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

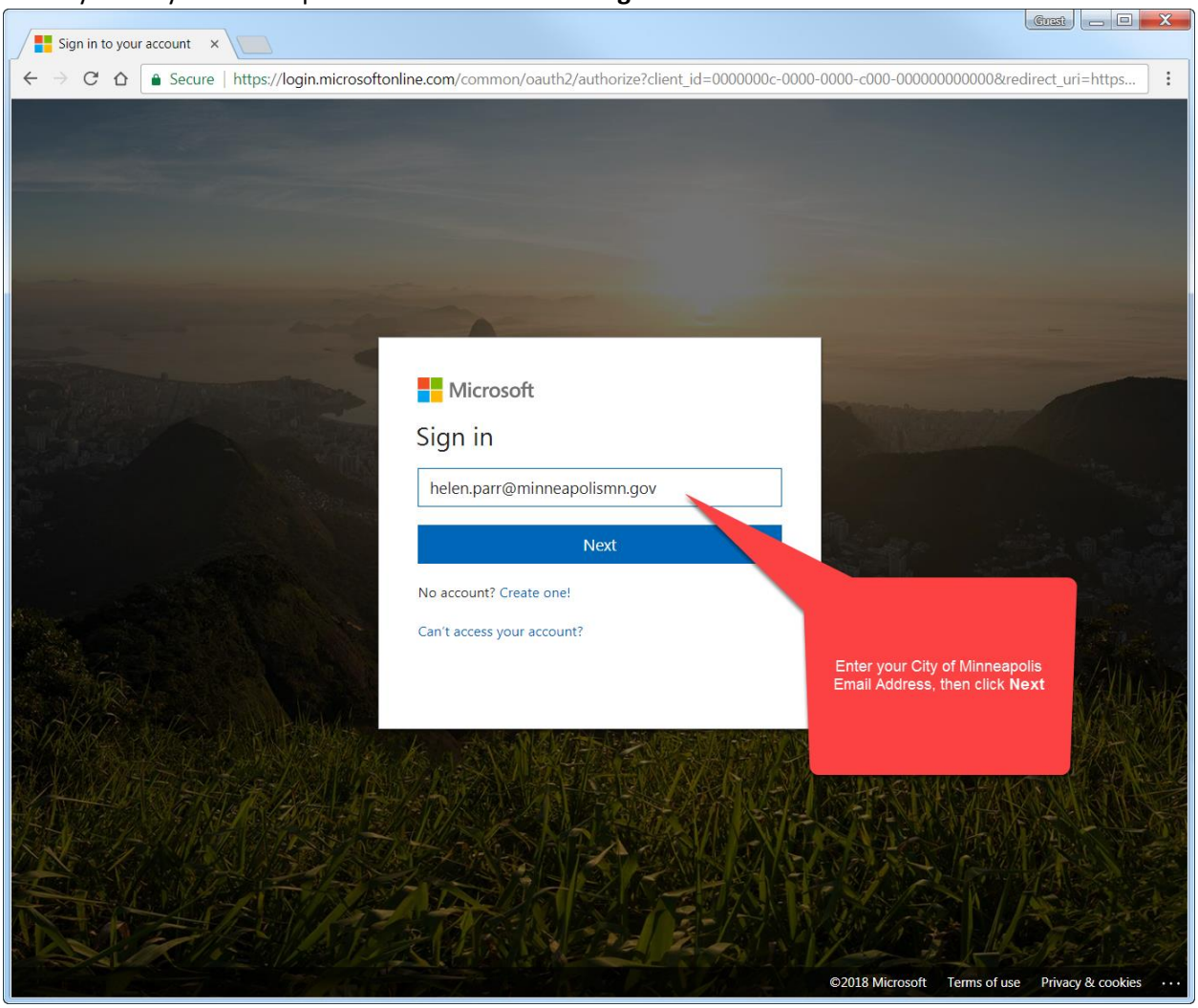
Setting up Your City Account to enable Self-Service Password Reset

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:

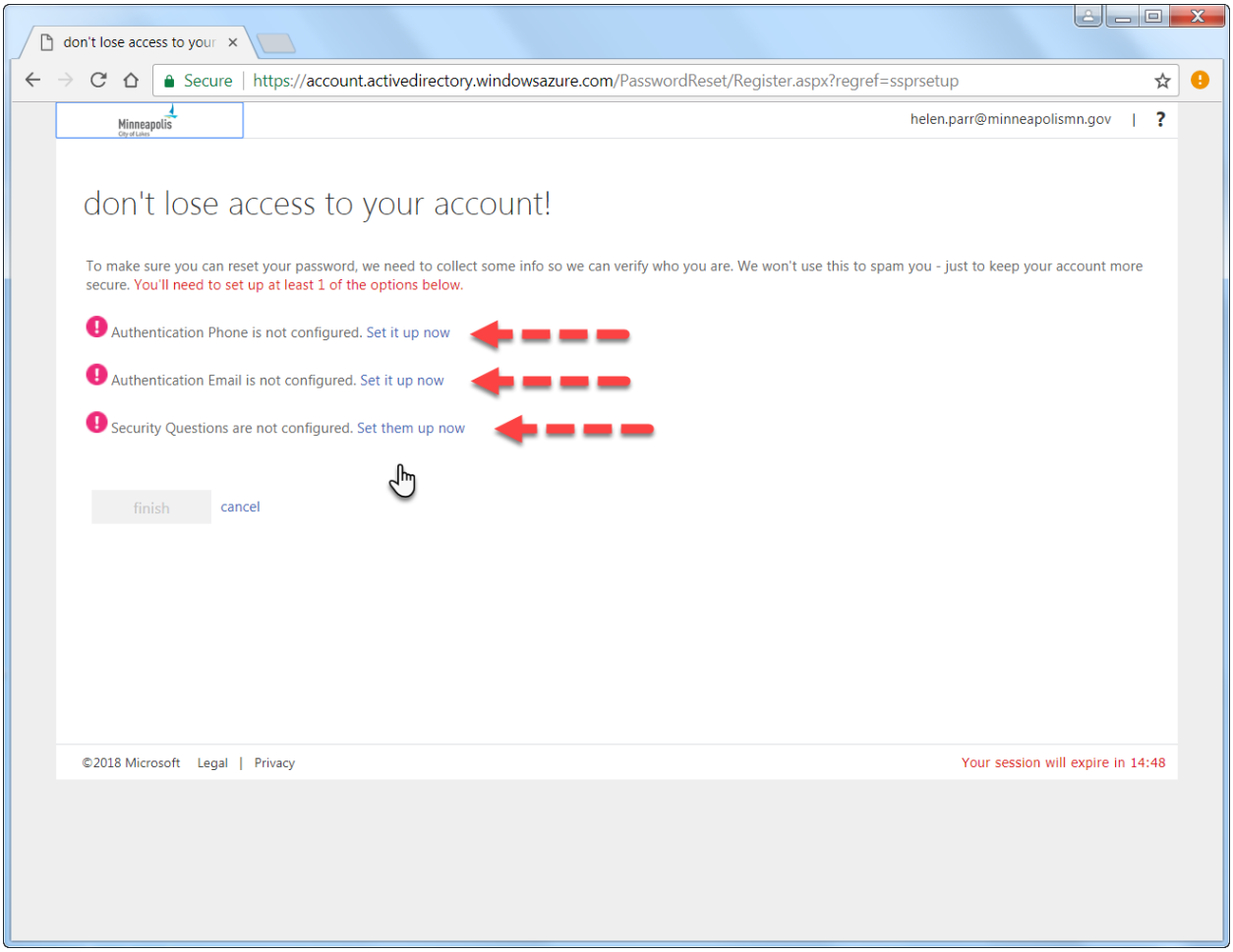
https://aka.ms/ssprsetup

NOTE: This link will be available on the public website www.minneapolismn.gov under the "For Employees" section, as well as on CityTalk and in other locations that are currently to be determined.

