

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

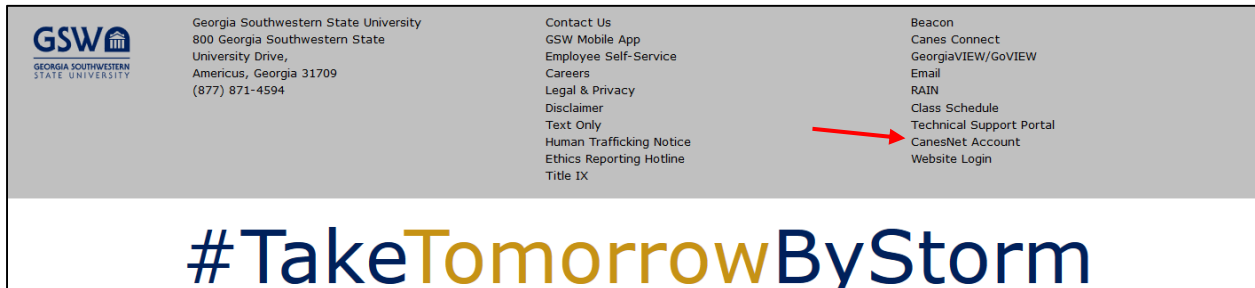
Step 1

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**.*

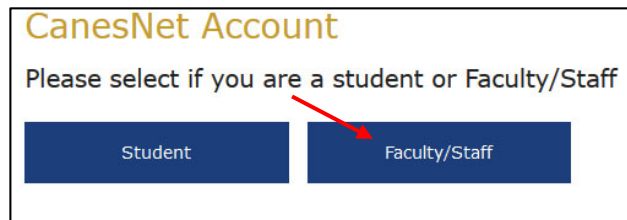
Step 2

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



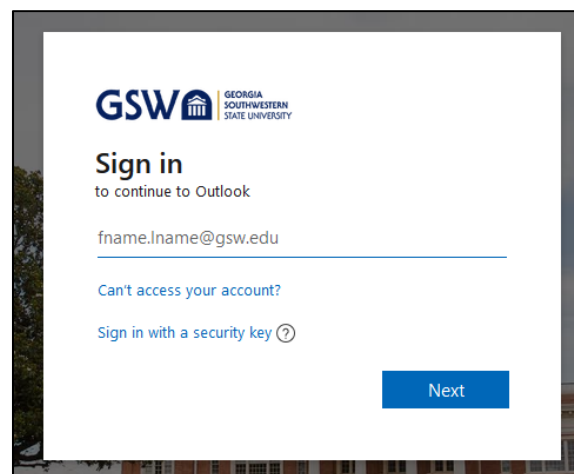
Step 3

Choose Fac/Staff on the expanded window.



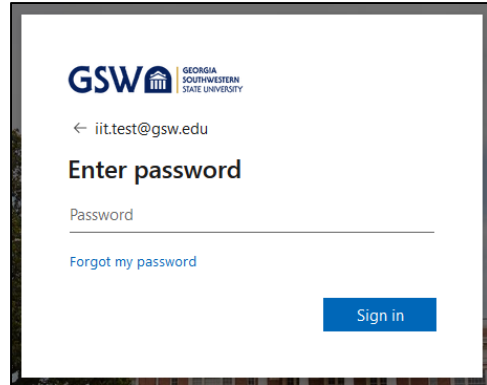
Step 4

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.

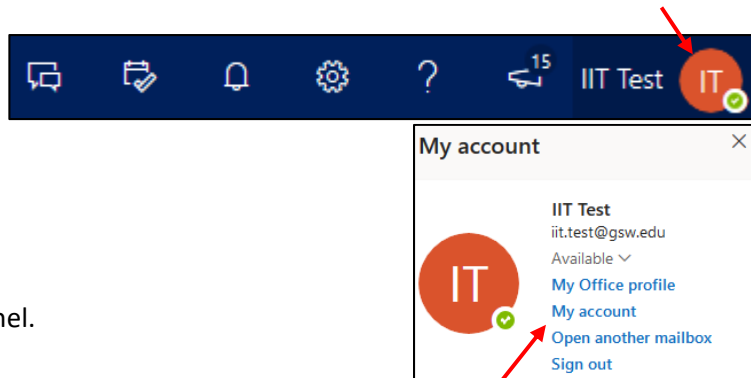


Step 6

Complete any current MFA requirements.

