

# IVCCD Self-Service Password Reset Enrollment Guide

## Students

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#### Self-Service Password Reset Setup

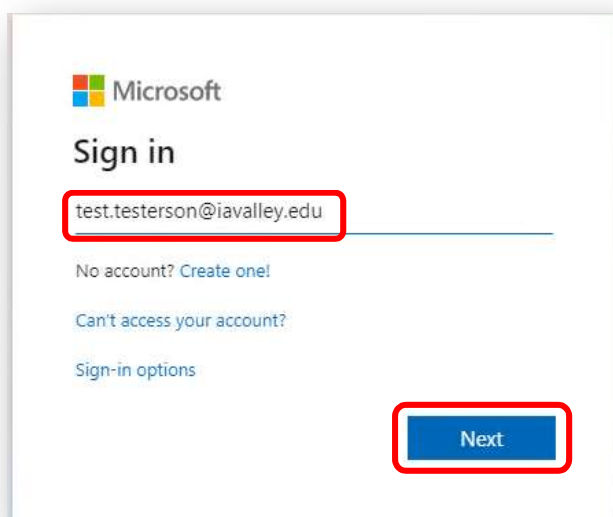
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**Note:** this setup process was done on an Apple iPhone. The process will be similar for an Android smartphone

**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

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← 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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## More information required

Your organization needs more information to keep  
your account secure

[Use a different account](#)

[Learn more](#)

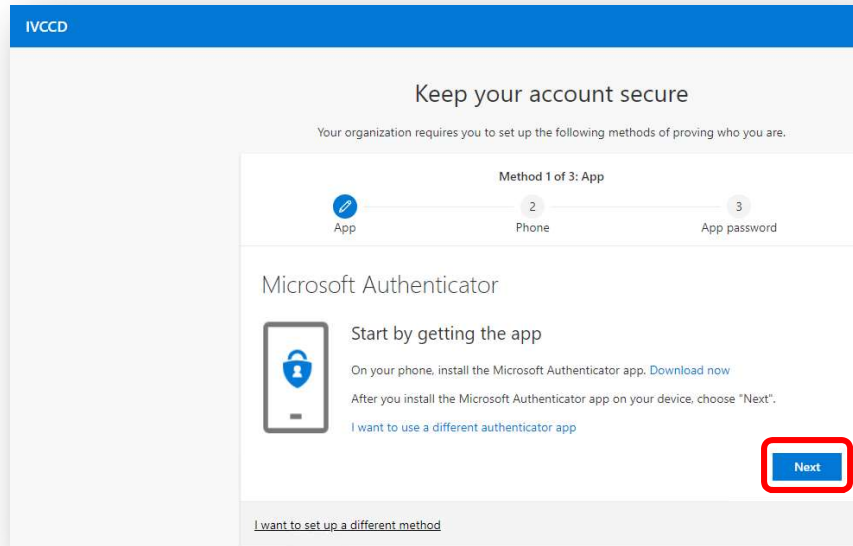
[Next](#)

For login assistance, contact Helpdesk at  
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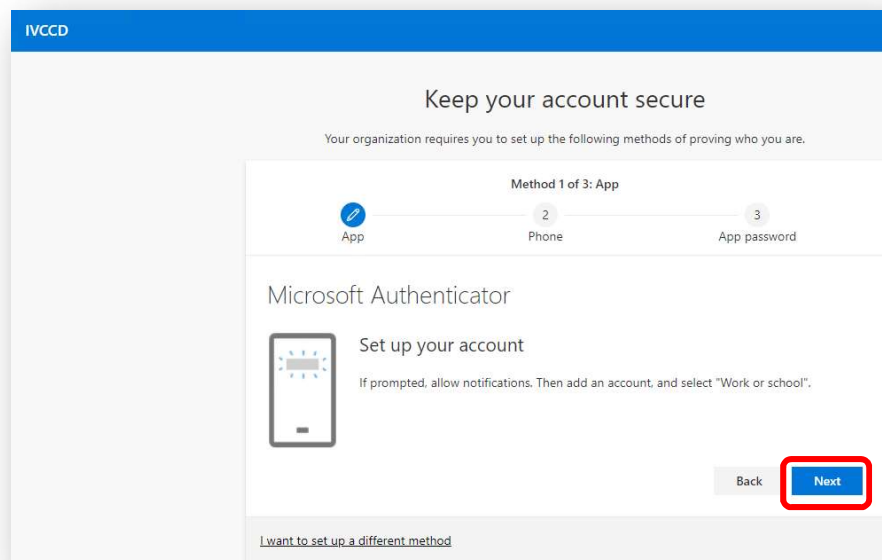
- Click Next