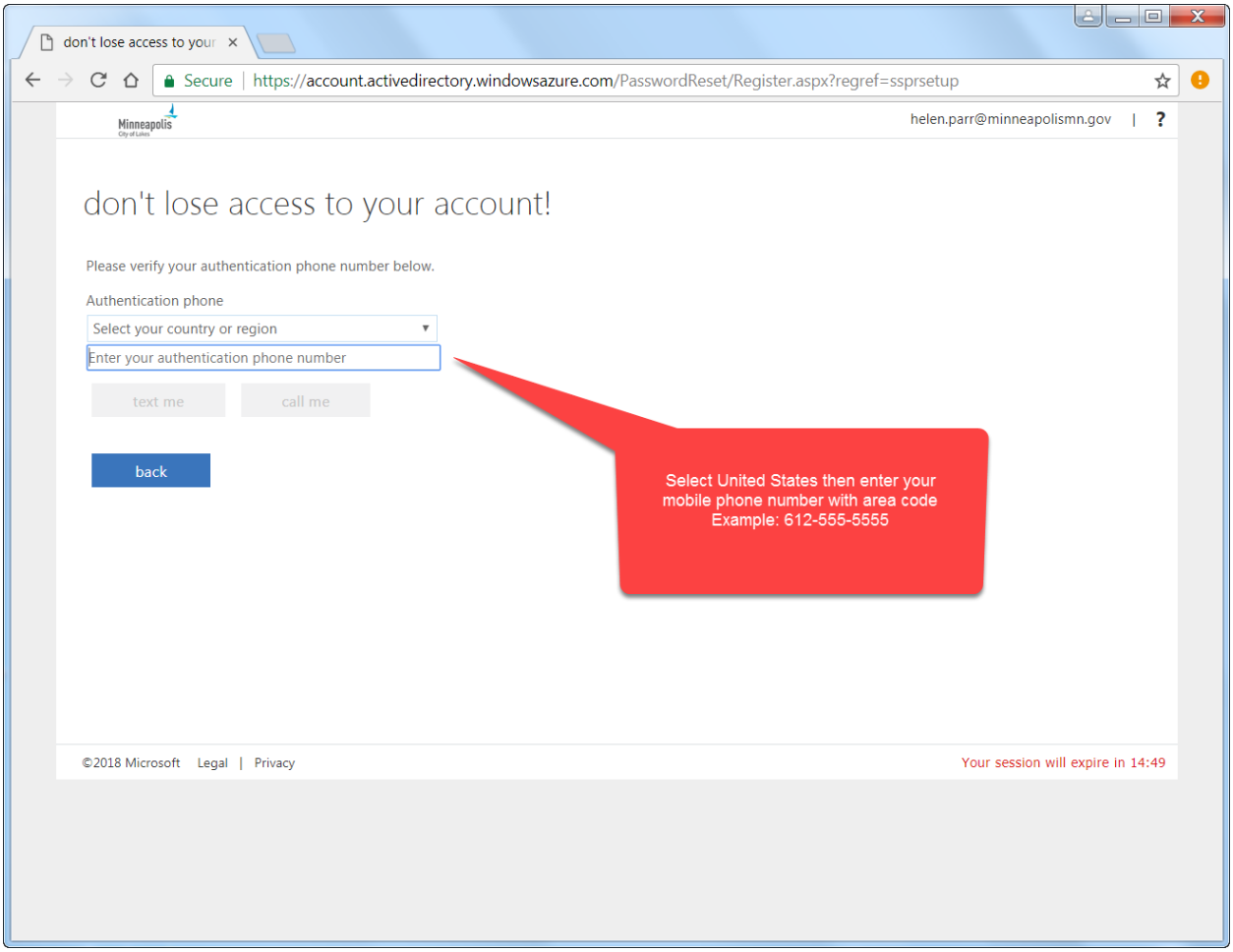
1. Enter your City of Minneapolis email address in the **Sign in** box then click **Next**



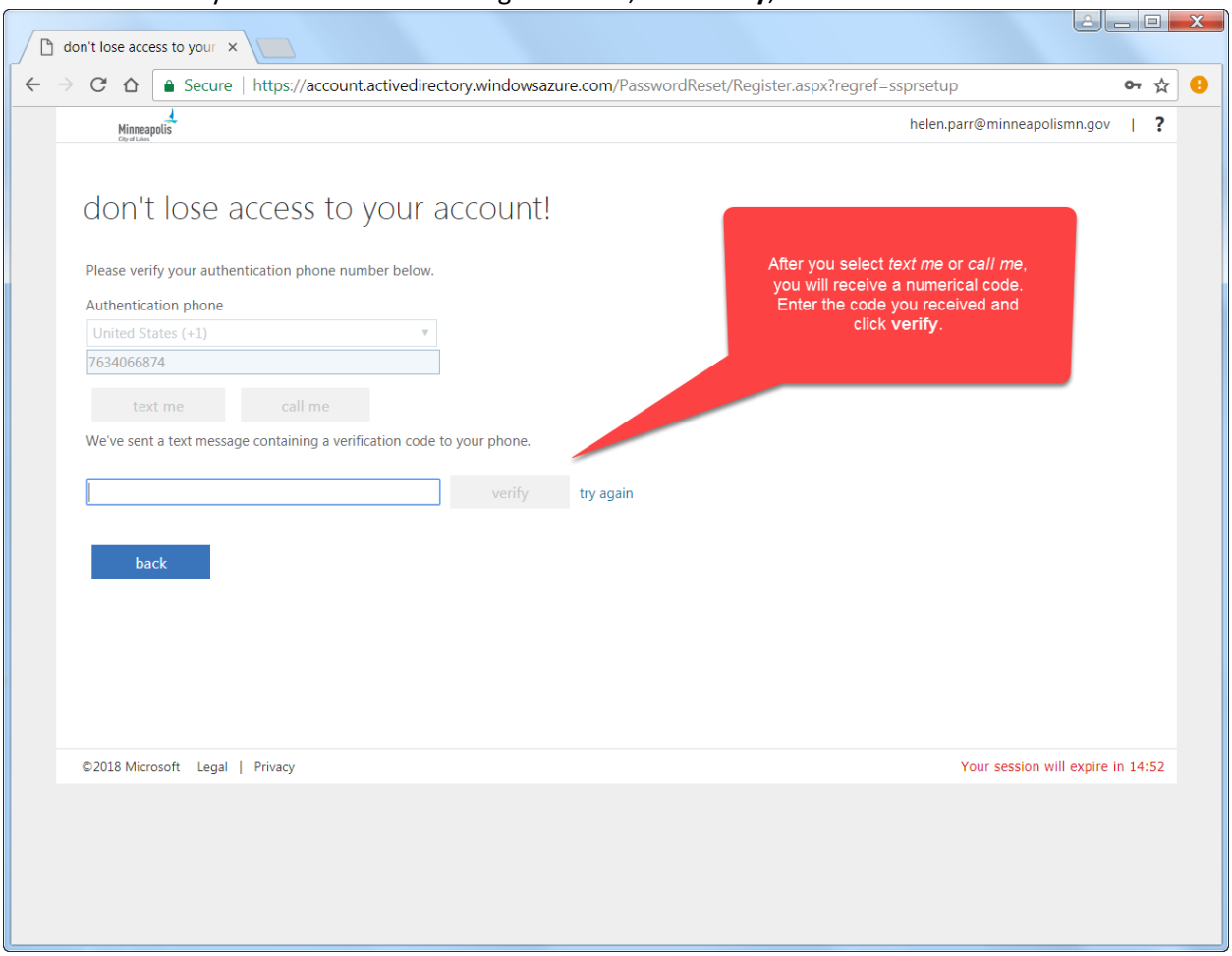
2. The next page will present you with three (3) authentication methods to recover access to an account. You must configure all methods to use this service.