Step 7

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

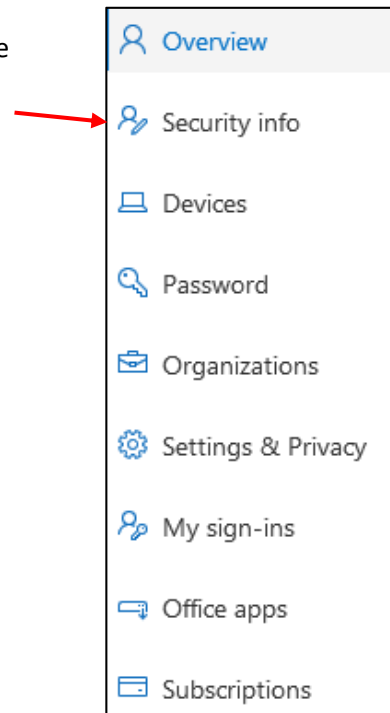


Step 8

Click on My Account in the fly-out panel.

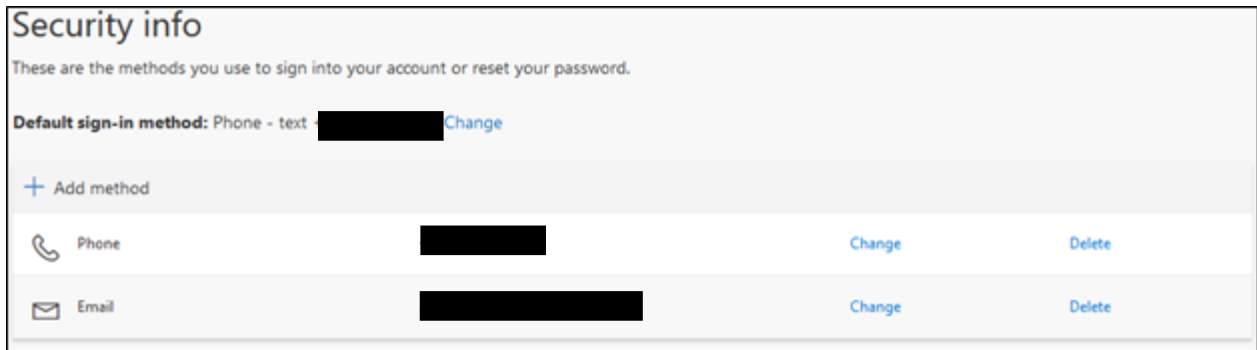
Step 9

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.*



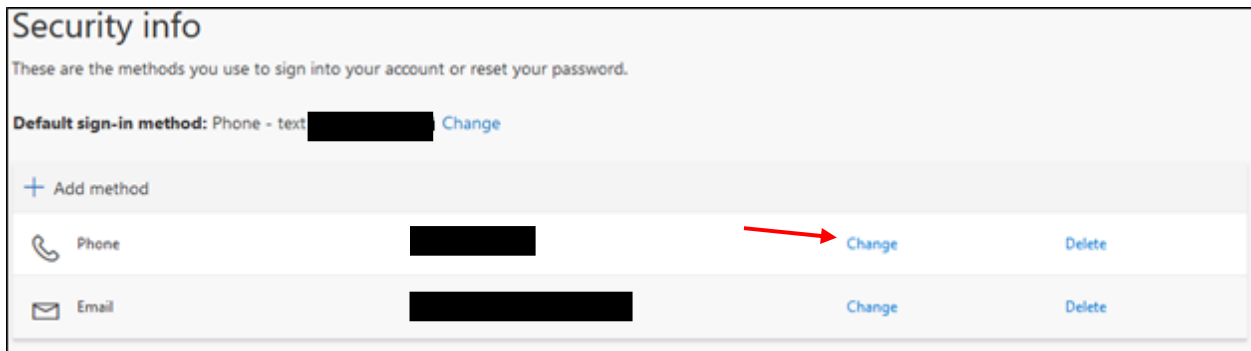
The screenshot shows the 'Security info' page. At the top, it says 'These are the methods you use to sign into your account or reset your password.' Below this, it lists the 'Default sign-in method' as 'Phone - text' with a redacted number and a 'Change' link. There is an '+ Add method' button. Below that, there are two rows of methods: 'Phone' with a redacted number and 'Change' and 'Delete' links, and 'Email' with a redacted address and 'Change' and 'Delete' links.

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Modifying existing contact methods - Phone

Step 1

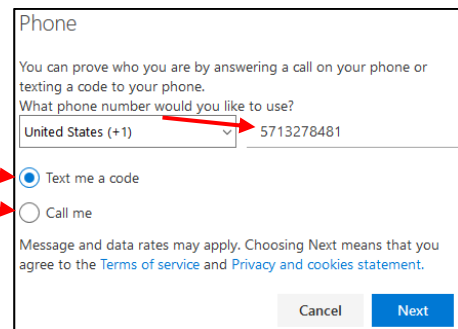
To modify an existing method, click Change associated with it.



