

# IVCCD Self-Service Password Reset Enrollment Guide

## Employees

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#### Self-Service Password Reset Setup

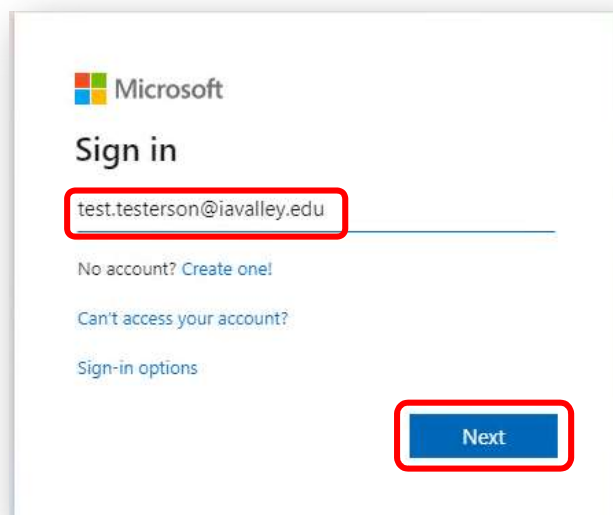
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**Note:** this setup process was done on an Apple iPhone. The process will be similar for an Android smartphone

**Note:** please complete all steps

#### Account Login

- In your web browser open the following link: <https://aka.ms/ssprsetup>
- A Microsoft login page will open
- If asked for your username/email, enter your Iowa Valley email address (example: [test.testerson@iavalley.edu](mailto:test.testerson@iavalley.edu))



- Click Next
- Enter your Active Directory (Windows/Blackboard/PawPass) password

IOWA VALLEY  
COMMUNITY COLLEGE DISTRICT

← test.testerson@iavalley.edu

## Enter password

.....|

[Forgot my password](#)

[Sign in](#)

For login assistance, contact Helpdesk at  
Helpdesk@iavalley.edu

- Click Sign In
- A notification box will open indicating that more information is required

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test.testerson@iavalley.edu

## More information required

Your organization needs more information to keep  
your account secure

[Use a different account](#)

[Learn more](#)

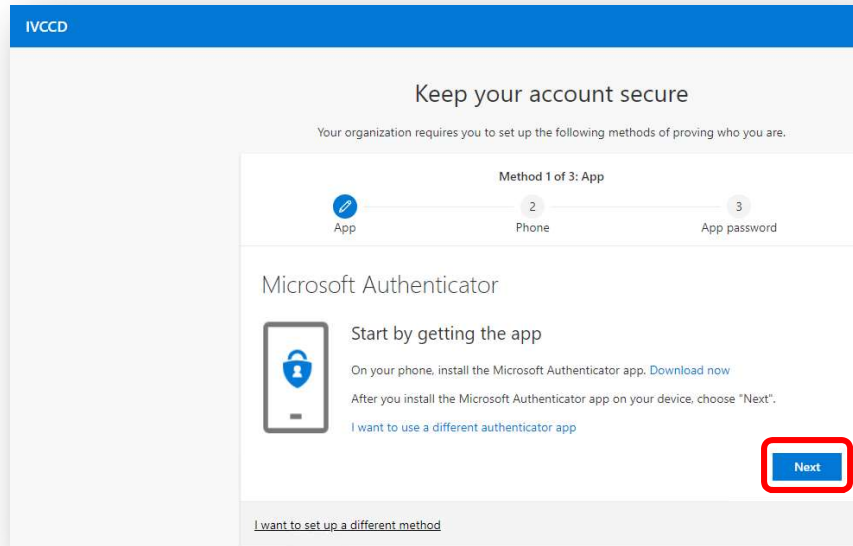
[Next](#)

