



Job Aid – Corporate – KEPRO Corporate Account: Self-Service Password Reset

Job Aid Number: ITSJA.003

Job Aid Title: KEPRO Corporate Account: Self Service Password Reset

Date: November 28, 2017

Approved by: Vicki Truman

Relevant Corporate Policies: N/A

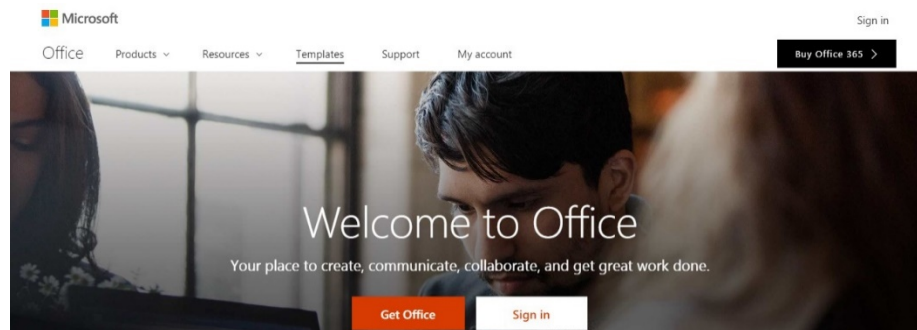
Purpose: Outline how to reset your own password even if you don't remember it. This can be done from any internet connected computer, including your smartphone or iPad.

Procedure :

Self-Service Password reset

You are now empowered to reset your own password even if you don't remember it. This can be done from any internet connected computer, including your smartphone or iPad. The steps to complete this are as follows:

- Browse to <https://office.com/> and if prompted click [sign in](#).



- [If this is the first time you have logged in from the computer you are on, you will be prompted to provide your email address, otherwise you can click on your email address.](#)
- Click the **Can't Access your account?** Link



Work or school, or personal Microsoft account



wheasley@kepro.com


Password


☐ Keep me signed in

Sign in

Back

Can't access your account?

- Enter your KEPRO Corporate account/email address (xxxxx@kepro.com) in the User ID field.
Fill in the Captcha code from the image. If you can't make out the code you can click on  to generate a new code.






Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

- At this point, you will be prompted with up to 4 choices based on your initial login configuration. You will need to choose two of the options before you can reset your password. After you complete your first choice, you will be prompted to select a second. To select an option, click on it in the left-hand pane.

☒ Email my alternate email

☐ Text my mobile phone

☐ Call my mobile phone

☐ Answer my security questions

The options are:

- **Email my alternate email.** If you choose this option, the system will send a code to the alternate email address you configured during your initial login to Office 365.

Click “Email” to initiate the email.

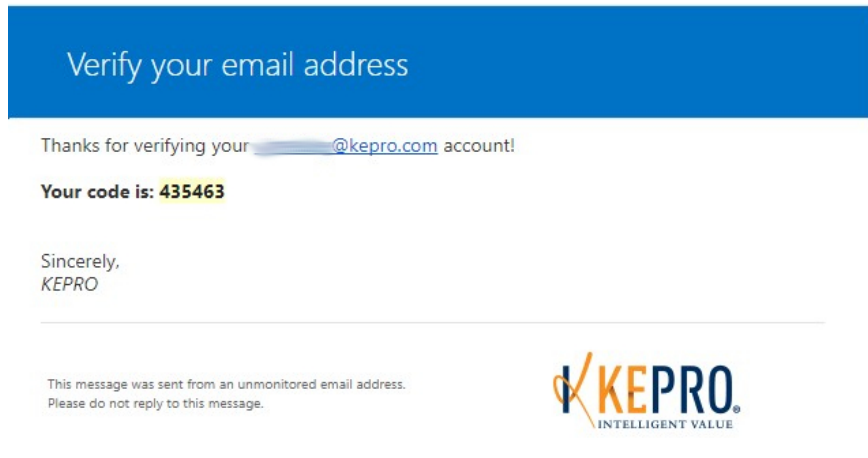
verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

<div><input checked="" type="radio"/> Email my alternate email</div> <div><input type="radio"/> Text my mobile phone</div> <div><input type="radio"/> Call my mobile phone</div> <div><input type="radio"/> Answer my security questions</div>	<p>You will receive an email containing a verification code at your alternate email address (wd*****@gmail.com).</p> <div>Email</div>
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If you don't receive the email, check your spam/junk folder or, if you use Gmail, the updates tab.