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.

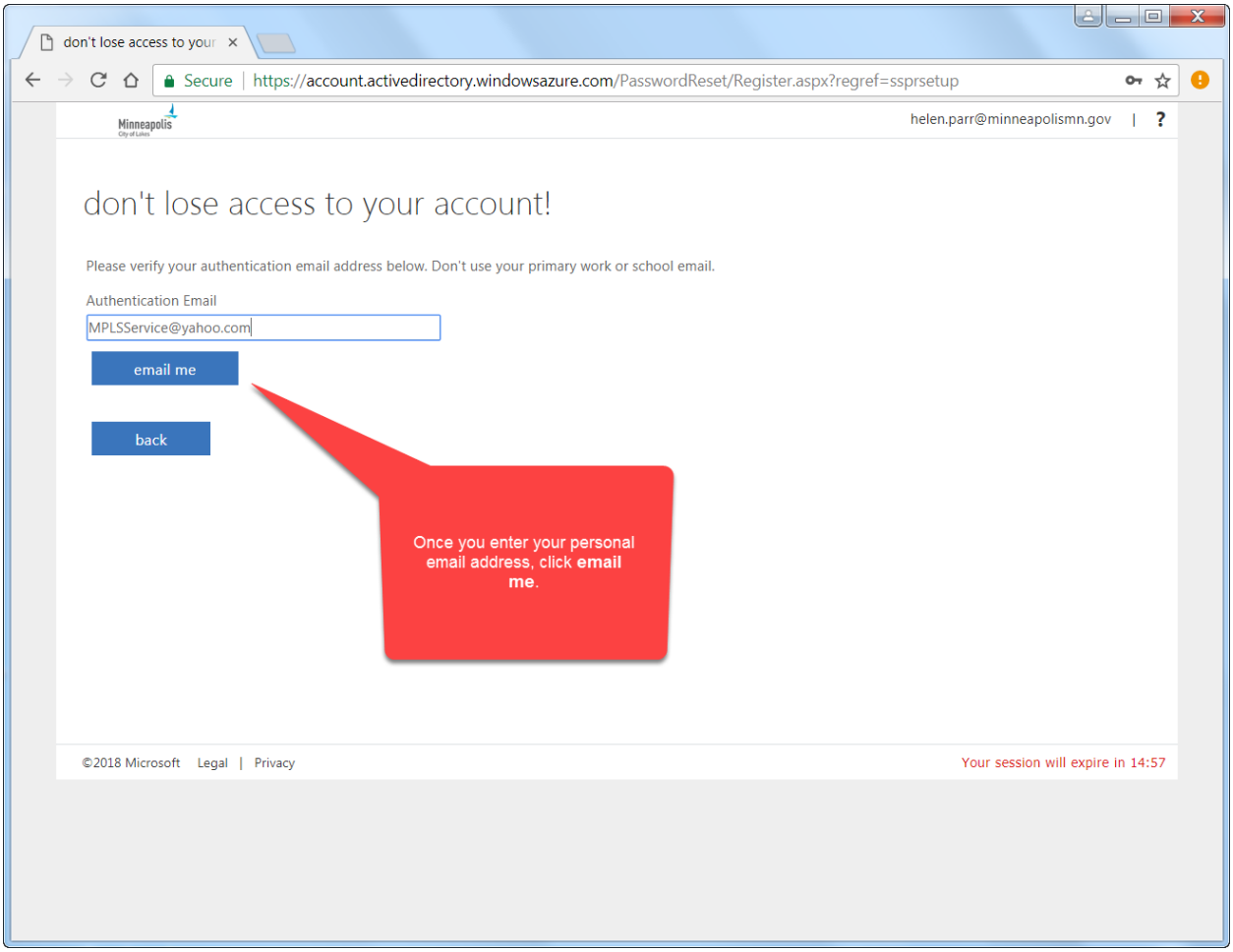

don't lose access to your
Secure
https://account.activedirectory.windowsazure.com/PasswordReset/Register.aspx?regref=ssprsetup
Minneapolis
City of Lakes
helen.parr@minneapolismn.gov
don't lose access to your account!
Please verify your authentication phone number below.
Authentication phone
Select your 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
©2018 Microsoft
Legal
Privacy
Your session will expire in 14:49

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



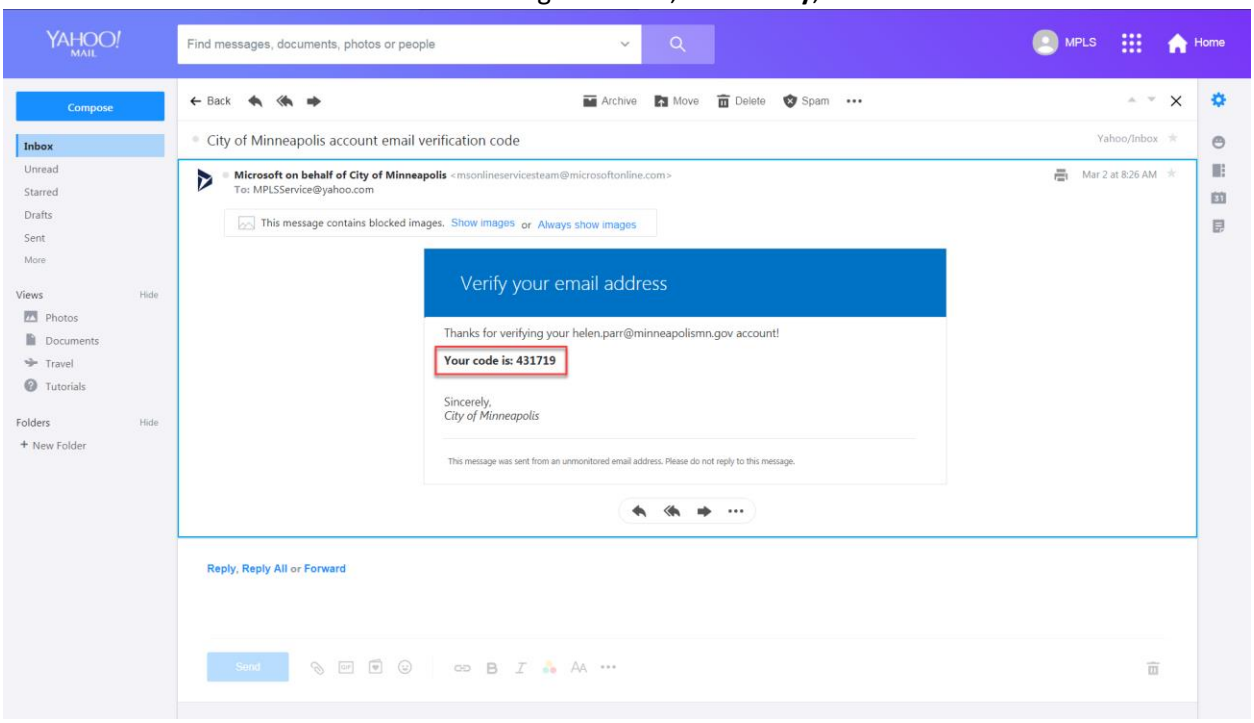
b. Authentication Email Configuration

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.



