Self-Service Password Reset

Introduction
We are introducing self-service password reset for your Menninger Windows account (computer login, O365) and for Cerner. You will now be able to reset each password through the provided instructions below.

How to Reset Your Windows Password
1. Log in with your Menninger account to: https://outlook.office.com/mail/
2. On the top right corner, click on your username (initials) and then View account
3. From the left panel, select Overview and then Change Password
4. Enter your old (current) password first and then the new one in create new password & confirm new password fields and click Submit.

** You can now start using your new password to access your account:
- Windows Login
- Outlook on the Web (OWA)
Forgot My Password

If you have forgotten your password and need to reset it, you will need access to the phone used to setup your MFA (multi-factor authentication). You will receive a call or text with a verification code to verify your identity before your password can be reset.

1. Go to: https://login.microsoftonline.com/
2. Enter your Menninger email address and click Next
   - On the next screen click Forgot my password
3. Fill in the email and CAPTCHA fields and select Next
4. Enter the phone number you chose when you set up your MFA – Multi-Factor Authentication (you will find a hint of that number in this step) and click Text.

5. Enter the code you receive from your mobile device and click Next
6. You have now verified yourself and can choose a new password
   
a. Enter a new password, confirm password, and select Finish

7. You will receive confirmation that your password has been reset. You may now login with your new password.
   
a. You will also receive an email notification that your password has been reset.
How to Reset your Cerner Password

Open a new browser session to Cerner

1. Select the Account Self-Service link in the bottom left of the logon screen.

2. You will be directed to the Self-Service logon. Enter your Cerner username and password.

3. You will be prompted to select and answer all security questions. Complete the questions and select SAVE ANSWERS.
Setup Security Questions

If you forget your password, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

4. You will receive confirmation that your Security Questions have been submitted and if you ever forget your Cerner password, you can use the answers to reset your password. Note: It is good practice to save your answers somewhere private where they are easily accessible when needed.

Success

Thank you. Your secret questions and answers have been successfully saved. If you ever forget your password, you can use the answers to these questions to reset your password.

5. Once logged in to Self Service Password Reset, you have the option to change your password, clear your security questions answers & view the password requirements.
6. Create a new password with the criteria listed.

**Change Password**

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button.

Your new password must meet the following requirements:

- Password is not case sensitive.
- Must be at least 8 characters long.
- Must not include any of the following values: password test Cerner cerner.
- Must not include part of your name or user name.
- Must not include a common word or commonly used sequence of characters.
- Must have at least 3 types of the following characters:
  - Uppercase (A-Z)
  - Lowercase (a-z)
  - Number (0-9)
  - Symbol (!, #, $, etc.)
  - Other language characters not listed above

Please type your new password

**New Password**

![Password field]

Confirm Password

![Password confirmation field]

[Change Password] [Cancel]

7. You are now enrolled in SSPR. If a password is lost, it can be recovered via the Forgotten Password link on the Self-Service Password Reset page.
FAQ

Use of the self-service portal: If users have the self-service portal setup, they can click on the Account Self-Service link on the Cerner login page in their browser, directly under the LOG ON button, and reset the password on their own.

(Note: this must be set up in advance and users will get an error if they try to reset their password without setting it up first.)

Please contact IT at Ext. 5141 or at myIT@menninger.edu if password reset assistance is needed.