The email will look something like this.



Enter the code from the email into the field and click Next. The web page will refresh to the next step.

Please choose the first contact method we should use for verification:

☒ Email my alternate email

☐ Text my mobile phone

☐ Call my mobile phone

☐ Answer my security questions

We've sent an email message containing a verification code to your inbox

435463

Next

Are you having a problem?

- **Text my mobile phone.** If you choose this option, you will be asked to confirm the mobile phone number you configured on your initial login. Enter the number and click "Text."

Please choose the first contact method we should use for verification:

☐ 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 (*****64) below. You will then receive a text message with a verification code which can be used to reset your password.

717-555-5564

Text

Cancel

You will receive a code via text message which you can then enter on the next page. Once entered, click “Next.” The page will move on to the next step.

Please choose the first contact method we should use for verification:

The screenshot shows a verification screen with four radio button options on the left: 'Email my alternate email', 'Text my mobile phone' (which is selected), 'Call my mobile phone', and 'Answer my security questions'. On the right, a message states: 'We've sent you a text message containing a verification code to your phone.' Below this message is a text input field containing the code '451266'. At the bottom right, there are three buttons: 'Next' (highlighted in blue), 'Try again', and 'Contact your administrator'. A 'Cancel' link is located at the bottom left of the screen.

- **Call my mobile phone.** Like the text message option, if you select this option, you will be prompted to confirm your mobile phone number that you configured during your initial login to Office 365. Enter the number and click “Call.”

Please choose the first contact method we should use for verification:

The screenshot shows a verification screen with four radio button options on the left: 'Email my alternate email', 'Text my mobile phone', 'Call my mobile phone' (which is selected), and 'Answer my security questions'. On the right, a message states: 'In order to protect your account, we need you to enter your complete mobile phone number (*****64) below. You will then receive a call. Please answer it to continue.' Below this message is a text input field containing the number '7175555564'. At the bottom right, there is a blue 'Call' button. A 'Cancel' link is located at the bottom left of the screen.

You will receive an automated call from Microsoft. Follow the prompts for the call. When you hit # the web page will automatically move on to the next step.

Note, you will only be allowed to use one of your phone options. For example, if you choose “Text my mobile phone” as your first choice, “Call my mobile phone” will not be available for the second. You will need to choose “Email my alternate email” or “Answer my security questions” for the second option.

- **Answer my security questions.** If you choose this option, you will be asked to answer three of the 4 security questions you configured during your initial login. Answer the questions and click “Next”

Please choose the first contact method we should use for verification:

☐ Email my alternate email

☐ Text my mobile phone

☐ Call my mobile phone

☒ Answer my security questions


What is your mother's middle name?

What is your father's middle name?

What was the name of your first pet?

[Contact your administrator](#)

Once you have completed two verification options you will be prompted to reset your password. Enter your password, then confirm it. Click Finish.



Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

You should now be able to log into your corporate computer with your new password.

If you are unable to complete two of the options, please call the Service Desk at 1-800-922-9826, option 1.

If at any time you need to update any of the information you configured during your initial log in, you can browse to <https://aka.ms/ssprsetup> and log in. Once logged in you will be able to choose the verification option you wish to change.

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. **You'll need to set up at least 2 of the options below.**

✓ Authentication Phone is set to +1 717 [REDACTED]. [Change](#)

✓ Authentication Email is set to [REDACTED]@gmail.com. [Change](#)

✓ 4 Security Questions are configured. [Change](#)

looks good

[cancel](#)