For login assistance, contact Helpdesk at  
Helpdesk@iavalley.edu

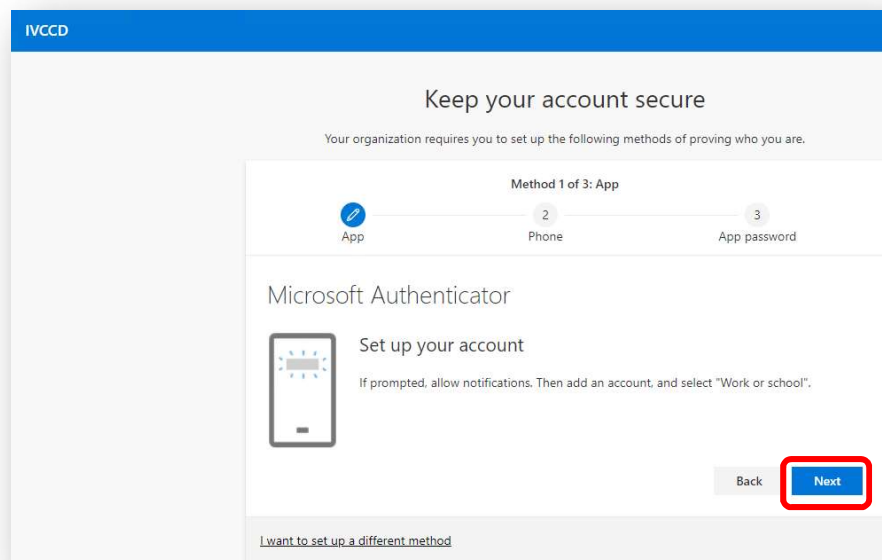
- Click Next

## Microsoft Authenticator App Setup

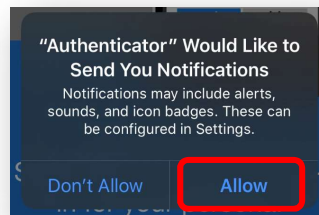
- **Note:** before proceeding, you must have the Microsoft Authenticator App installed on your smartphone – **Do not launch the App until asked to do so**
- **Note:** screenshots are from an iPhone, setting up on an Android device may be slightly different
- **Note:** when opening the App on your smartphone, make sure to allow notifications
- Start the setup of the Microsoft Authenticator App by clicking Next



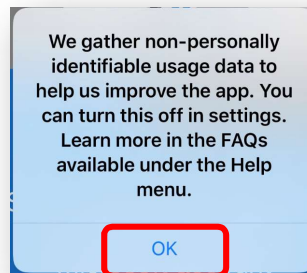
- Click Next



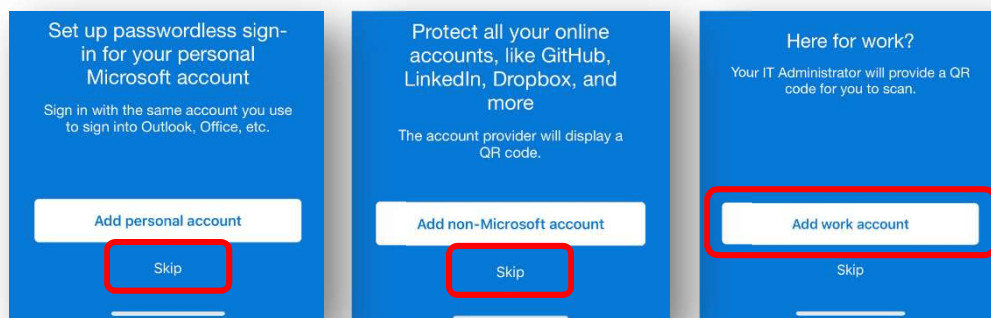
- Launch the Microsoft Authenticator App on your smartphone
- Click Allow to allow the Authenticator App to send notifications



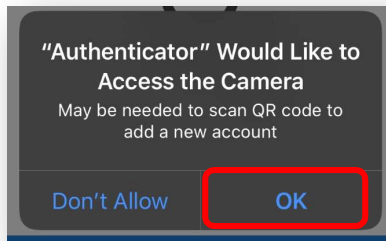
- Click OK if the following notification box appears



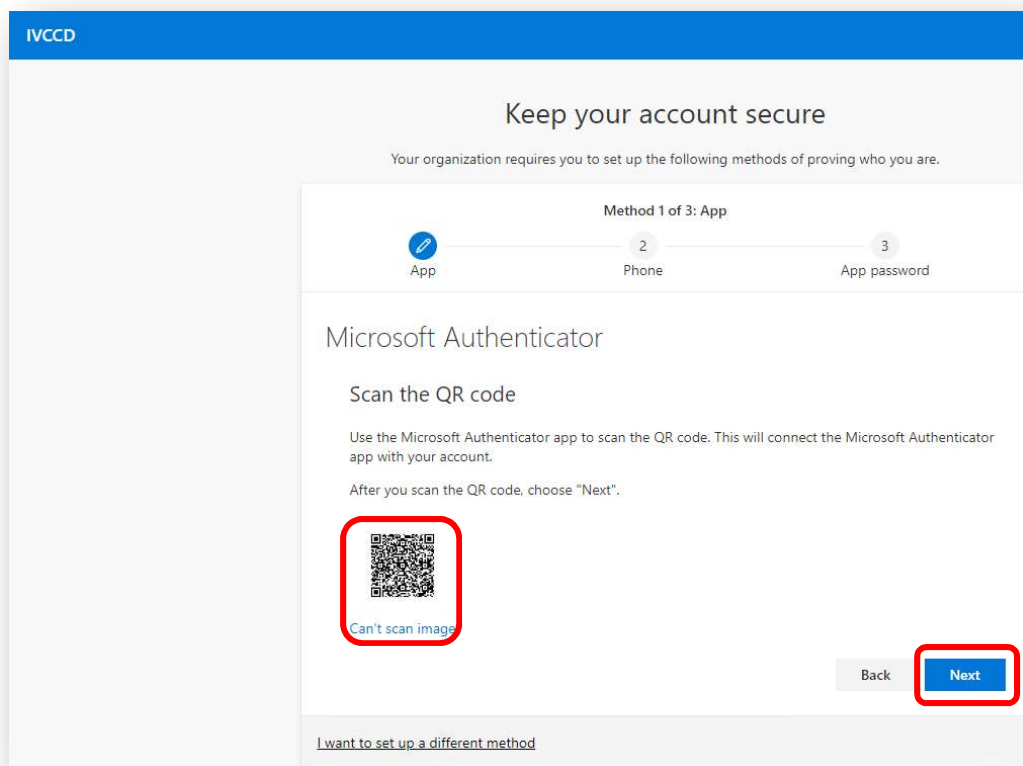
- Click Skip twice until you get to the screen asking you to setup a **Work Account** (do not add a personal account or a non-Microsoft account)