This screenshot is identical to the previous one, but a red arrow points to the 'Change' link for the 'Phone' method.

Step 2

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



The dialog box is titled 'Phone'. It contains the text: 'You can prove who you are by answering a call on your phone or texting a code to your phone. What phone number would you like to use?'. Below this is a dropdown menu showing 'United States (+1)' and a text input field containing '5713278481'. There are two radio buttons: 'Text me a code' (which is selected) and 'Call me'. At the bottom, there is a 'Cancel' button and a 'Next' button. Red arrows point from the 'Text me a code' radio button and the 'Next' button back to the main text area.

Step 3

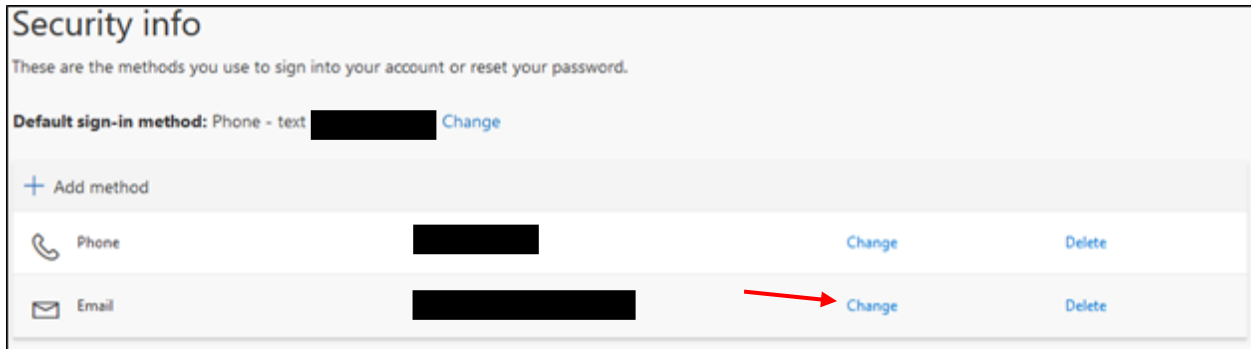
Verify successful function by completing the requested MFA.

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Modifying existing contact methods - Email

Step 1

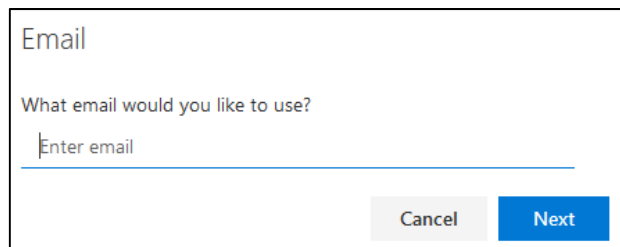
To modify an existing method, click Change associated with it.



The screenshot shows the 'Security info' page. At the top, it says 'These are the methods you use to sign into your account or reset your password.' Below this, it lists the 'Default sign-in method' as 'Phone - text' with a redacted phone number and a 'Change' link. There is also an '+ Add method' button. Below the list, there are two rows: 'Phone' with a redacted number and 'Change' and 'Delete' links, and 'Email' with a redacted email address and 'Change' and 'Delete' links. A red arrow points to the 'Change' link for the email method.

Step 2

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

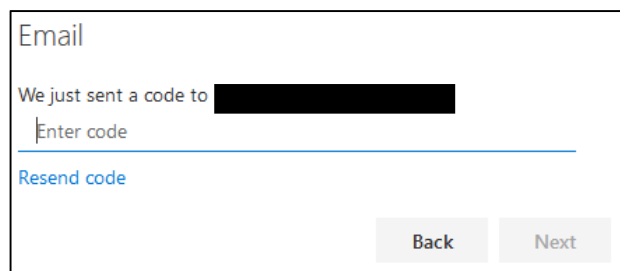


The screenshot shows the 'Email' selection screen. It asks 'What email would you like to use?' and has a text input field with the placeholder 'Enter email'. There are 'Cancel' and 'Next' buttons at the bottom right.

Step 4

Complete the requested MFA steps.