## Microsoft Authenticator App Setup

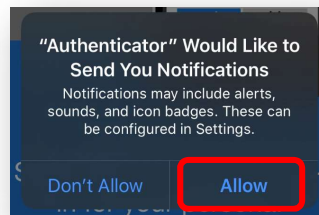
- **Note:** before proceeding, you must have the Microsoft Authenticator App installed on your smartphone – **Do not launch the App until asked to do so**
- **Note:** screenshots are from an iPhone, setting up on an Android device may be slightly different
- **Note:** when opening the App on your smartphone,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



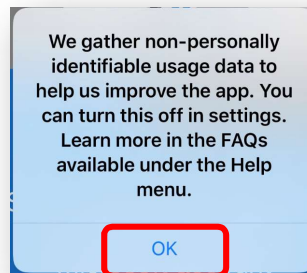
- Click Next



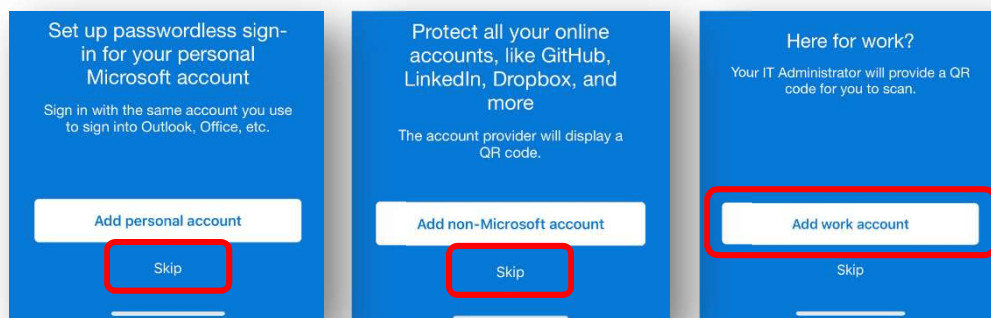
- Launch the Microsoft Authenticator App on your smartphone
- Click Allow to allow the Authenticator App to send notifications



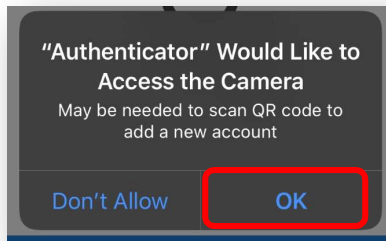
- Click OK if the following notification box appears



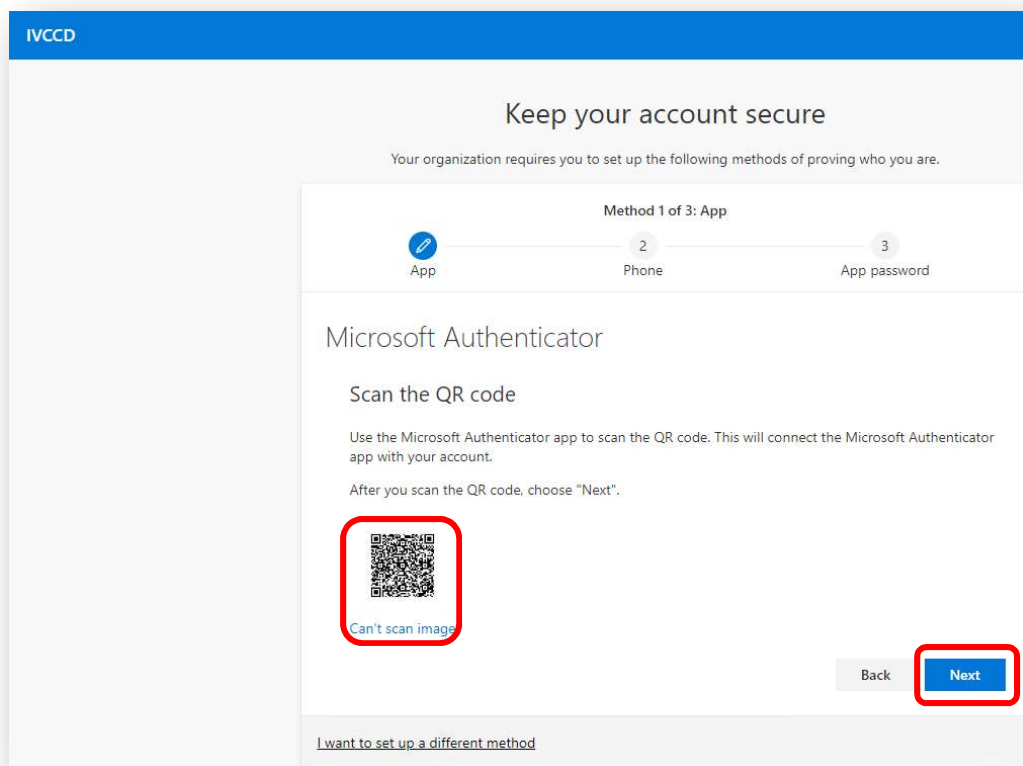
- Click Skip twice until you get to the screen asking you to setup a **Work Account** (do not add a personal account or a non-Microsoft account)