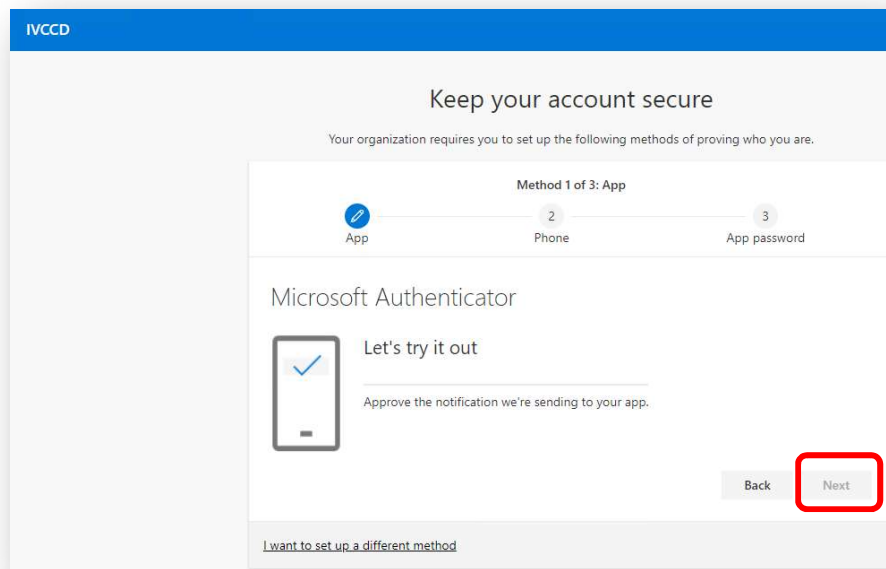
- Click OK to allow the Authenticator App to access your Camera



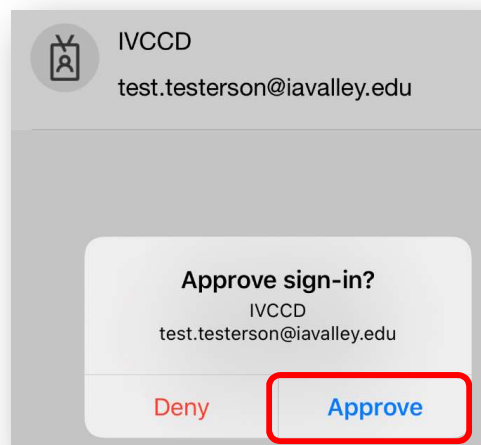
- Using the camera on your smartphone, scan the QR code displayed on your web browser
- Click Next



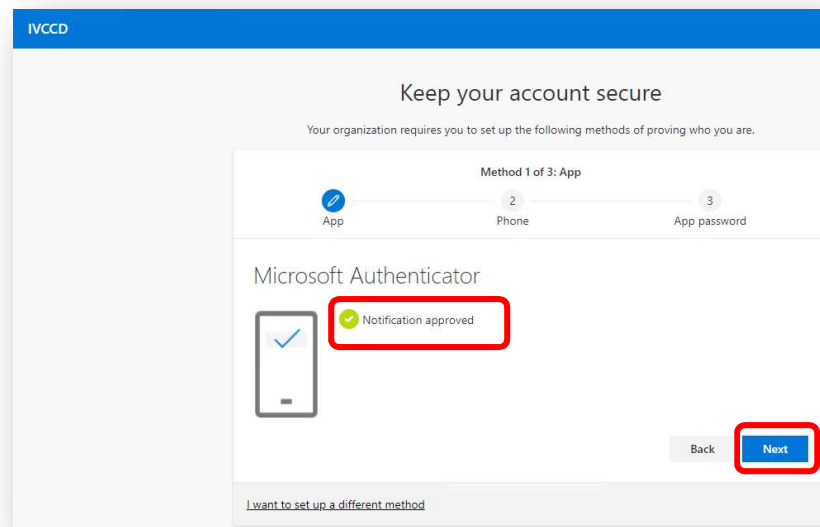
- You are asked to test/try out the Authenticator App
- You will notice that the Next button is grayed out



- Within the Authenticator App on your Smartphone, click the Approve button



- Once you click Approve and after a few seconds, you will be notified that the notification was approved
- You can now click Next



- The Authenticator App on your smartphone is now set up

### Text Authentication (Cell Phone) Setup

- Start the setup of text authentication using a mobile (cell) phone by entering your cell number
- Click Next

The screenshot shows the 'Keep your account secure' page on the IVCCD portal, specifically for 'Method 2 of 3: Phone'. The progress bar shows 'App' is completed, 'Phone' is the current step, and 'App password' is next. The main content area is titled 'Phone' and explains that the user can prove identity by answering a call or texting a code. It asks for a phone number, with a dropdown menu set to 'United States (+1)' and a text field containing '641485'. Below this, there are two radio buttons: 'Text me a code' (which is selected and highlighted with a red box) and 'Call me'. At the bottom right, there is a 'Next' button highlighted with a red box. A link at the bottom says 'I want to set up a different method'.