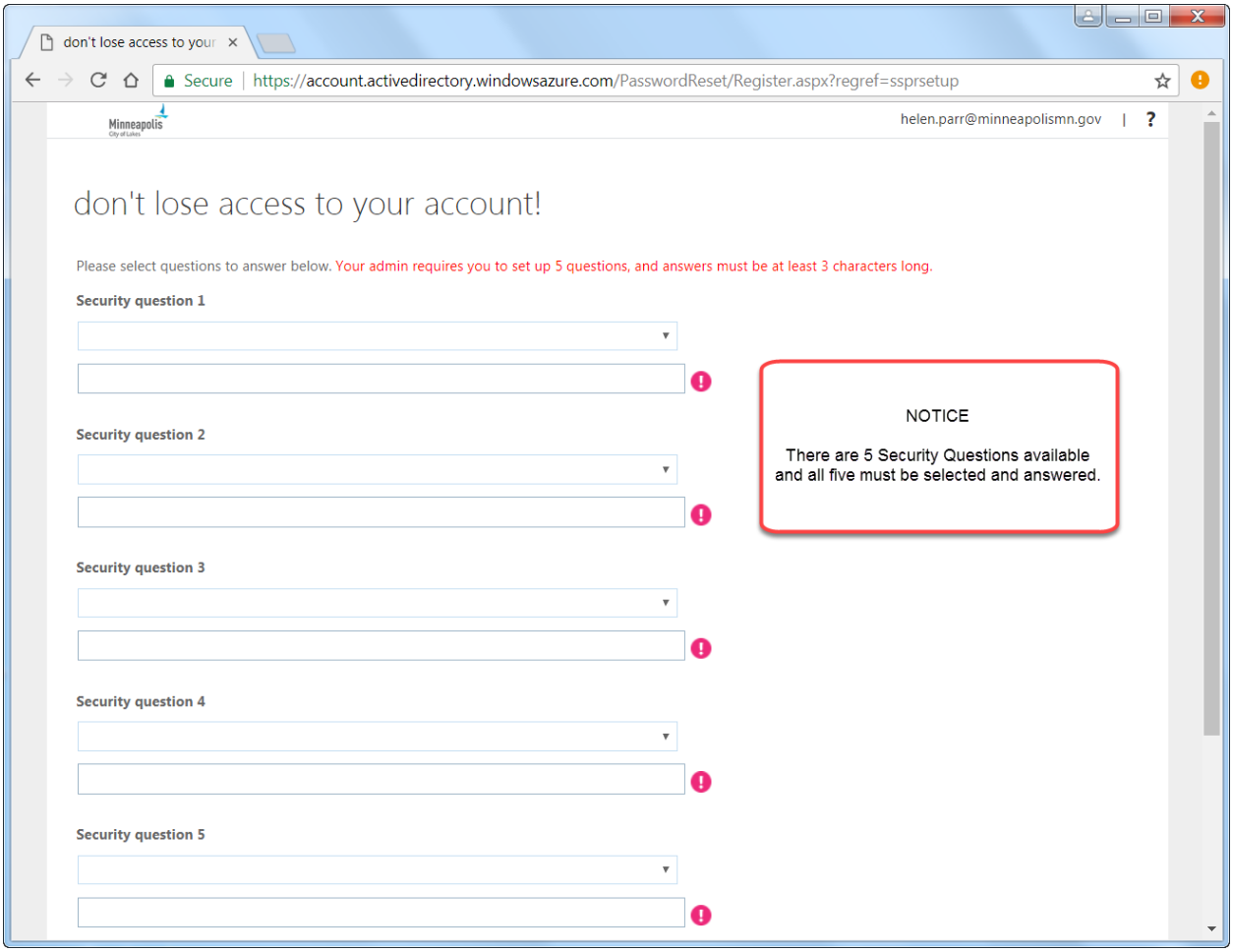
2. You will receive an email at the provided email address within a couple moments that contains a

