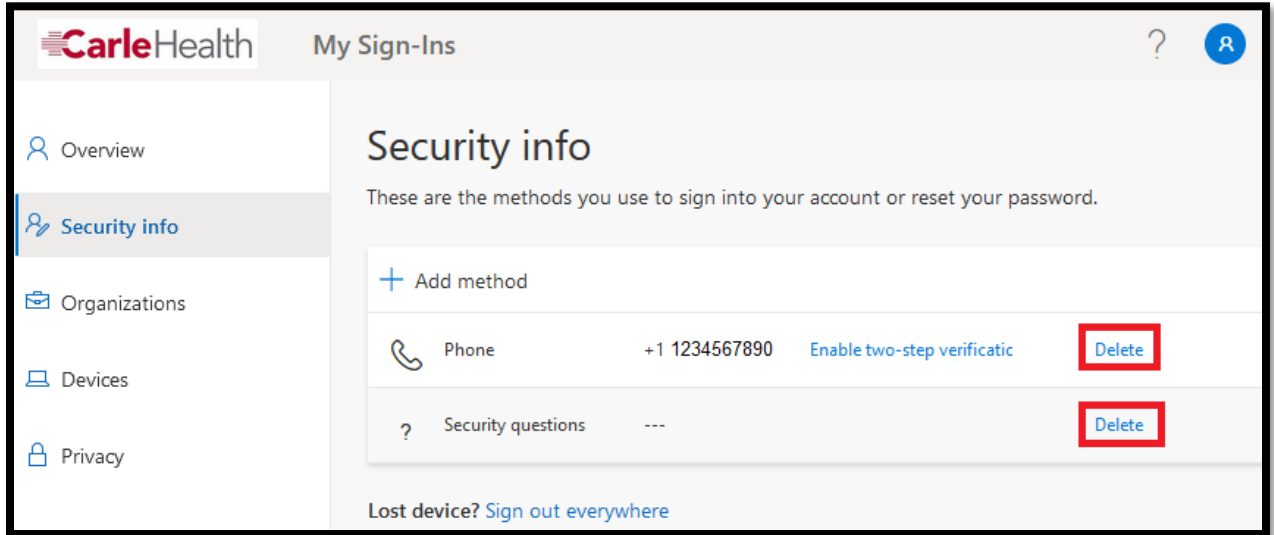
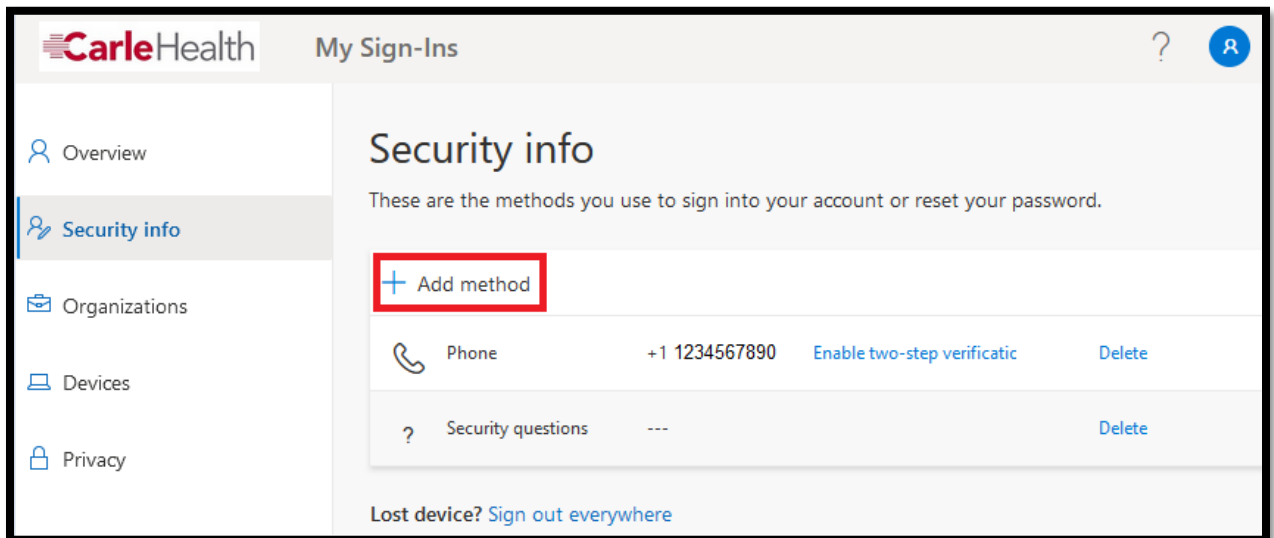


