Self-Service Password Reset Instructions

All full-time Lander faculty, staff, and students now have the ability to change or reset their Active Directory passwords remotely. Changing this password will affect how you sign in to a Lander computer, your Lander email, the MyLander campus portal, and Bearcat Wireless.

When should I change my password? ITS recommends that you change your password in any of the following situations:
- After initially signing in to your account as a new employee or student
- After having your password reset to the default by ITS
- If you notice any suspicious account activity (receiving “Undeliverable” messages for emails that you did not send, etc.)
- If you believe you may have entered your password into a phishing site or believe your account may have been compromised in some way

All faculty, staff, and students will need to register their mobile phone number (see instructions below) before using this feature for the first time. This phone number is used to verify your identity before allowing a password to be changed.

Initial registration for the Self-Service Password Reset feature

1. Click the following link, or copy and paste it into a web browser.
   https://mysignins.microsoft.com/

2. Type in your full Lander email address and click "Next".
3. You will be redirected to another login page. Enter your Lander password and click “Sign in”.

![Login page]

On the right side of the page, select "Security Info". Then, click "+ Add Method".

![Security info]

5. Select "Phone" from the drop down list and click "Add".
6. Select your country code from the drop-down menu and enter your 10-digit phone number. Then select the "Text me a code" radio button and click "Next".

7. Enter the code that was sent to your phone and click "Next".

8. Once you see this screen, your registration is complete!
Resetting or changing your password

1. Click the following link, or copy and paste it into a web browser. 
https://passwordreset.microsoftonline.com

2. Type your full Lander email address in the User ID field. Complete the CAPTCHA challenge and click “Next”.

3. Choose “I forgot my password” and click “Next”.

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Self-Service Password Reset 2/11/2020
4. Verify your identity using the mobile phone number added during your initial registration. Enter the complete phone number in the text box, choose “Text my mobile phone” or “Call my mobile phone”, and click the corresponding button (“Text” or “Call”).

5. After completing the phone verification process, enter your new password twice and click “Finish”.
6. Once your password has been successfully changed, you will see the following confirmation message.

![Confirmation Message]

Note: After changing your password, you will need to update this information in any application or service that uses this password, including the Outlook desktop application, any mobile mail apps (phone/tablet) that check your Lander email, and the Bearcat Wireless settings on any of your mobile devices.