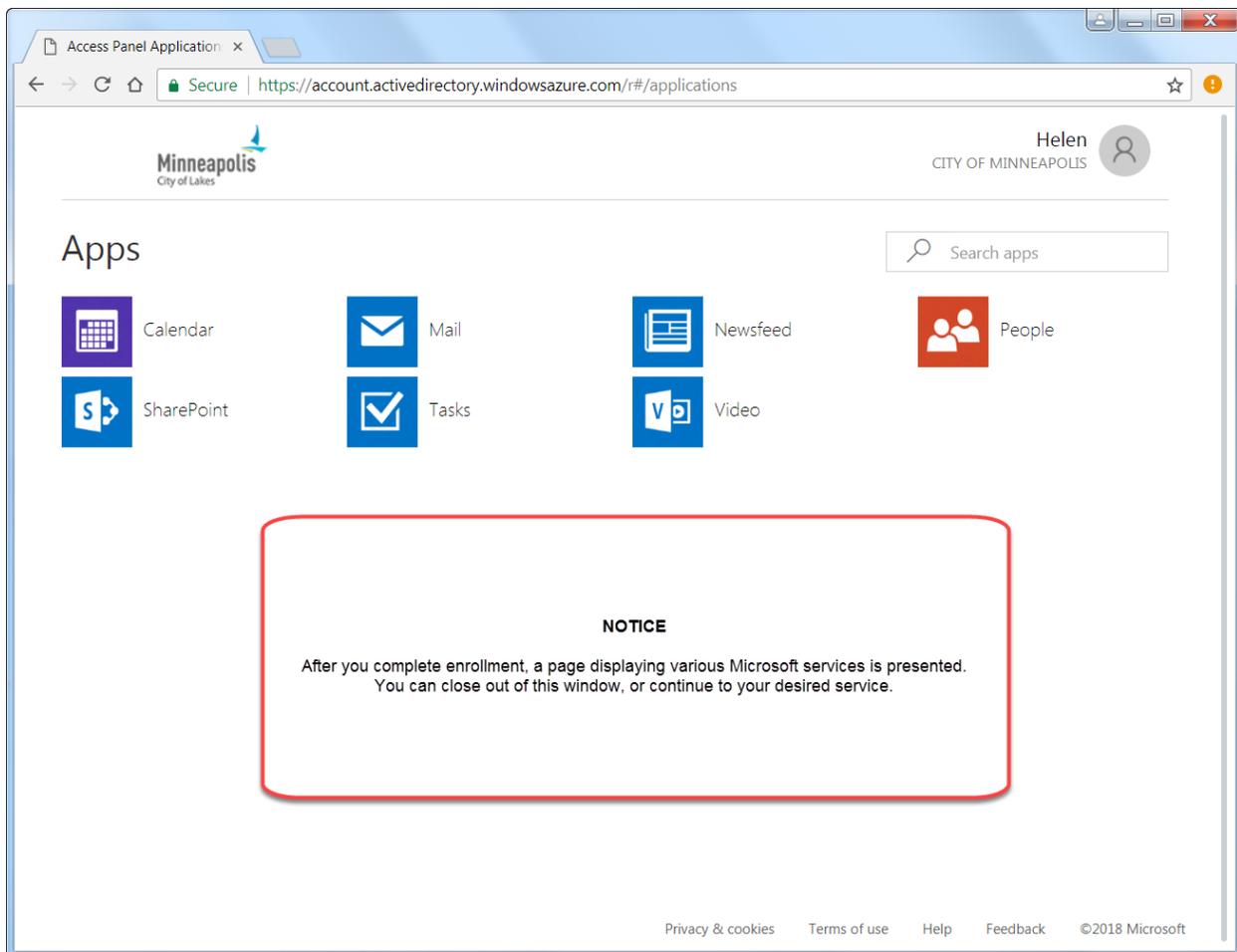
Enter answers you will remember. When needed, you have to answer 3 of the 5 selected questions. Your answers can be actual answers, but for enhanced security enter answers you will remember but may not accurately reflect your personal answers.