Updating Recovery Information:

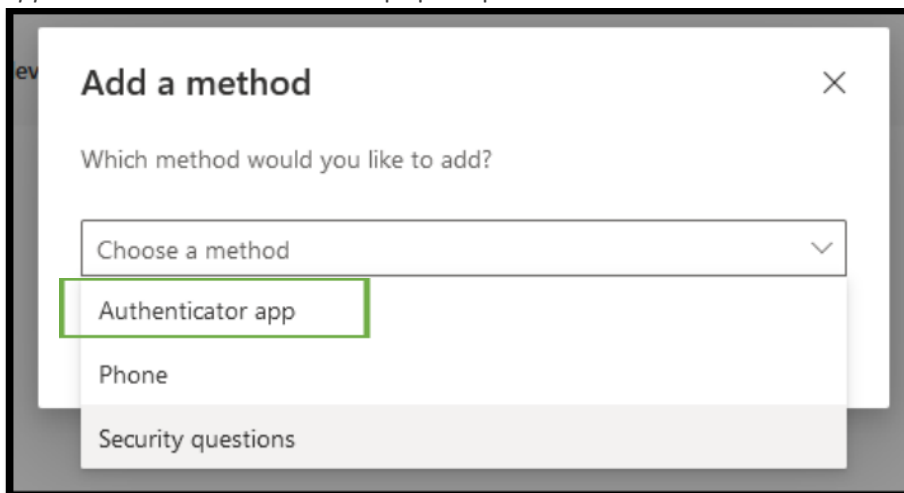
1. To update your recovery information, go to <https://mysignins.microsoft.com/security-info> in a web browser.
2. If you need to update your phone number or security questions, select “Delete” next to either.



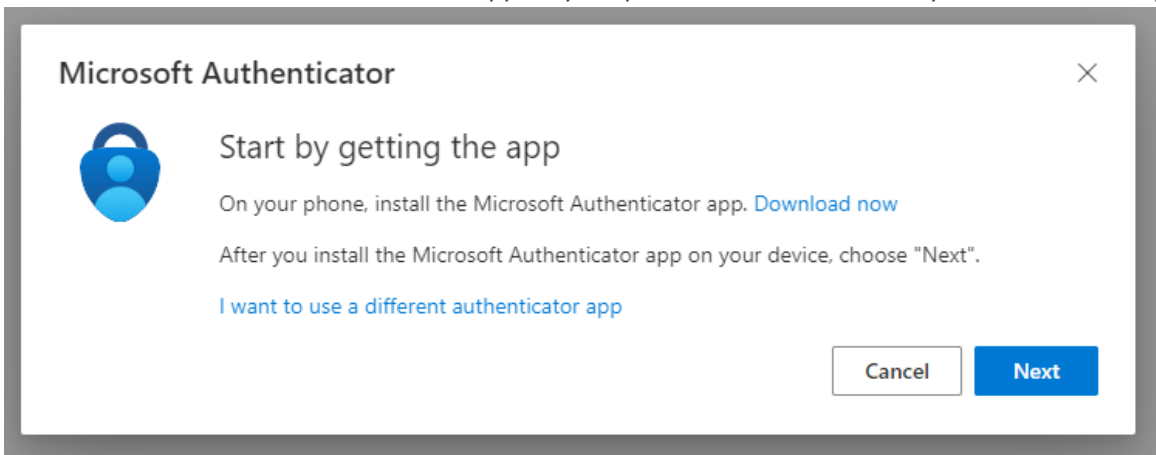
3. After deleting the entry, select “Add Method” on the top left.



