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://account.activedirectory.windowsazure.com/PasswordReset/Register.aspx

2. Type in your full Lander email address. Press “Tab” or click in the “Password” box.
3. You will be redirected to another login page. Enter your Lander password and click “Sign in”.

4. To add your phone number that will be used for authentication, click “Set it up now”.
5. Select your country code from the drop-down menu and enter your mobile phone number in the second box. Choose either “text me” or “call me” to verify the number that you entered.

![Image]

6. Once your Authentication Phone has been confirmed, click “finish” to complete the registration.

![Image]
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”.

   ![CAPTCHA Image]

   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:
   [Input field for User ID]

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

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

   Next  Cancel

   ![Password Reset Confirmation Image]

   Get back into your account

   Why are you having trouble signing in?

   - I forgot my password
     No worries, we'll help you to reset your password using the security info you registered with us.

   - I know my password, but still can’t sign in

   Next  Cancel
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”.

Get back into your account
verification step 1 > choose a new password

* Enter new password:

* Confirm new password:

Finish  Cancel
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.