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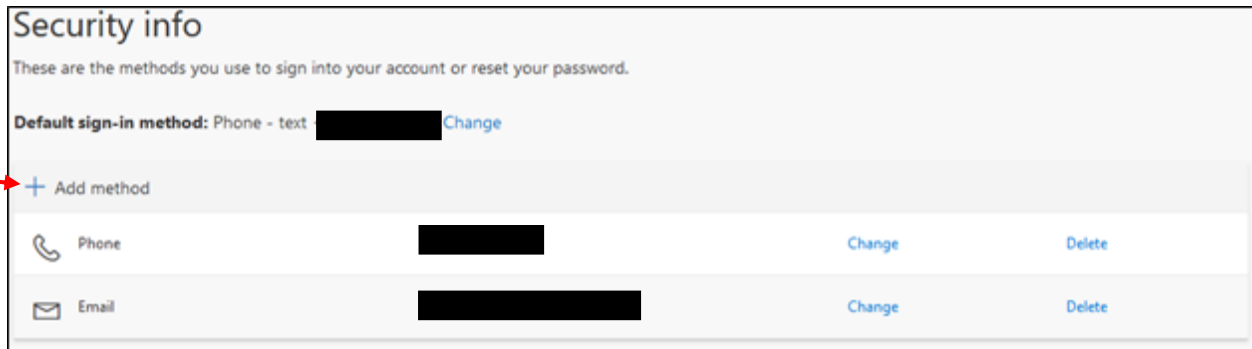


The screenshot shows the 'Email' code verification screen. It says 'We just sent a code to' followed by a redacted phone number. There is a text input field with the placeholder 'Enter code' and a 'Resend code' link below it. There are 'Back' and 'Next' buttons at the bottom right.

Modifying existing/Add contact method – MS Authenticator App

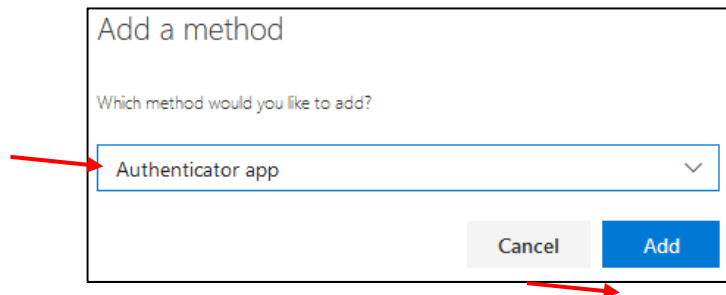
Step 1

Click Add Method located above the existing contact options.



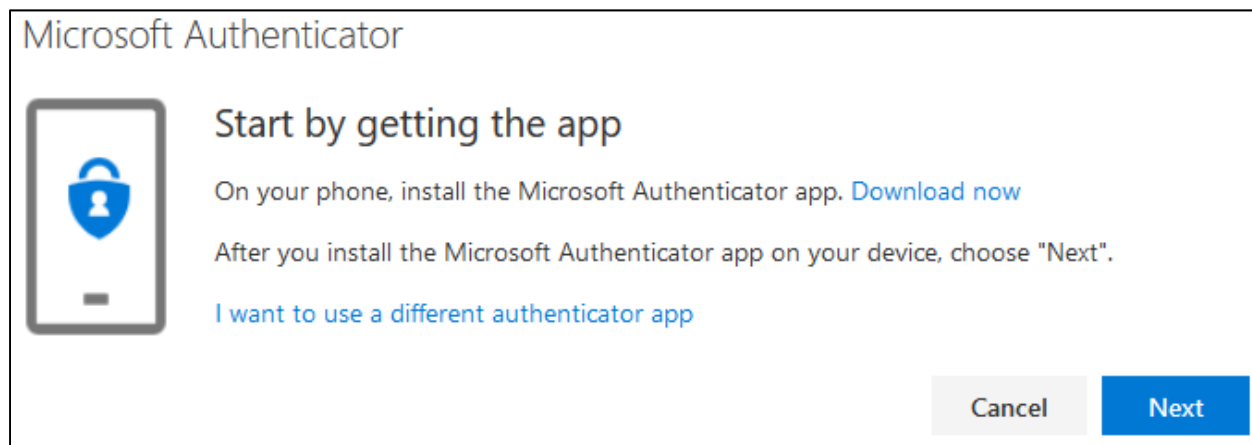
Step 2

Select Authenticator App and click Add.