- A six digit code will be sent to your cell phone
- Enter the code and click Next

The screenshot shows the 'Keep your account secure' page with the IVCCD logo. A progress bar at the top indicates 'Method 2 of 3: Phone', with 'App' marked as complete and 'App password' as the next step. The 'Phone' section contains the text: 'We just sent a 6 digit code to +1 641483- Enter the code below.' Below this, a text input field contains the code '075664', which is highlighted with a red box. A 'Resend code' link is positioned below the input field. At the bottom right, there are 'Back' and 'Next' buttons, with the 'Next' button highlighted by a red box. A link at the bottom left reads 'I want to set up a different method'.

- Text authentication is now setup as an approved authentication method
- Click Next

This screenshot shows the same 'Keep your account secure' page, but the 'Phone' section now displays a green checkmark icon and the message: 'SMS verified. Your phone was registered successfully'. The 'Next' button at the bottom right remains highlighted with a red box.

### App Password Setup

- Enter an App Password Name
  - Recommendation: IVCCDMFA
  - Password must be at least 8 characters in length



- Click Next

IVCCD

## Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 3 of 3: App password

App Phone App password

### App password

Start by creating a name for your app password. This will help differentiate it from others.

What name would you like to use? Minimum length is 8 characters.

IVCCDMFA

Next

- Currently the college does not use App Passwords – you do not need to document the password
- Click Done

IVCCD

## Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 3 of 3: App password

App Phone App password

### App password

App password was successfully created. Copy the password to clipboard and paste into your app. Then return here and choose 'Done'

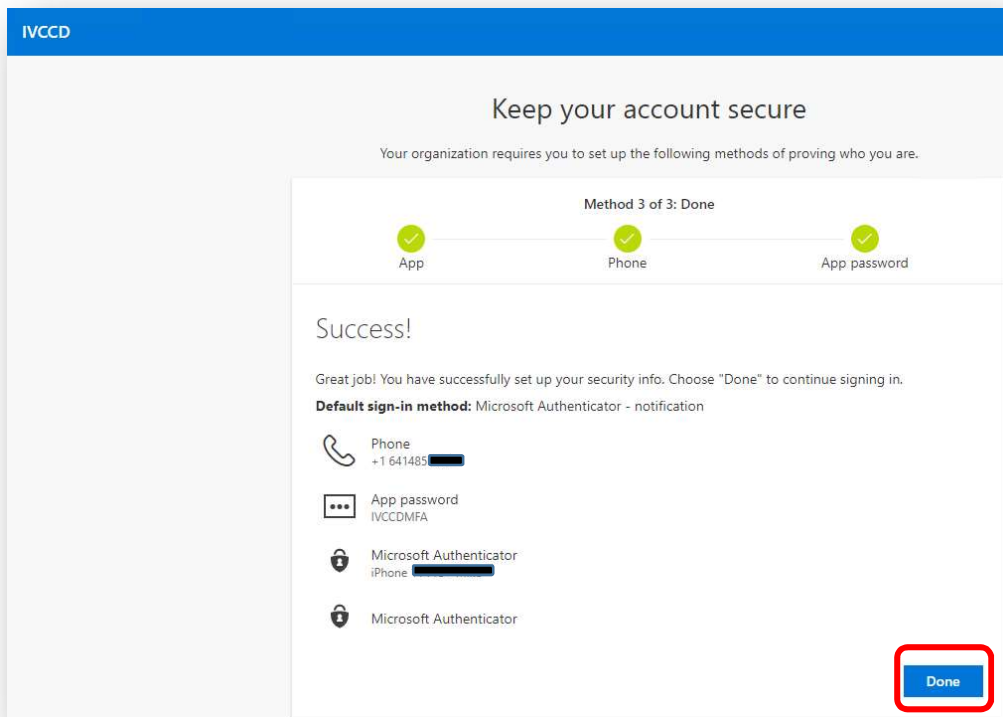
**Name:**  
IVCCDMFA

**Password:**  
wvxhikdskqvyzs

Note: Keep this password in a safe place, it will not be shown again.