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

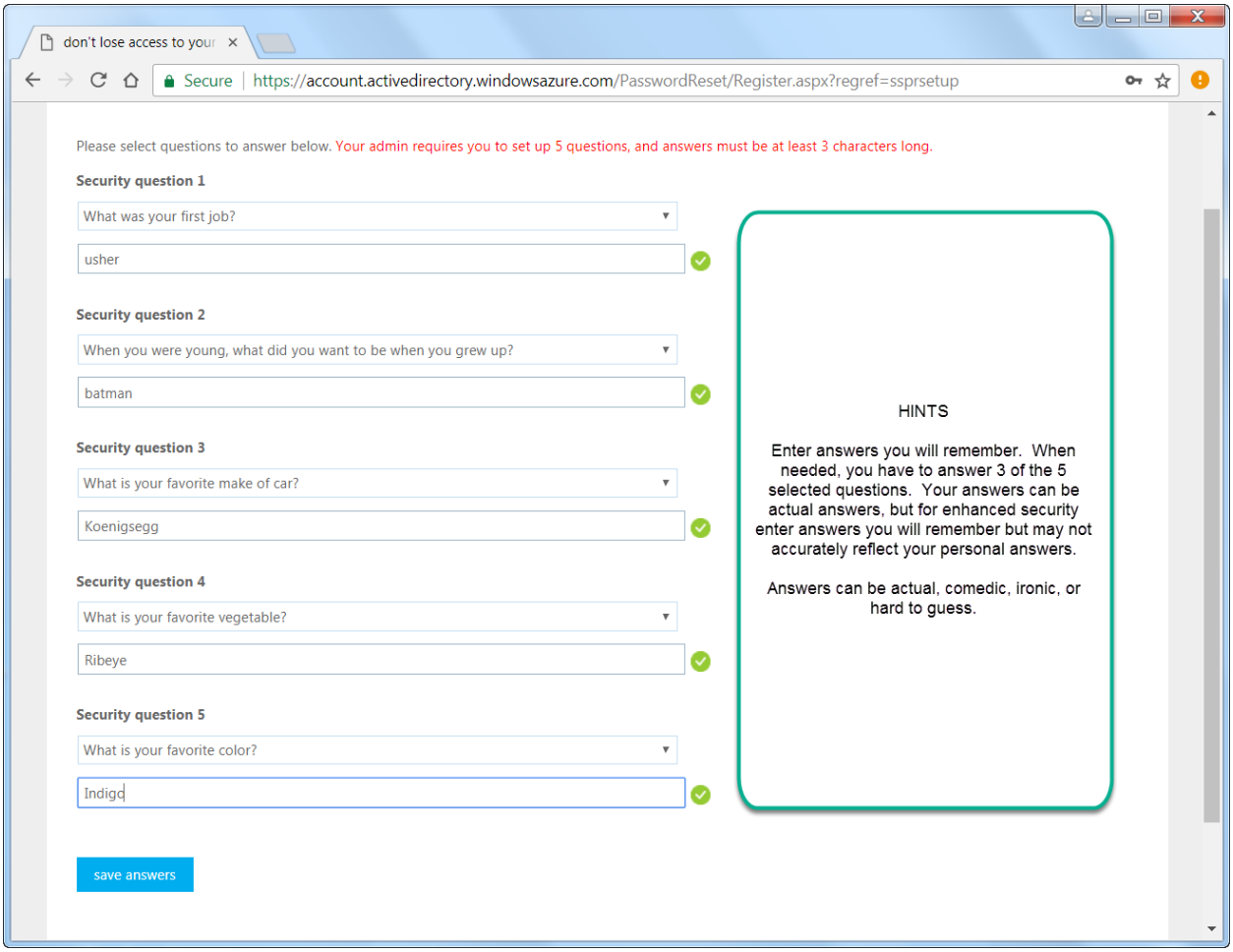


c. Authentication Security Questions Configuration

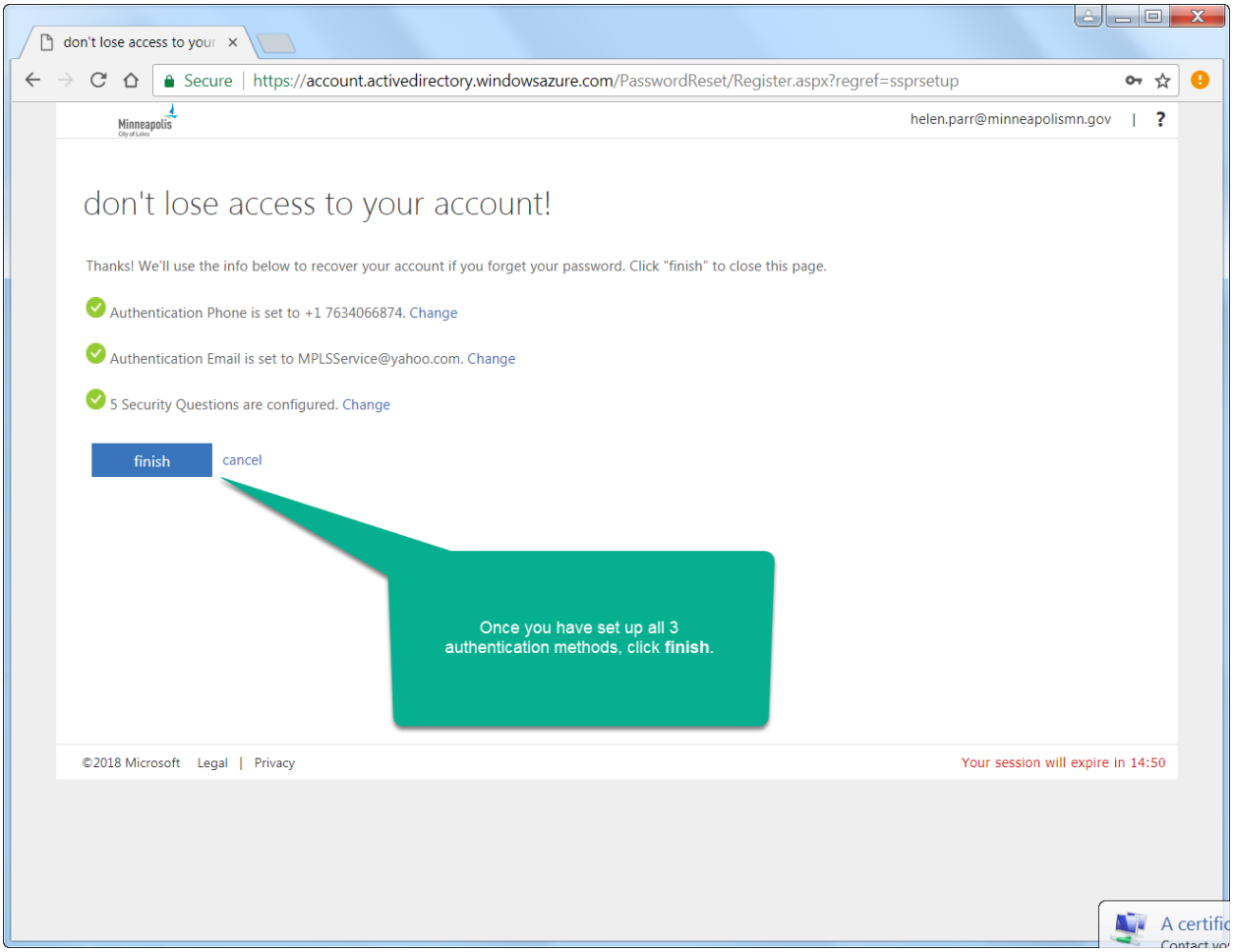
1. You will be prompted to select and then answer five (5) security questions



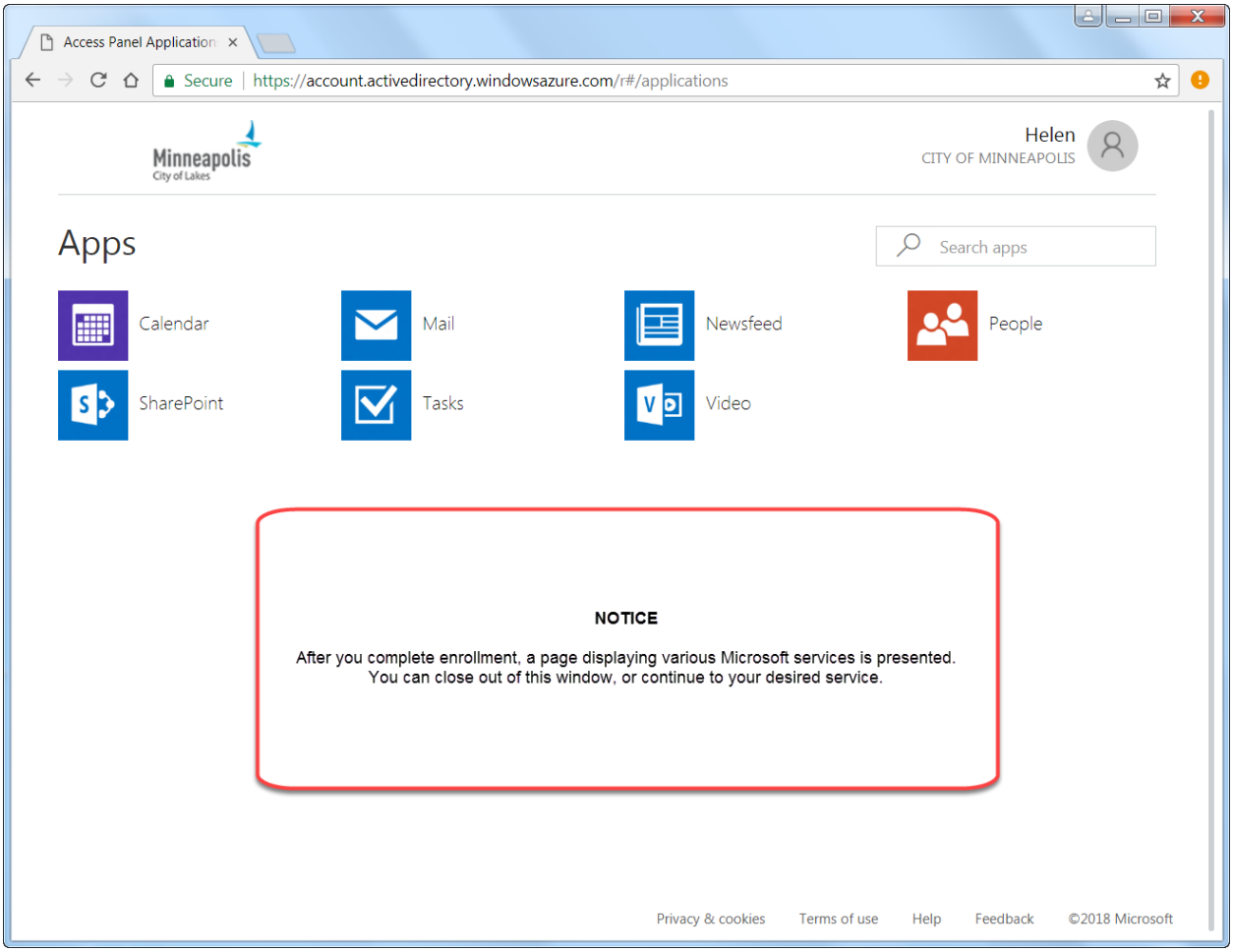
2. Provide your answers for each question then click **save answers**.



4. 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.