Answers can be actual, comedic, ironic, or hard to guess.

- Once you have set up all 3 methods, green check circles will appear next to each method and you will be able to click **finish** to complete your enrollment.



5. After you click **finish**, you will be taken to a page with the header **Apps**. You can close out of the window or proceed to an available app.



## Recovering a locked account or resetting a forgotten password

When you attempt to login and realize that you do not remember your password, or you are trying to login to a Microsoft web service (like Outlook Webmail), once enrolled you will have the ability to reset your own password.

To reset your own password, you must have access to a computer or mobile device that can use the internet and access a Microsoft website.

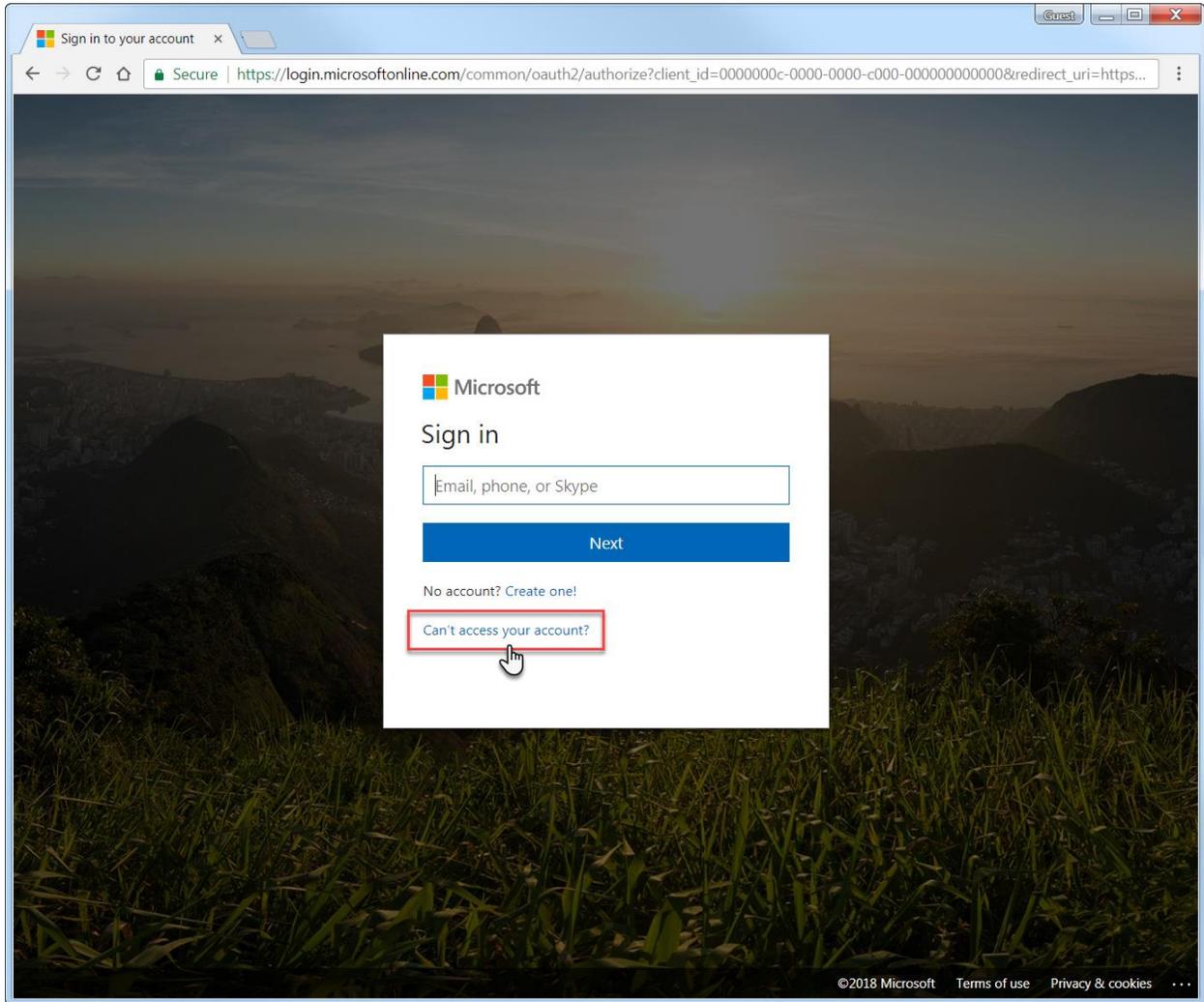
1. In a web browser, navigate to:

<https://aka.ms/sspr>

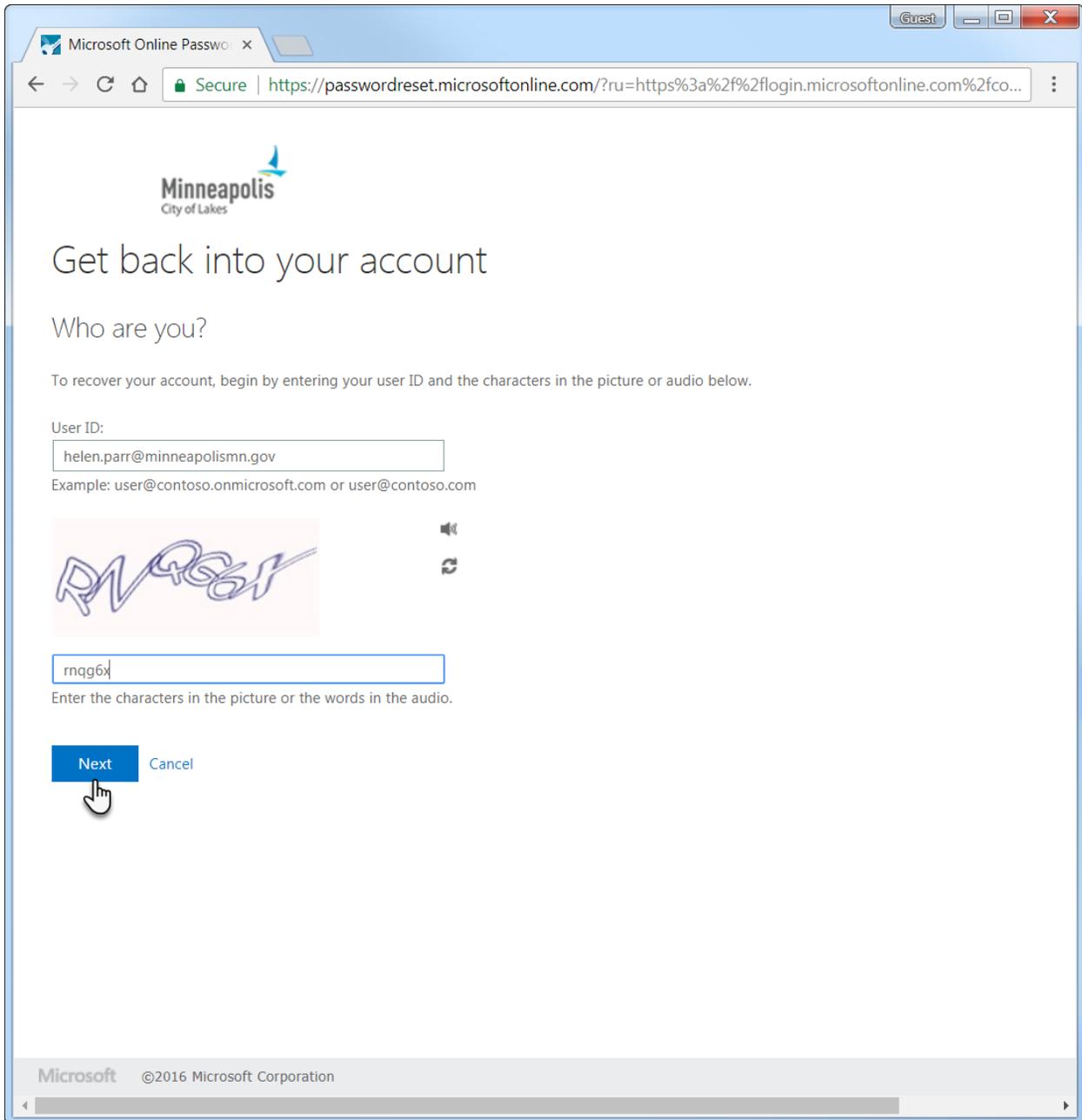
OR

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

NOTE: You can also click on the **Can't access your account?** link on any of the Sign in pages for sites like Outlook or SharePoint.



2. Enter your City Email address in the **User ID** field, and enter the Captcha text into the subsequent box, then click **Next**.



3. Select the method easiest or most readily available to you to authenticate your account:

a. Alternate email method

Microsoft Online Password Reset

Secure | <https://passwordreset.microsoftonline.com/?ru=https%3a%2f%2flogin.microsoftonline.com%2fco...>

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## Get back into your account

**verification step 1** > choose a new password

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Answer my security questions

You will receive an email containing a verification code at your alternate email address (MP\*\*\*\*\*@yahoo.com).

[Email](#)

[Cancel](#)

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b. Text your mobile phone

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*74) below. You will then receive a text message with a verification code which can be used to reset your password.

c. Call your mobile phone

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*74) below. You will then receive a call. Please answer it to continue.

d. Answer your security questions

NOTE: You will need to answer 3 of the 5 questions you provided at enrollment

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Answer my security questions

What is your favorite make of car?

What is your favorite vegetable?

When you were young, what did you want to be when you grew up?

[Contact your administrator](#)

- Once you successfully authenticate your account, you will be prompted to choose a new password.

Microsoft Online Password Reset

Secure | <https://passwordreset.microsoftonline.com/?ru=https%3a%2f%2flogin.microsoftonline.com%2fco...>

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## Get back into your account

verification step 1 ✓ > **choose a new password**

\* Enter new password:

\* Confirm new password:

**Finish** Cancel

Select a new password for your account. Please note passwords must be at least 16-characters in length, contain both capital and lower-case letters, a number, and a special character/symbol.