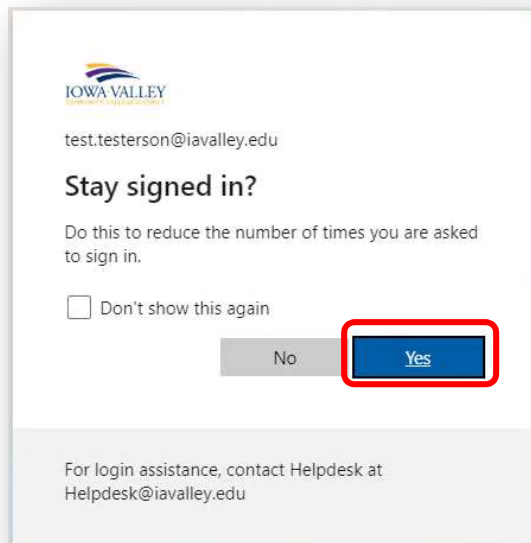
Back Done

- A summary of your settings will be displayed
- Click Done



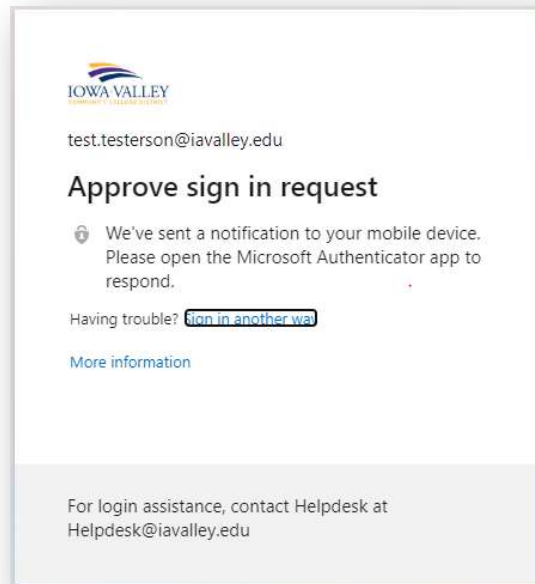
## Security Info Page

- If asked if you want to stay signed in – click Yes

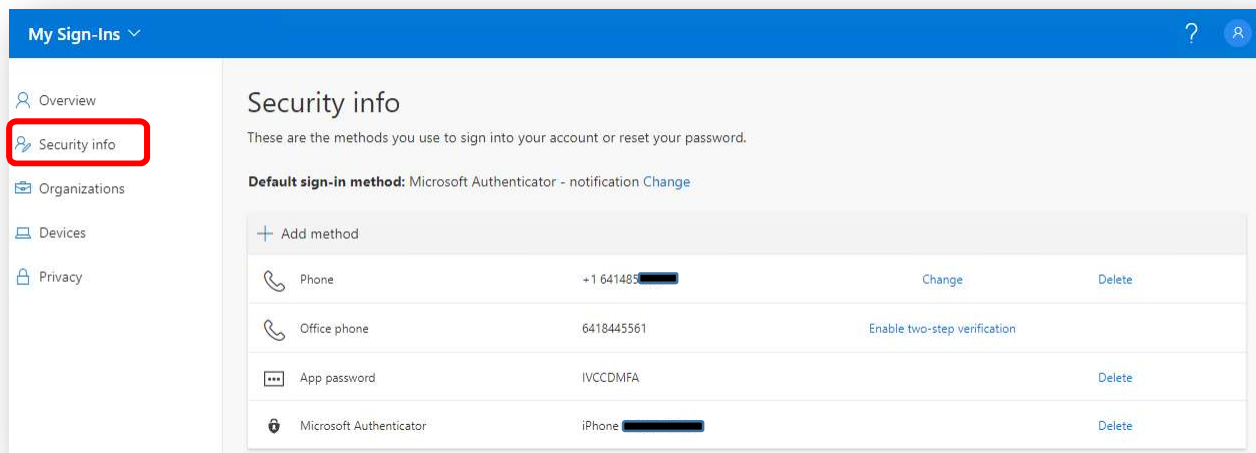


- If asked to approve your sign in request, do so by clicking the Approve on your smartphone
  - In many cases, the Approve request will appear in your notifications

- If it does not, open the Microsoft Authenticator App
- **Approve on your smartphone as quickly as possible – the request will timeout**

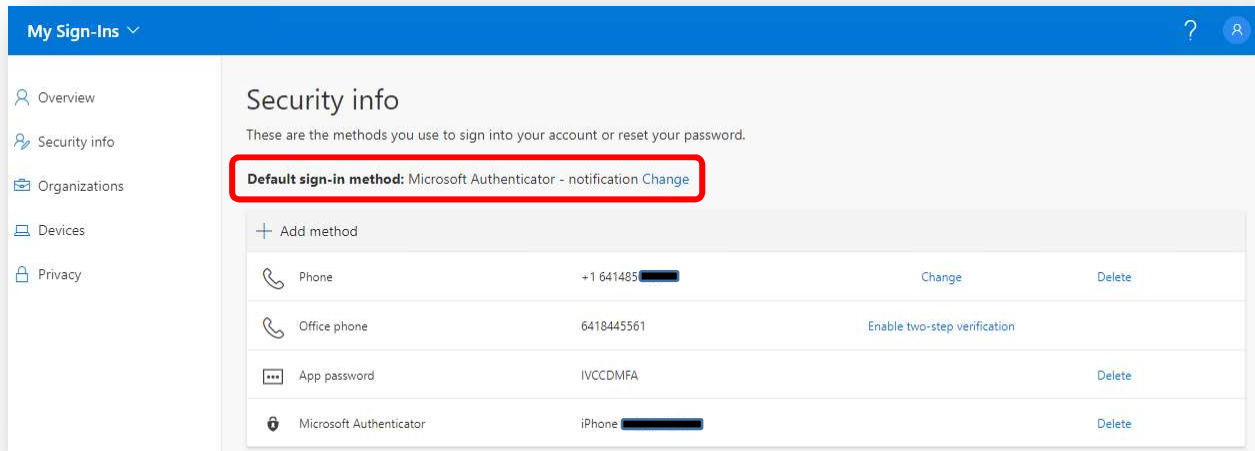


- You should now be on the Security Info page
  - If you are not, navigate to: <https://aka.ms/mysecurityinfo>
  - Log into your account (enter email address, password, and approve request if needed)
  - Click on the Security Info tab if it does not open to the Security Info screen