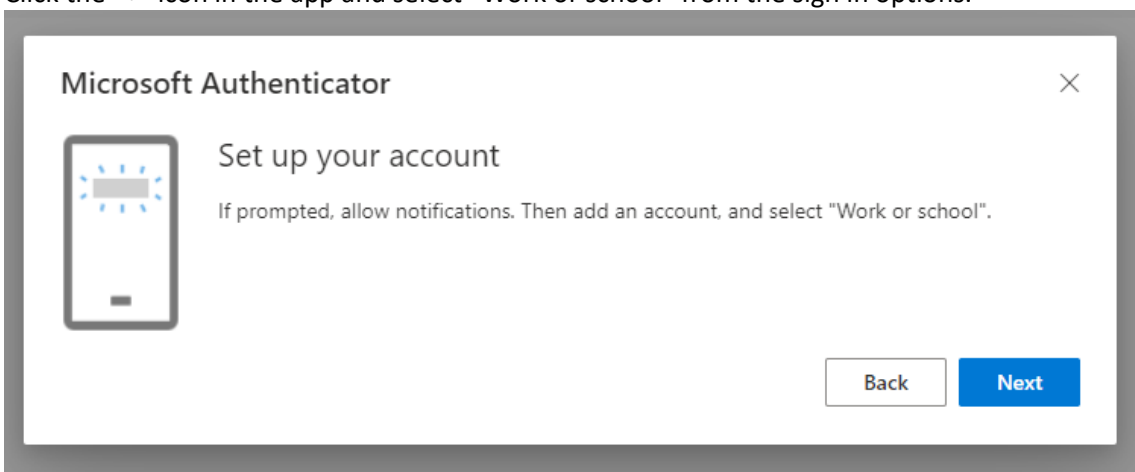
4. Select the appropriate method from the dropdown list and select **“Add”**. Begin with the *“Authenticator App”* method and follow the steps prompted.



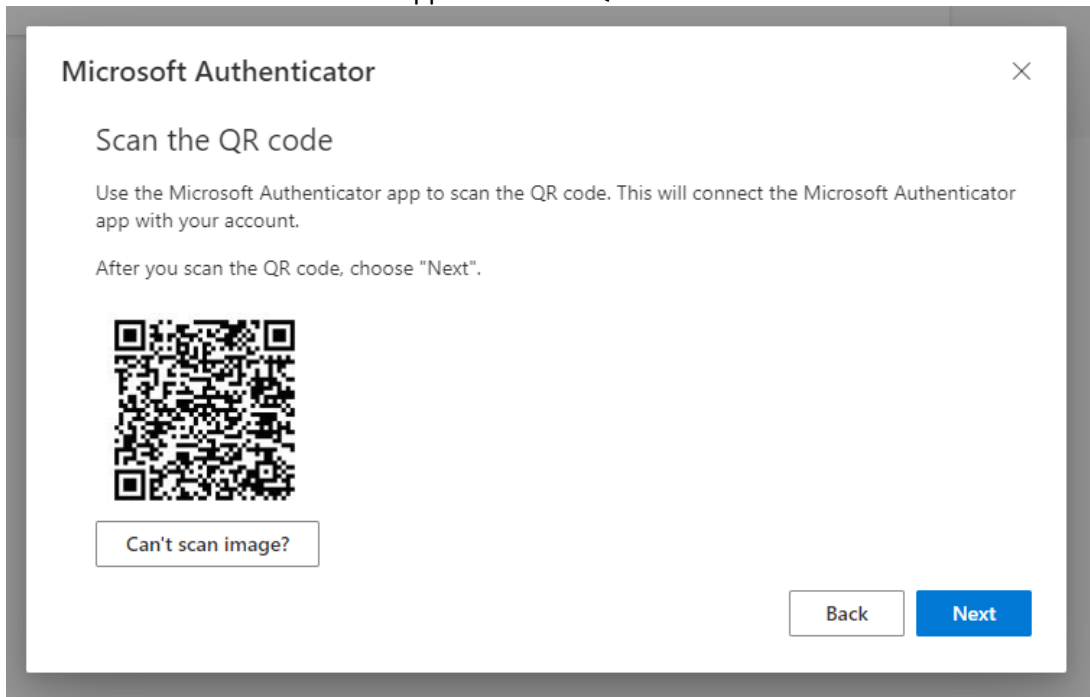
5. Download the Microsoft Authenticator app on your personal mobile device if you haven't already.