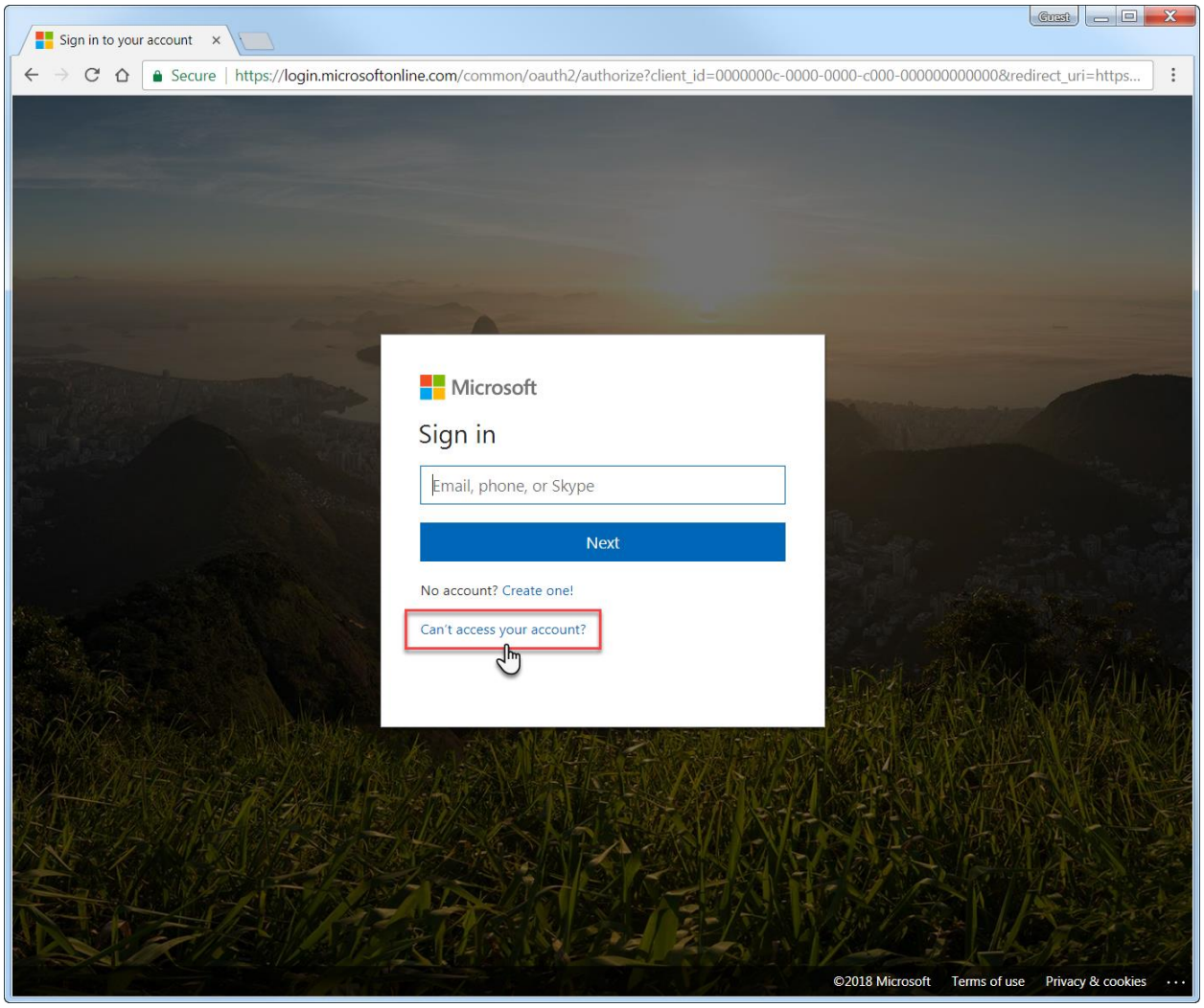
1. In a web browser, navigate to:

   https://aka.ms/sspr

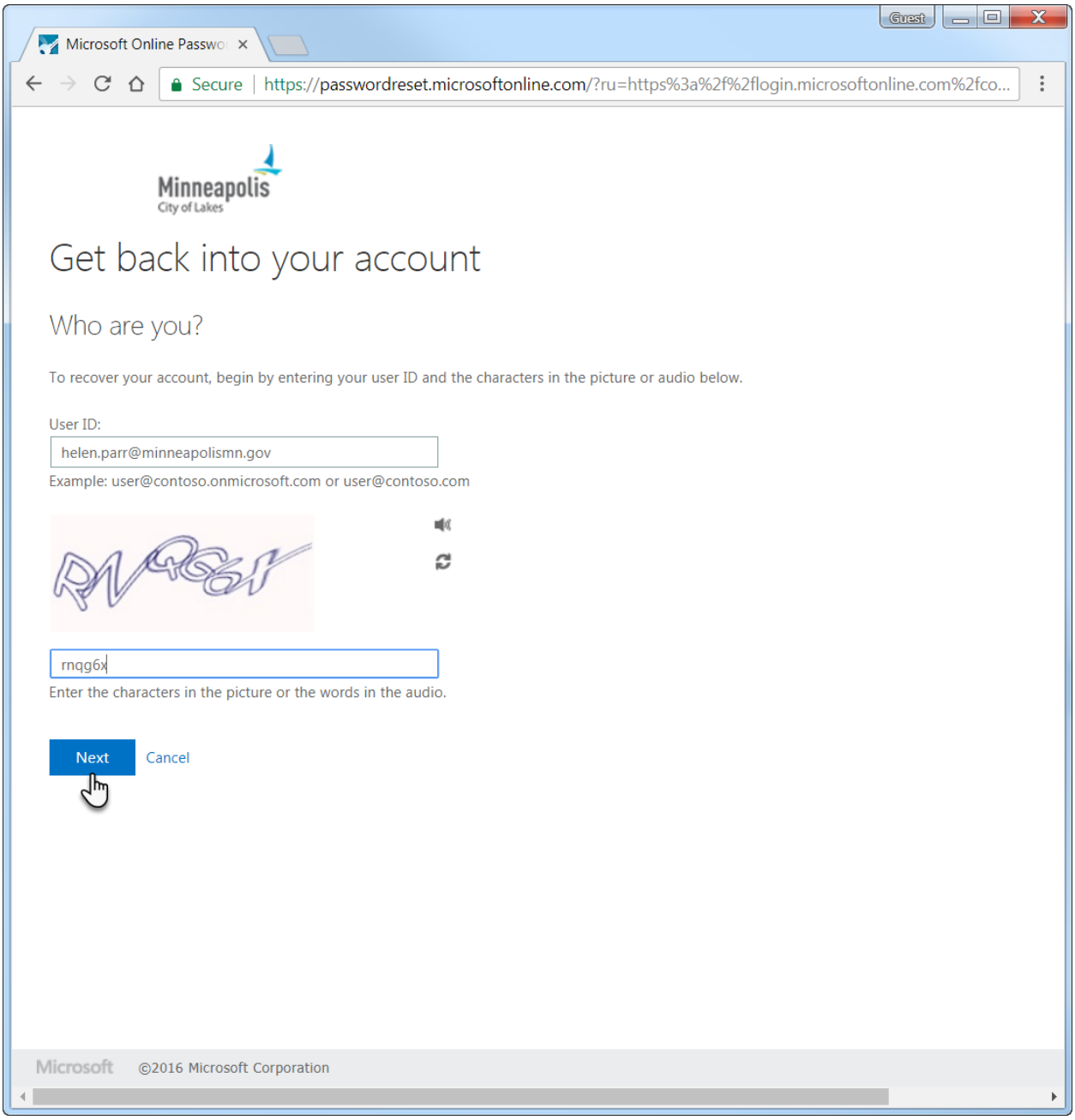
   OR

   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.