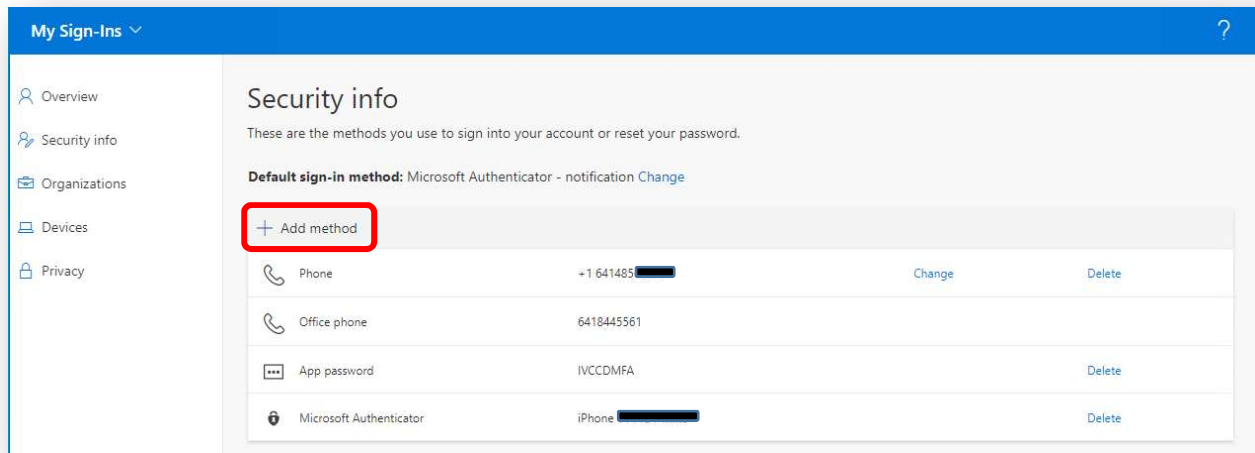
## Confirm Default Sign-In Method

- Confirm that the Default Sign-In Method is Microsoft Authenticator – notification
- If the method needs to be changed, click the Change link
- Select Microsoft Authenticator – notification from the dropdown and click Confirm