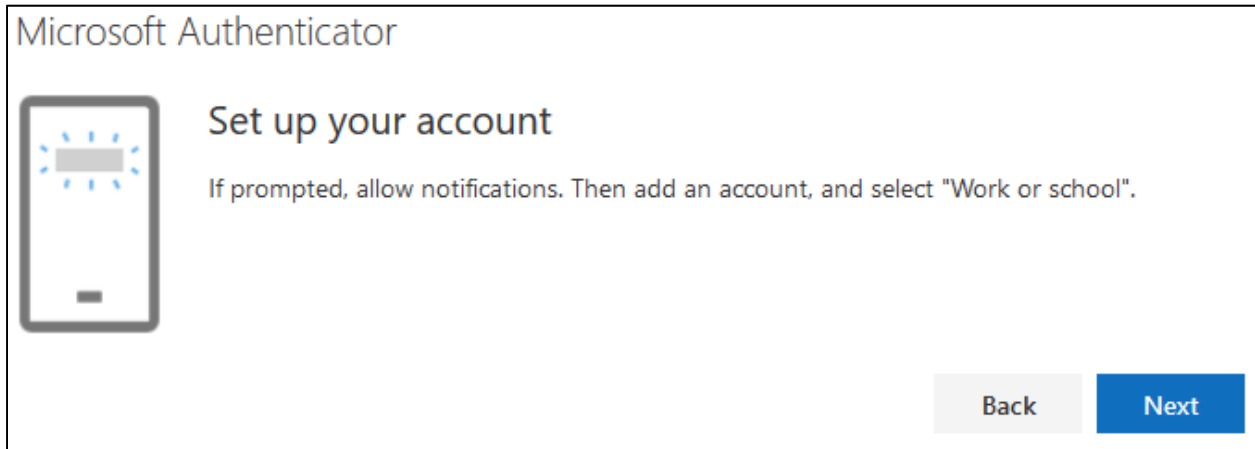
Step 3

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

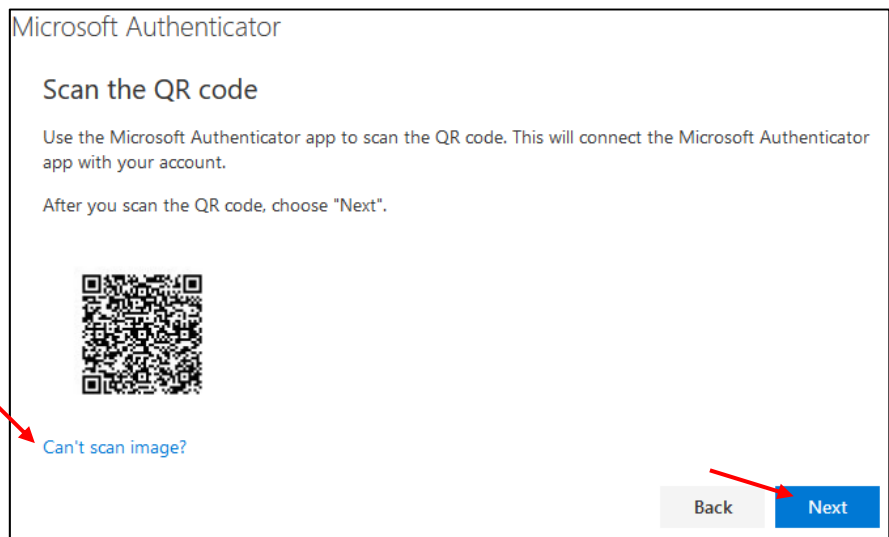
Scan the QR code and click Next.

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

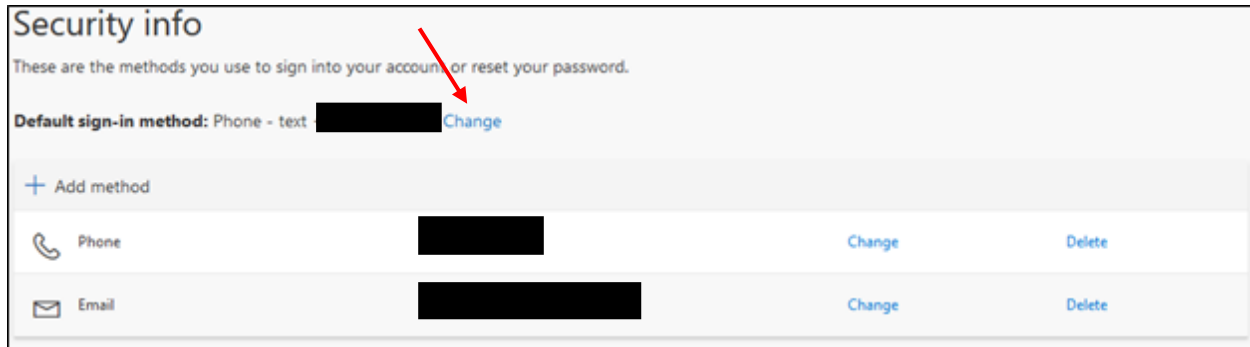
Verify the setup is complete by accepting the authentication on your mobile device.

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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.