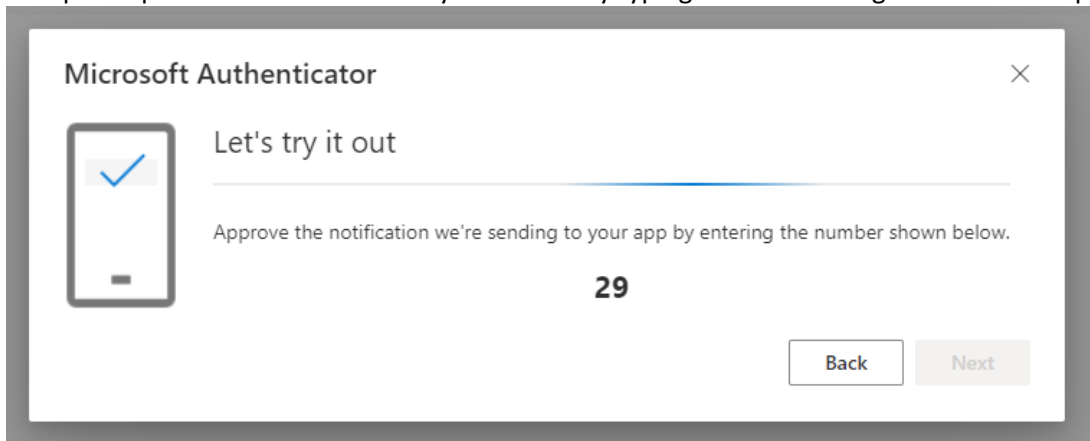
6. Click the **“+”** icon in the app and select **“Work or school”** from the sign in options.



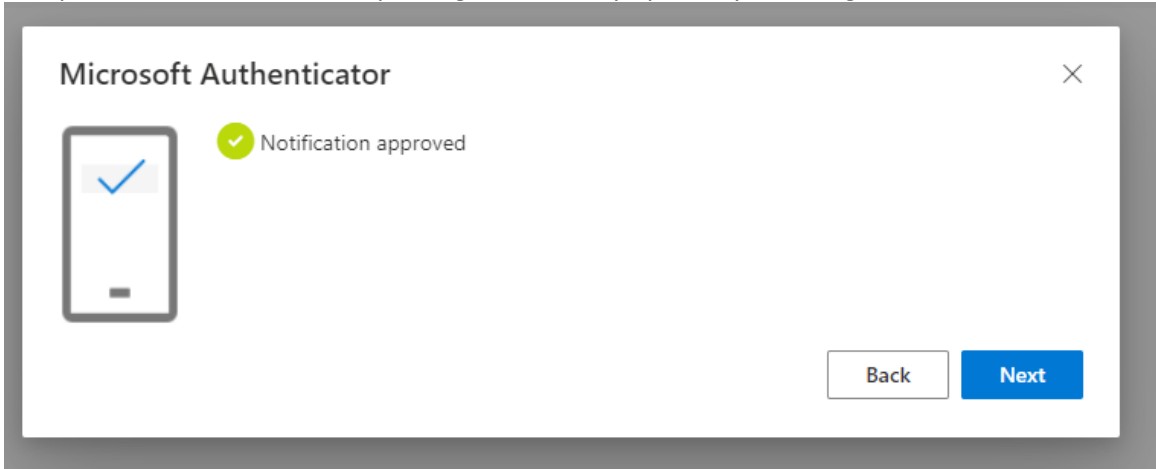
7. Use the Microsoft Authenticator app to scan the QR code.