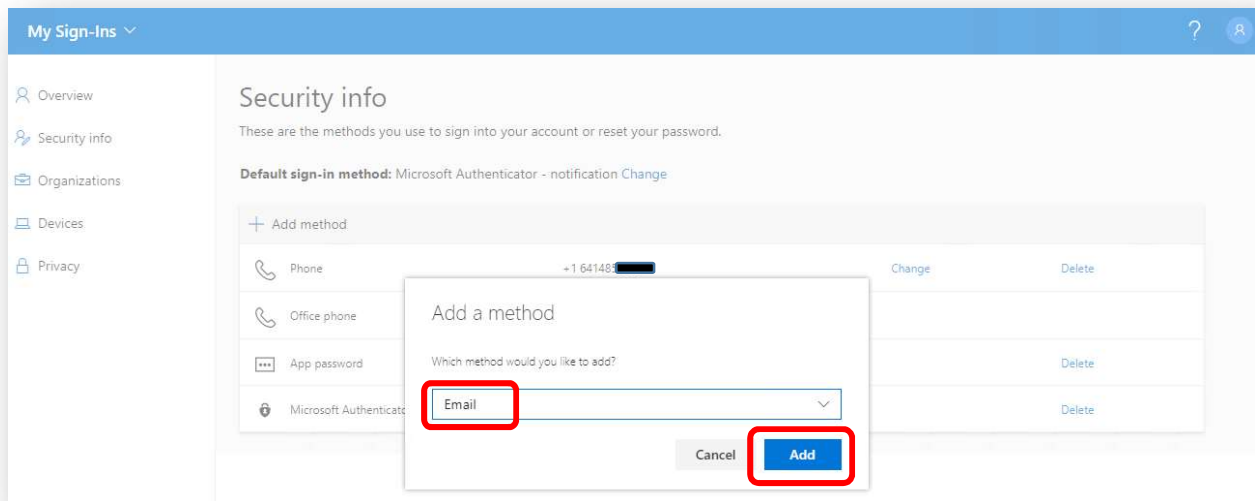


## Secondary Email Setup

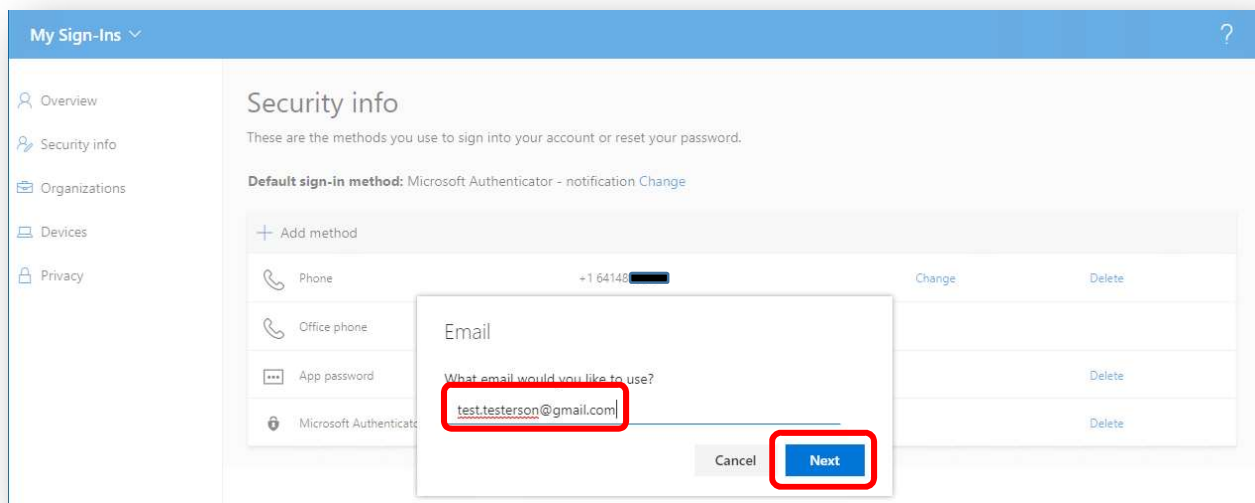
- Add a secondary (personal) email address
- Click Add method



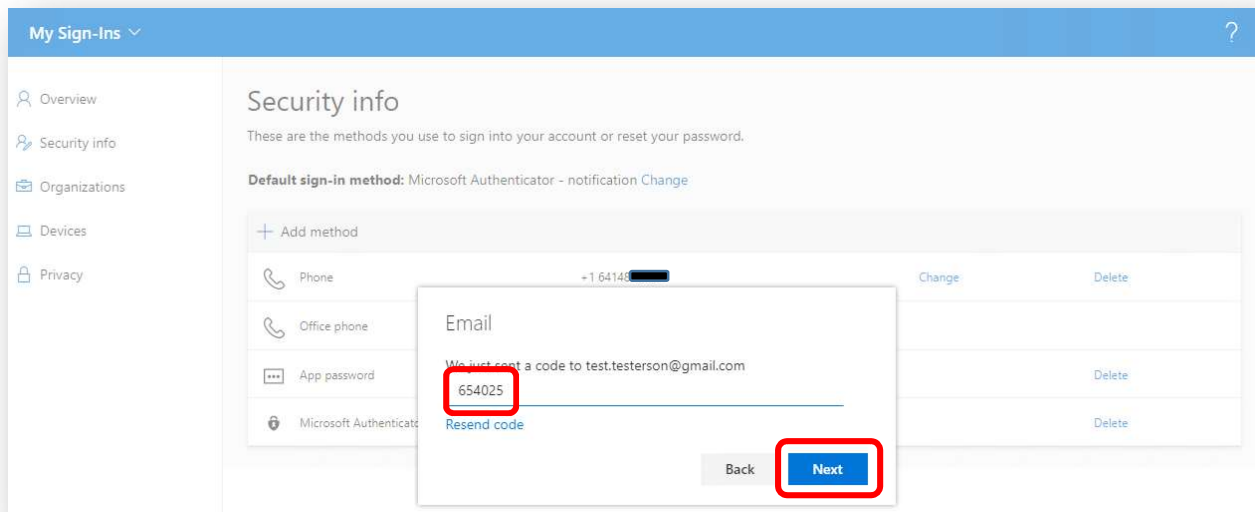
- Select Email from the dropdown and click Add



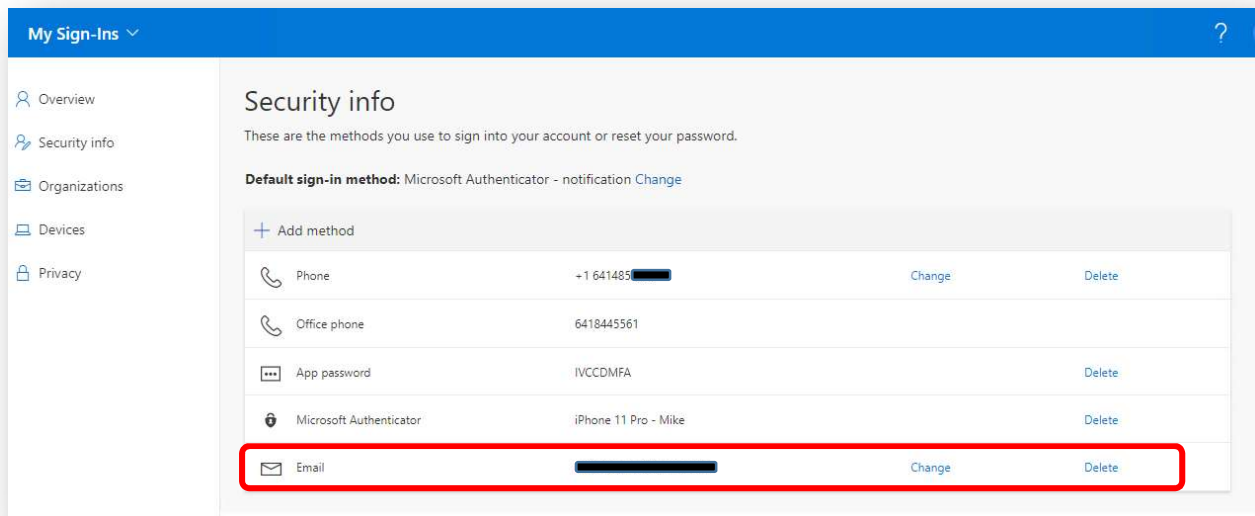
- Enter your email address and click Next