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- After you enter your new password twice, click **Finish**.



## Get back into your account

verification step 1 ✓ > **choose a new password**

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\* Enter new password:

\* Confirm new password:



- The system will verify that your passwords match and that your new password meets the minimum complexity security requirements. Once complete, you will receive a message on screen and via email that your password was reset. You can click on the link that says **click here** to sign in with your new password.



## Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).



### Important things to know

To logon with your new password, your computer must be connected to a City network. If you are working remotely or otherwise do not have access to the City network, your new password will not sync to your computer. You will still be able to access your email via the Outlook Webmail website and use other City systems that are accessible outside the City network that use your City credentials.

Employees are not currently required to enroll in the Self-Service Password Reset System. You must be able to access your account to complete this optional enrollment.

Passwords are case sensitive and must meet all of the following requirements: Minimum 16-characters in length, contain at least one upper and lowercase letter, at least one number, and at least one special character or symbol.

IT Security recommends using complex phrases or “sayings” that are both easy for you to remember, but hard for others to guess. To improve security, replace letters with numbers (example: E with 3, A with 4) and/or special characters (example: A with @, S with \$).

#### Additional resources

If you need assistance with enrollment, please contact the IT Service Desk at 612-673-2525. We can guide you through the setup. Please note that, for the security of your account, we will not ask to view your screen during the time you provide answers to security questions.

If at any point you are provided with the instructions to **Contact your system administrator**, please contact the Service Desk.