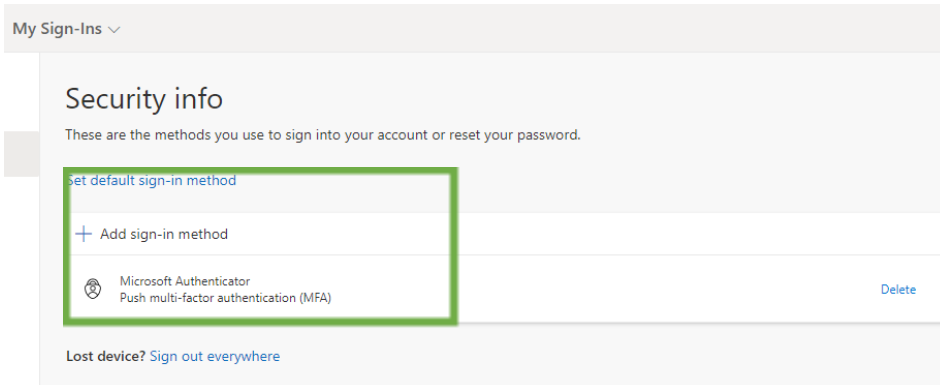
8. Accept the push notification sent to your device by typing in the matching number that is prompted.



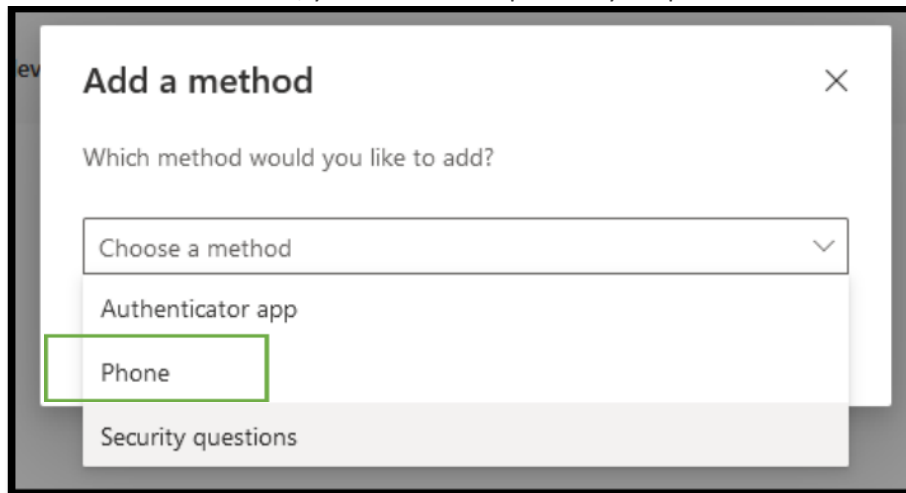
9. Complete the wizard to finish updating the recovery option by selecting “Next”.



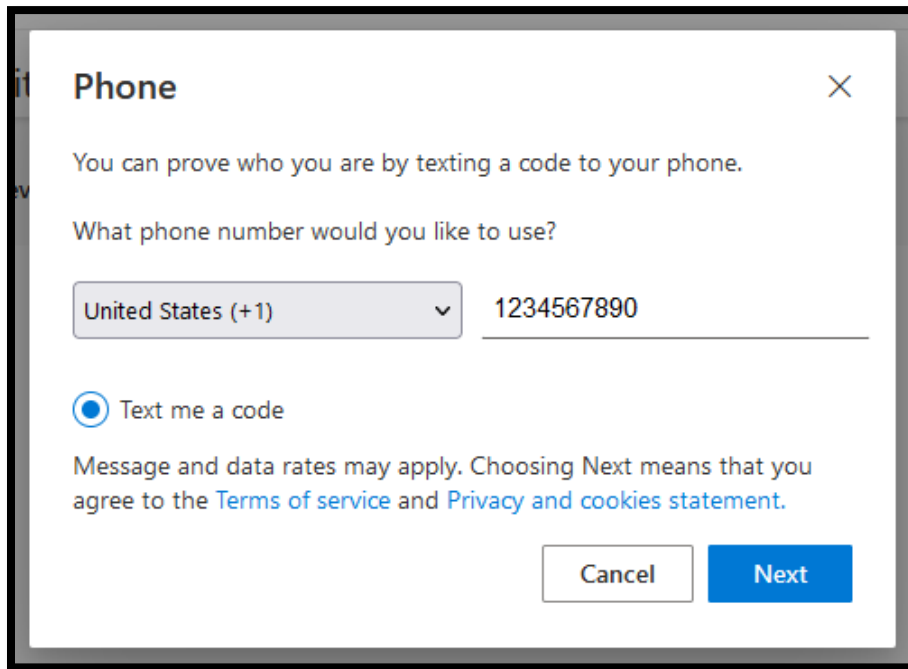
10. The Microsoft Authenticator app will now show as a registered sign in method.



