# 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
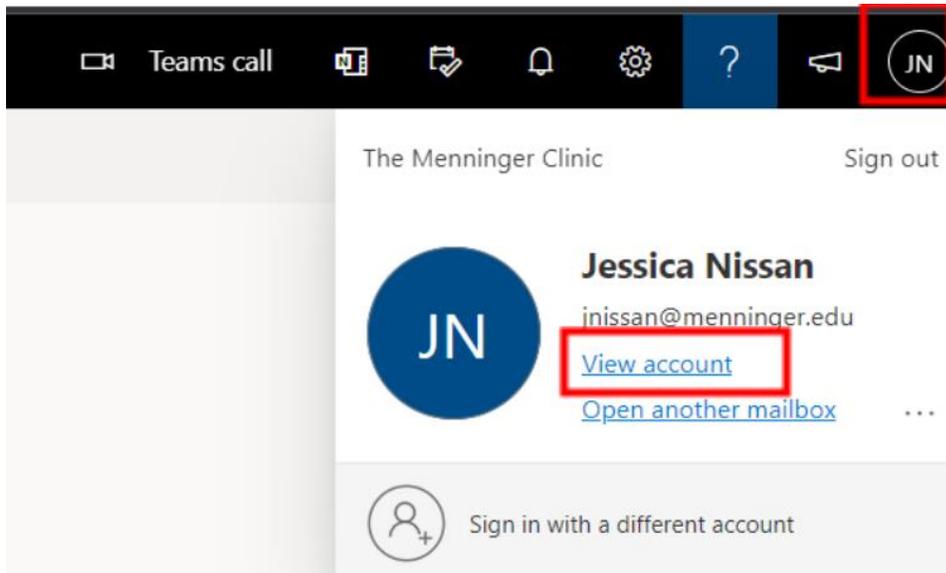
3. From the left panel, select Overview and then Change Password

4. Enter your old (current) password first and then the new one in <u>create new password</u> & <u>confirm new password</u> fields and click Submit.

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Change password

User ID
jnissan@menninger.edu

Old password

Create new password

Confirm new password

Submit   Cancel

** 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
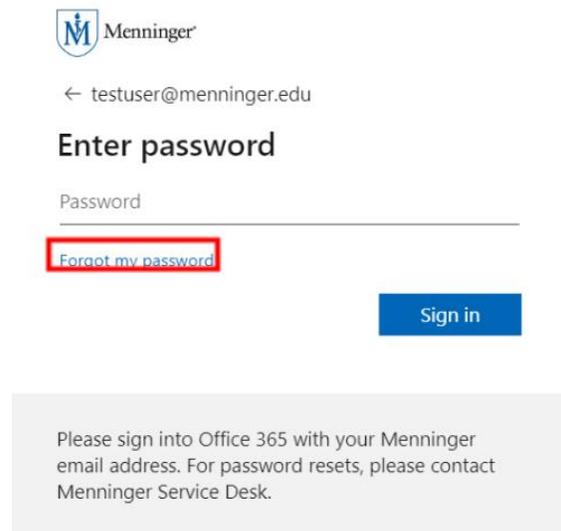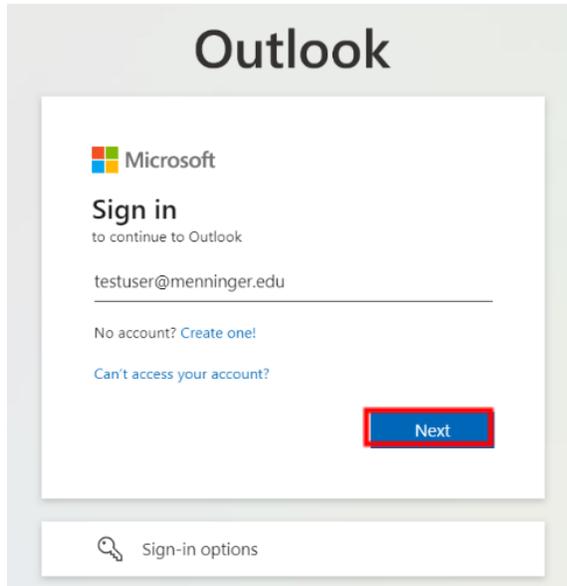
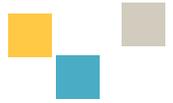
3. Fill in the email and CAPTCHA fields and select Next

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.

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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:

○ Text my mobile phone

○ Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (**********80) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Cancel

5. Enter the code you receive from your mobile device and click Next

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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:

○ Text my mobile phone

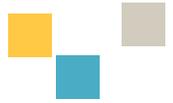○ Call my mobile phone

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

054508

Next   Try again   Contact your administrator

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.