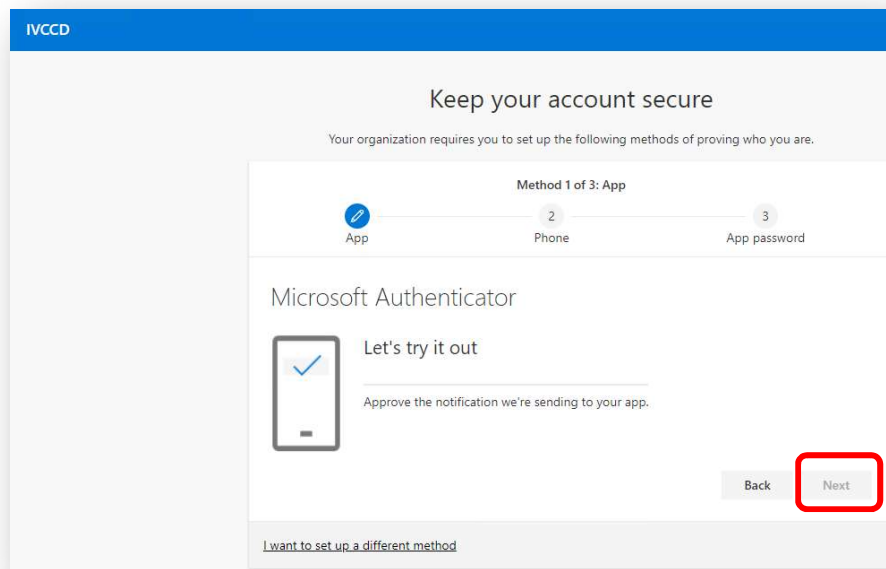
- Click OK to allow the Authenticator App to access your Camera



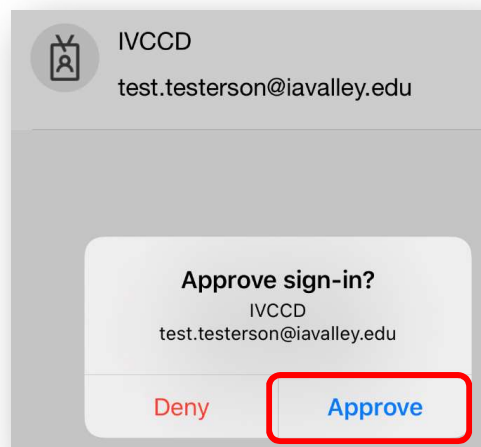
- Using the camera on your smartphone, scan the QR code displayed on your web browser
- Click Next