11. For the “Phone” method, you will need to provide your personal mobile number.

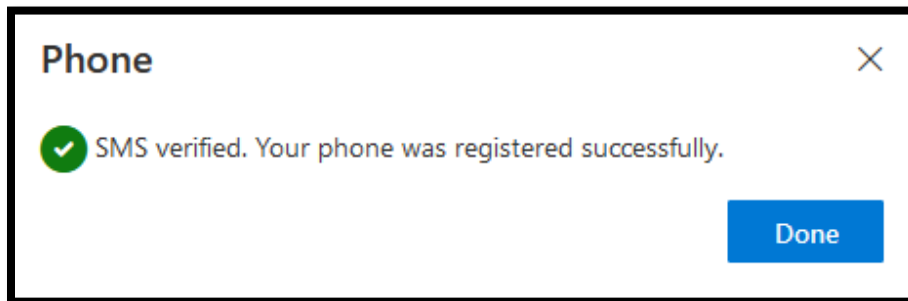


12. Update the information with your personal cell phone number in the field provided.
Text me a code must be selected



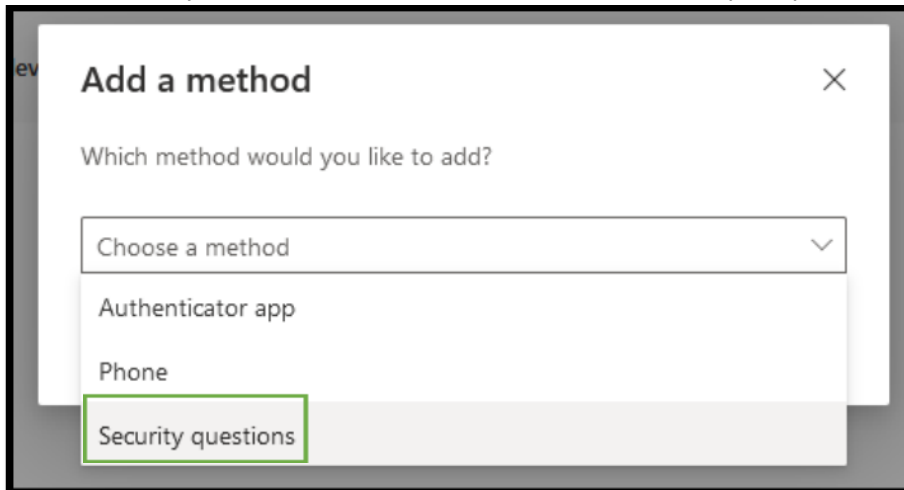
The dialog box is titled "Phone" and has a close button (X) in the top right corner. The text inside reads: "You can prove who you are by texting a code to your phone." followed by "What phone number would you like to use?". Below this is a dropdown menu showing "United States (+1)" and a text input field containing "1234567890". There are two radio buttons: "Text me a code" is selected. Below the radio buttons is a disclaimer: "Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#)." At the bottom right are two buttons: "Cancel" and "Next".