User name:		
Password:		
Domain:	CERN_LTCA	⌄

Log On

<u>Account Self-Service</u> | **Support Links**
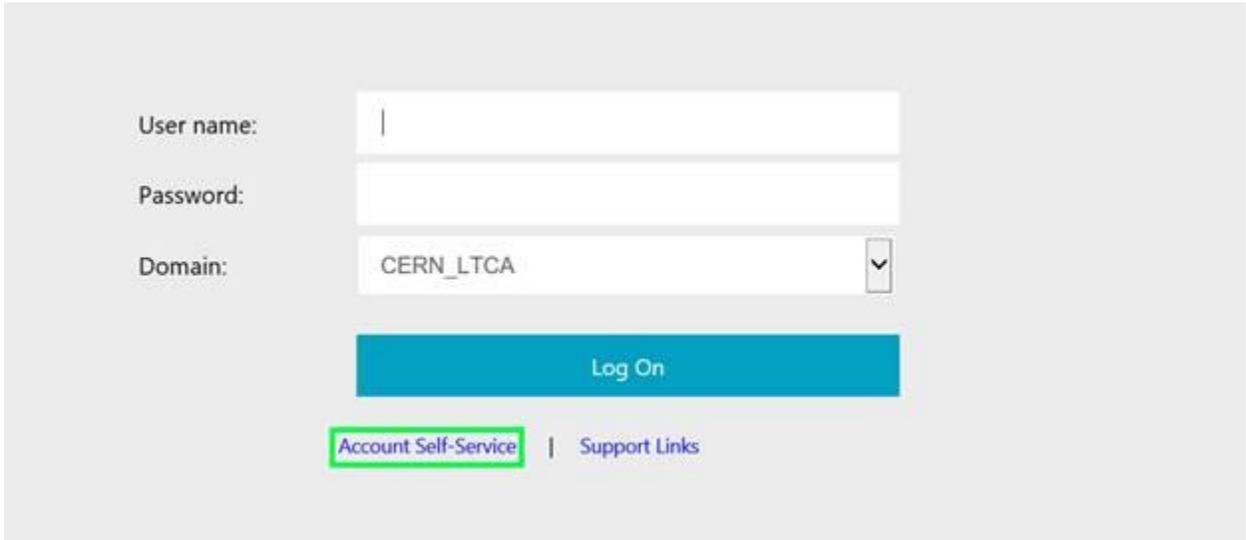
2.   You will be directed to the Self-Service logon. Enter your Cerner username and password.

SSPR Self Service Password Reset

Please Sign in

User Name

Password

Sign in

Forgotten Password
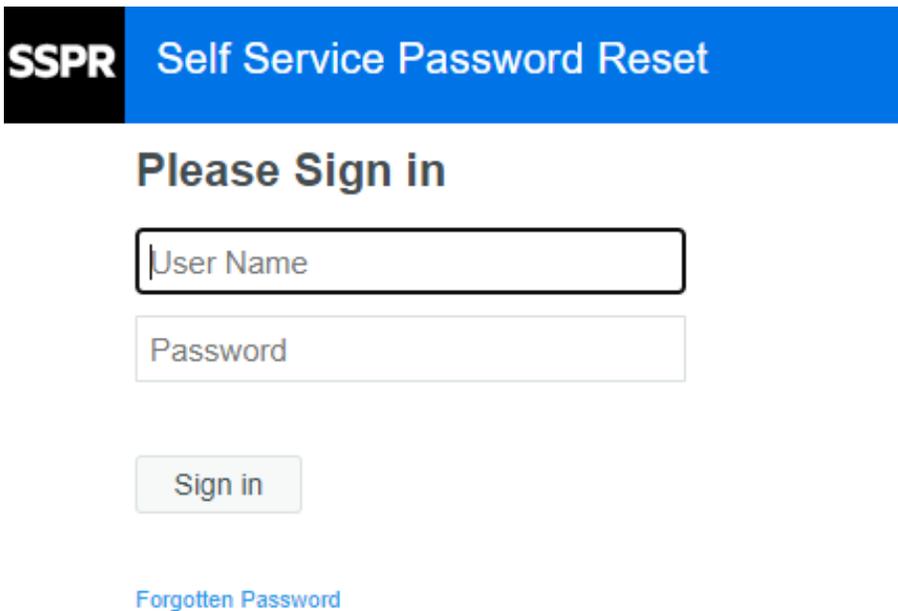
3.   You will be prompted to select and answer all security questions. Complete the questions and select **SAVE ANSWERS**.

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.

Please type your security answers

— Please select a question item from the list —

❯

— Please select a question item from the list —

❯

— Please select a question item from the list —

❯

— Please select a question item from the list —

❯

Save Answers

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.*
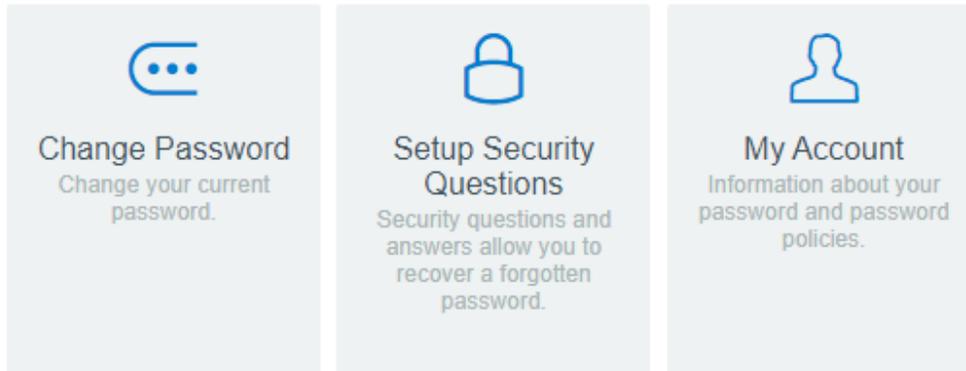
Success

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.

Continue

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.

SSPR | **Self Service Password Reset**

⊡
Change Password
Change your current password.

🔒
Setup Security Questions
Security questions and answers allow you to recover a forgotten password.

👤
My Account
Information about your password and password policies.

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

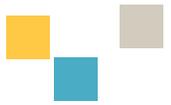Please type your new password

New Password ⇄

[   ]

Confirm Password

[   ]

[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.

Please Sign in

User Name

Password

Sign in

Forgotten Password

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.

Change Log

Date of Change	Page # of change	Summary of change	Author of change