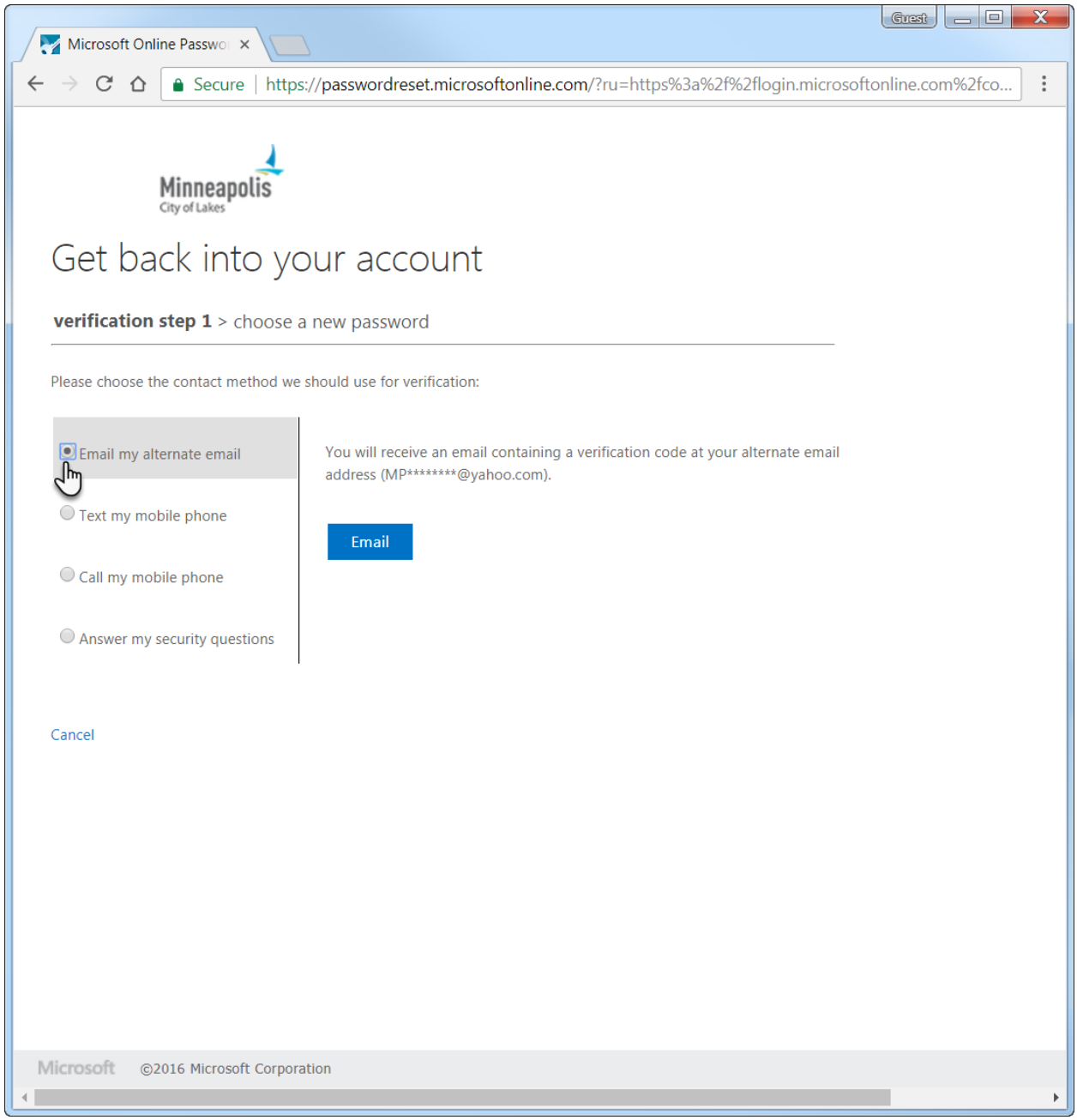


2. Enter your City Email address in the **User ID** field, and enter the Captcha text into the subsequent box, then click **Next**.