13. Complete the wizard to finish updating that recovery option.

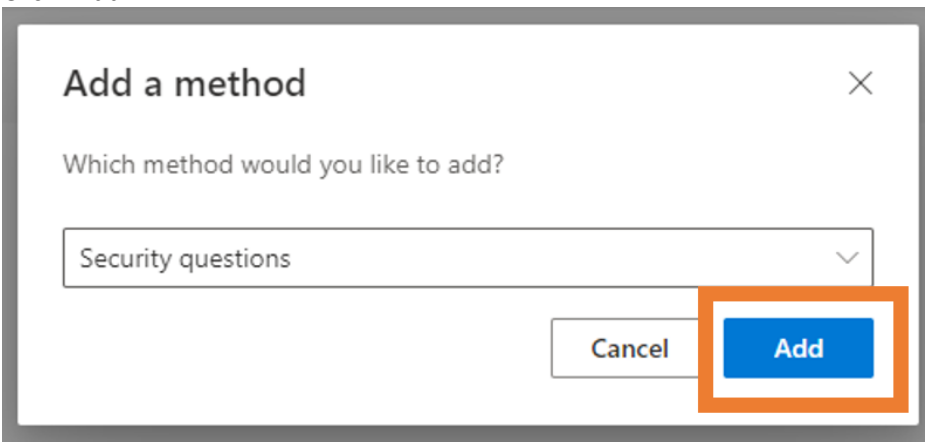


The dialog box is titled "Phone" and has a close button (X) in the top right corner. It features a green checkmark icon followed by the text: "SMS verified. Your phone was registered successfully." At the bottom right is a blue button labeled "Done".

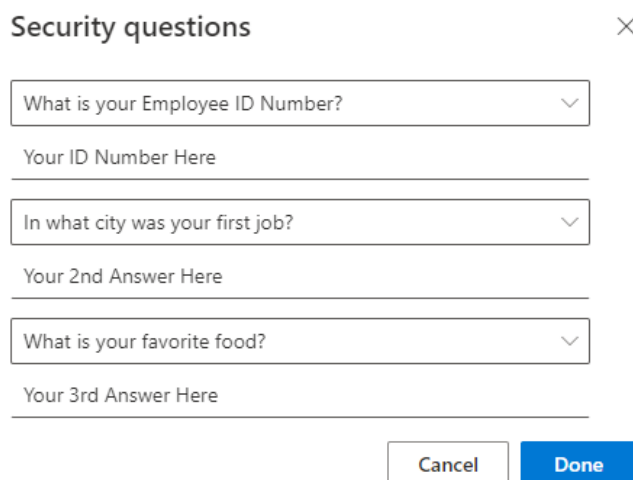
14. For the “Security Questions” method, follow the instructions prompted.



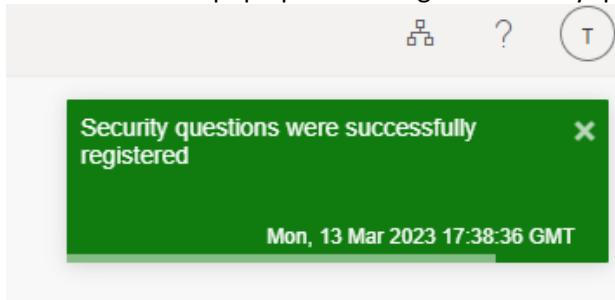
15. Click “Add”:



16. Select “What is your Employee ID Number” as your first question and two others of your choice. Click “Done” when you are finished.



17. You should see a pop up confirming that security questions were set successfully.



**Please note*:*

- Current password settings only allow for one password change per day. Because of that, you will only be able to use the Self Service Password Reset function once per day to successfully reset your password.
- Staff may only perform 5 password reset attempts within a 24-hour period before their account is locked out.
- Staff may validate via a phone number, or via security questions 5 times within an hour before they are locked out.
- These counters are reset once a password is successfully reset.
- **Microsoft Authenticator is the most suggested sign-in method due to the increased security the method provides.**