- Enter the code emailed to the provided email address and click Next

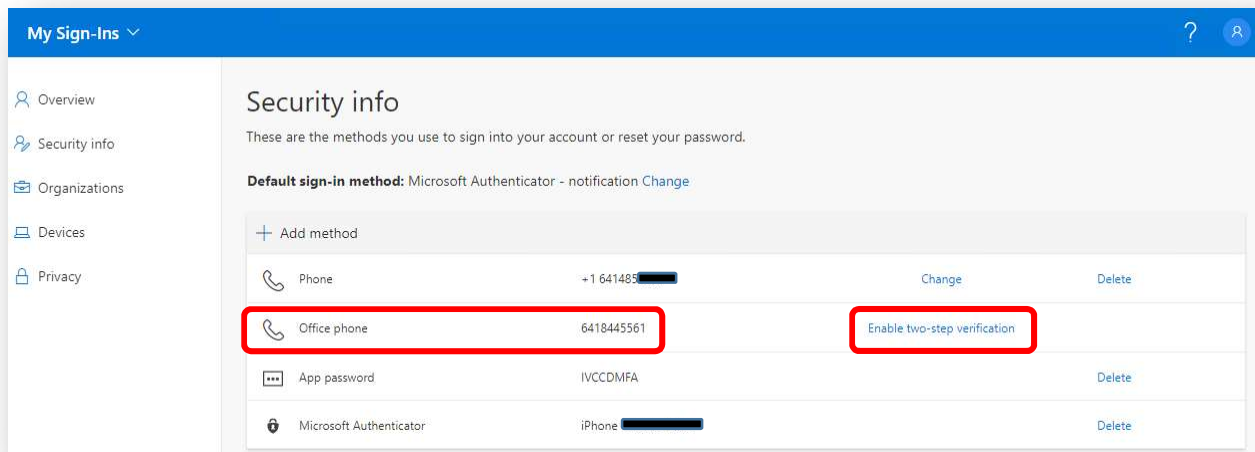


- Once confirmed, you will be notified that the email registration was successful
- Your email address will be added to the list of verification methods

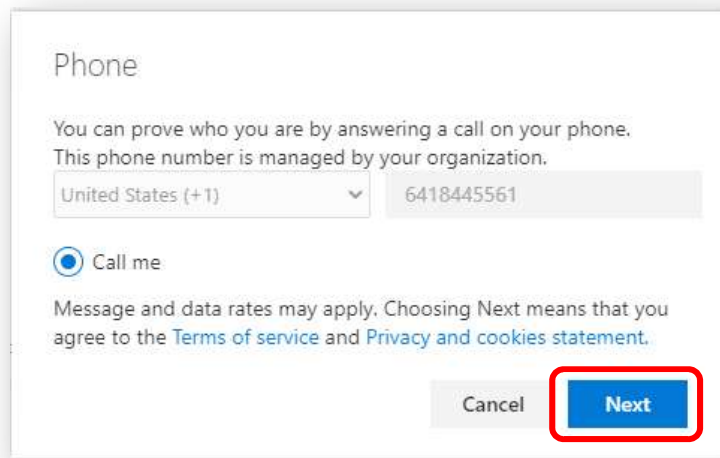


#### Office Phone Setup (only available for employees with a direct dial number)

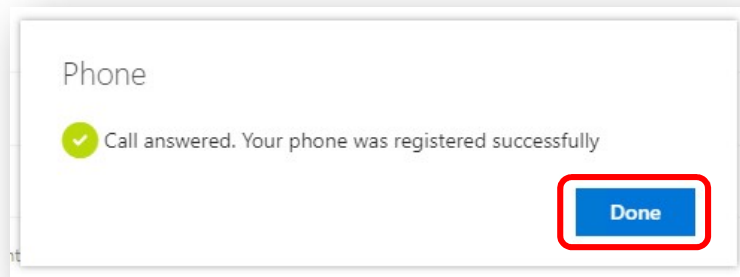
- **Note:** Setting up your office phone must be done while you are in your office
- If your Office Phone is listed, click the Enable two-step verification link



- Click Next to initiate the phone call
- Your office phone will ring
- An automated system will answer
- Press the # button when asked to do so



- Once confirmed, you will be notified that the registration was successful
- Click Done



- **The registration process is now complete**