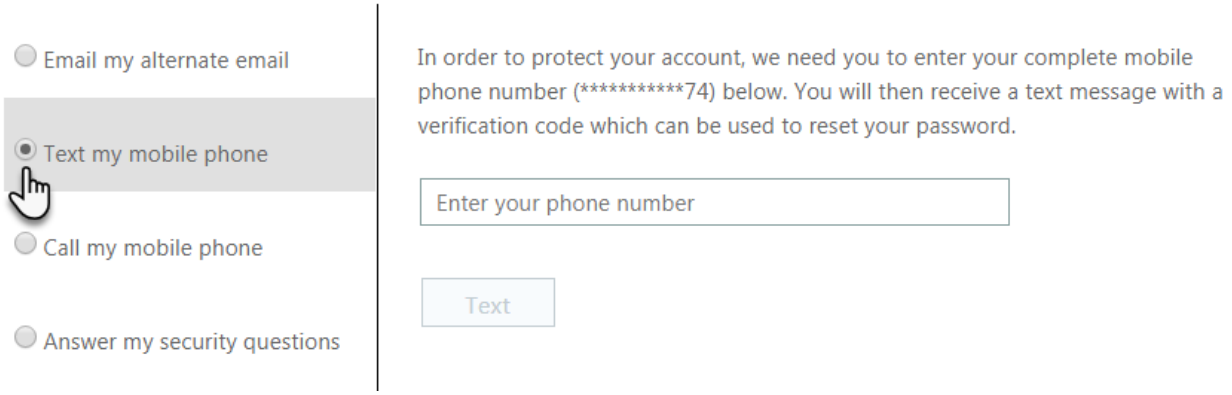


3. Select the method easiest or most readily available to you to authenticate your account:

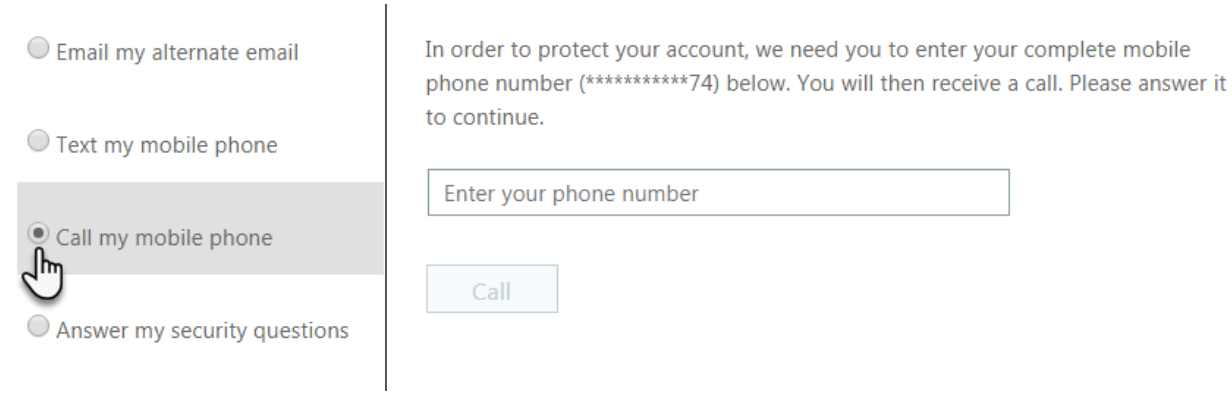
a. Alternate email method



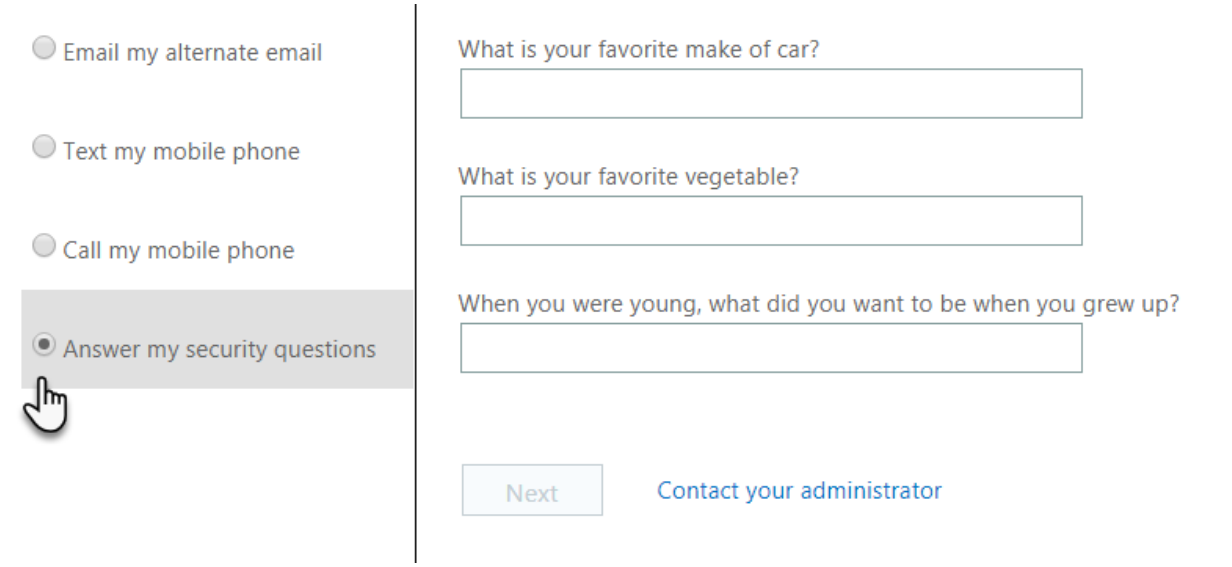
b. Text your mobile phone



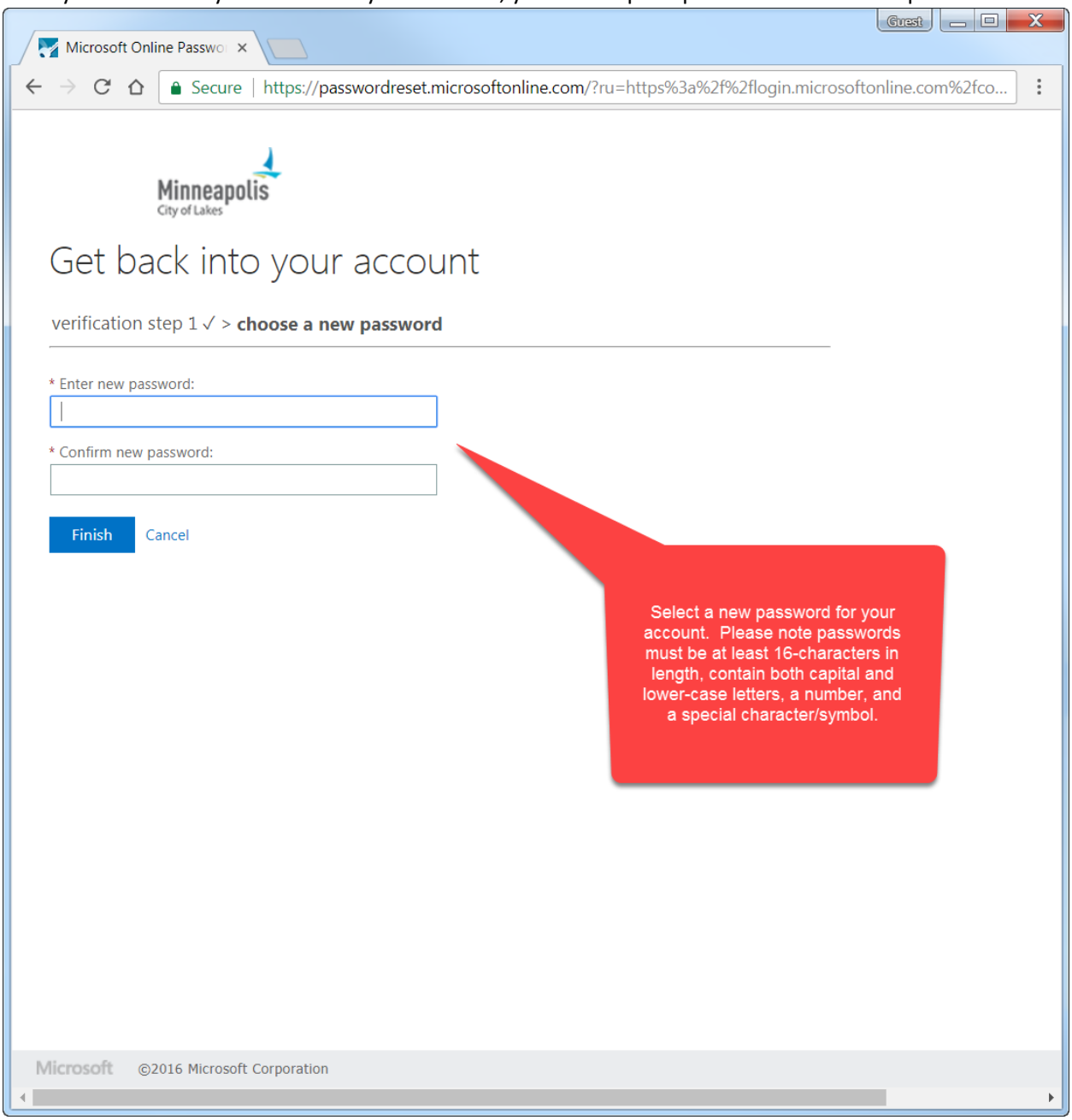
c. Call your mobile phone



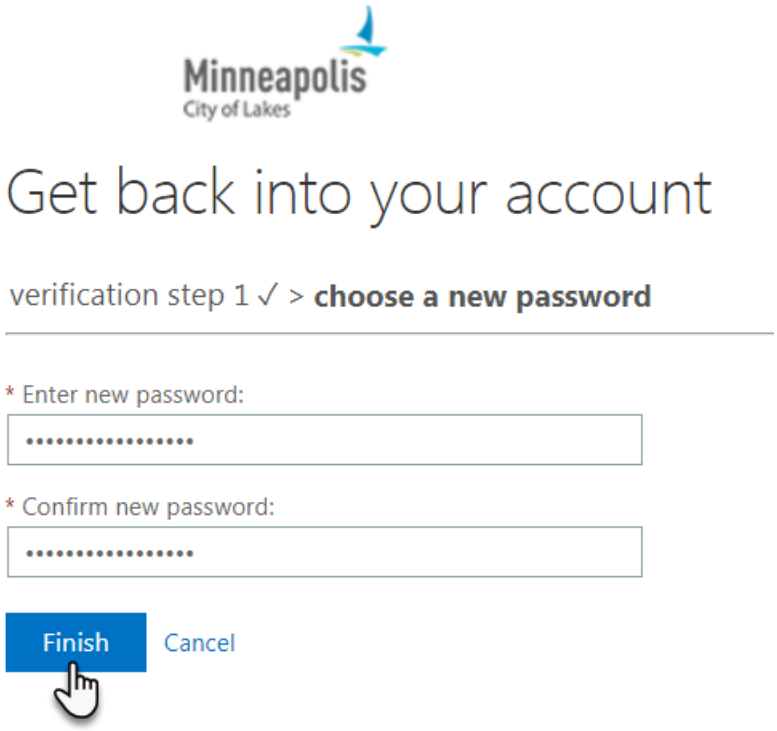
d. Answer your security questions
NOTE: You will need to answer 3 of the 5 questions you provided at enrollment



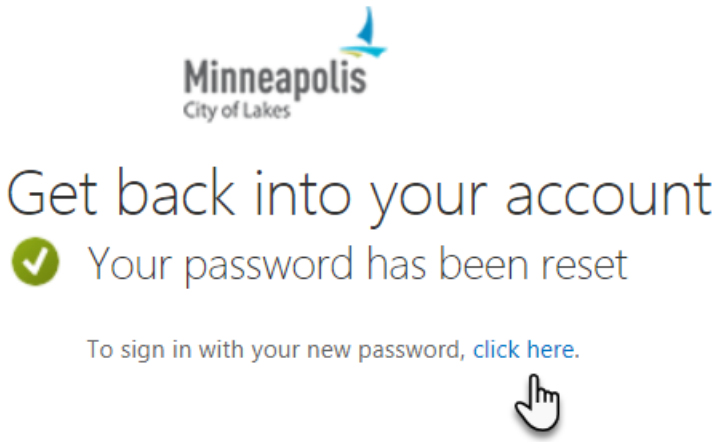
4. Once you successfully authenticate your account, you will be prompted to choose a new password.



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



6. 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.



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.