GSW Self-service Password Reset Registration How-to Guide

Purpose:
The purpose of this guide is to provide step-by-step instructions for the registration of a client in Microsoft’s Self-service Password Reset (SSPR)/Multifactor Authentication (MFA) portal.

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Account login

Step 1
Open the browser of choice and navigate to either GSW.edu or outlook.com/gsw.edu

If you choose to move directly to outlook.com/gsw.edu, skip to Step 4.

Step 2
Scroll to the bottom of the page and select the “CanesNet Account” link.

Step 3
Choose Fac/Staff on the expanded window.

Step 4
Enter your account name in the provided field and click Next.
Step 5
Enter your current account password in the provided field and click Next.

Step 6
Complete any current MFA requirements.

Step 7
Click on the account initials in the upper right corner of the window.

Step 8
Click on My Account in the fly-out panel.

Step 9
In the column along the left side of the My Account page, click the Security Info link.
Step 10
Review the current authentication methods and confirm they are correct. *If the existing options are satisfactory, the process is complete. Otherwise, continue.*

![Security info](image)

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**Modifying existing contact methods - Phone**

**Step 1**
To modify an existing method, click Change associated with it.

![Security info](image)

**Step 2**
Enter the corrected information in the space available. Select your preference of either Text or Phone notification and click Next.

![Phone](image)

**Step 3**
Verify successful function by completing the requested MFA.

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Modifying existing contact methods - Email

Step 1
To modify an existing method, click Change associated with it.

Step 2
Enter the corrected information in the space available and click Next.

Step 4
Complete the requested MFA steps.

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Modifying existing/Add contact method – MS Authenticator App

Step 1
Click Add Method located above the existing contact options.

Step 2
Select Authenticator App and click Add.

Step 3
Install or open the Microsoft Authenticator App, then click Next.
Step 4
Follow the prompts and complete the requested steps within the app.

Step 5
Scan the QR code and click Next.

Step 6
If you are unable to scan the QR code, or the scan fails, click Can’t scan image?

Step 7
Manually enter the provided Code and URL into the authenticator App.

Step 8
Verify the setup is complete by accepting the authentication on your mobile device.
Change default contact method

Step 1
Click Change next to the current contact method.

Step 2
Select the preferred method, Phone (Call), Phone (Text), Email, or Authenticator App.

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This concludes the overview of SSPR/MFA registration.