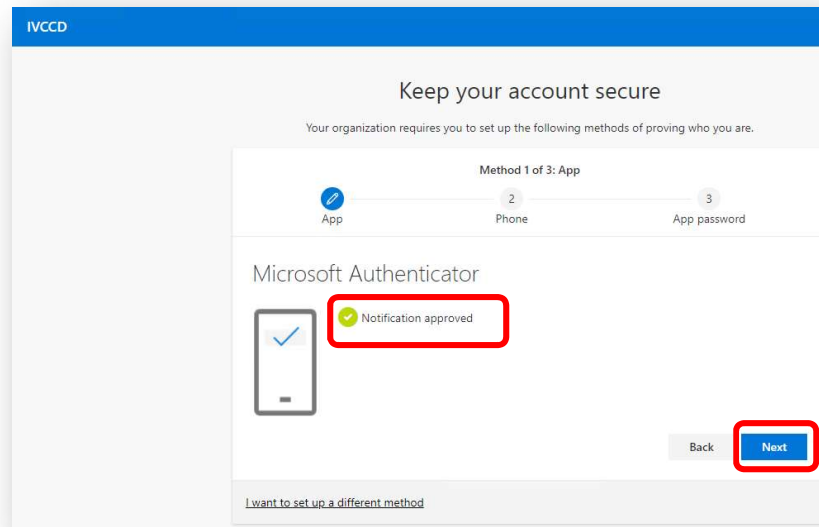
- You are asked to test/try out the Authenticator App
- You will notice that the Next button is grayed out



- 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

IVCCD

### Keep your account secure

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

Method 2 of 3: Phone

App Phone App password

#### Phone

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?

United States (+1) 641485

☒ Text me a code ☐ Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

[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 a web interface for setting up account security. At the top, a blue header contains the text 'IVCCD'. Below it, the heading 'Keep your account secure' is centered, followed by the subtext 'Your organization requires you to set up the following methods of proving who you are.' A progress bar indicates 'Method 2 of 3: Phone'. The progress bar has three steps: 'App' (completed with a green checkmark), 'Phone' (current step with a blue pencil icon), and 'App password' (step 3 with a grey circle). Below the progress bar, the section is titled 'Phone'. It contains the text 'We just sent a 6 digit code to +1 641483- Enter the code below.' followed by a text input field containing the code '075664'. Below the input field is a link 'Resend code'. At the bottom right of the form area are two buttons: 'Back' and 'Next'. The 'Next' button is highlighted with a red rectangle. At the very bottom of the page, there is a link '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' setup screen, but now the 'Phone' step is completed. The progress bar shows 'App' as completed, 'Phone' as the current step with a blue checkmark, and 'App password' as step 3. Below the progress bar, the section is titled 'Phone' and displays a green checkmark icon followed by the text 'SMS verified. Your phone was registered successfully'. The 'Next' button at the bottom right is still highlighted with a red rectangle.

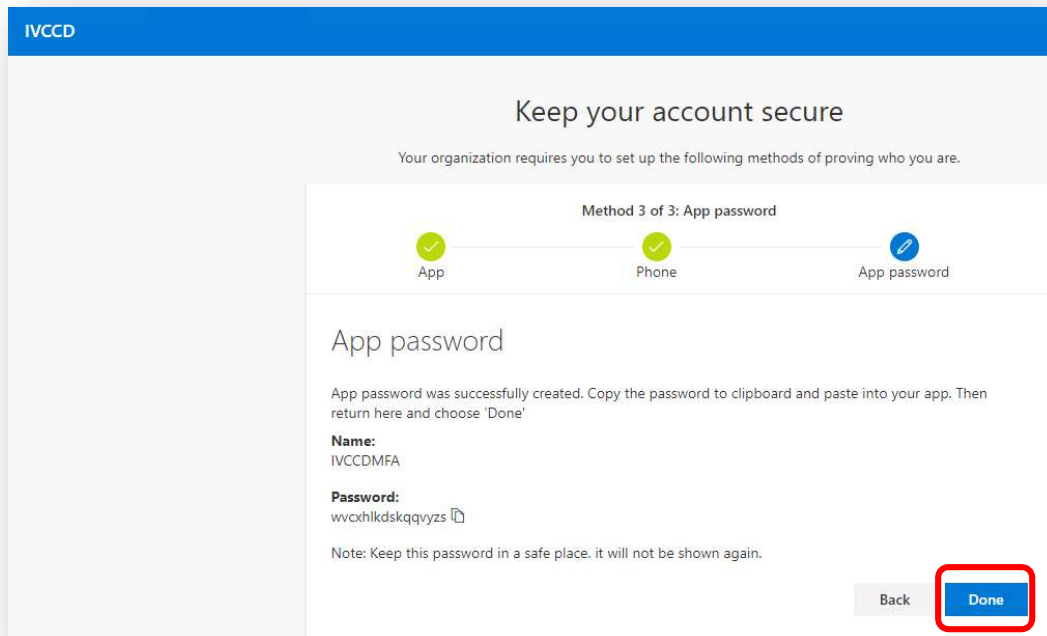


## App Password Setup

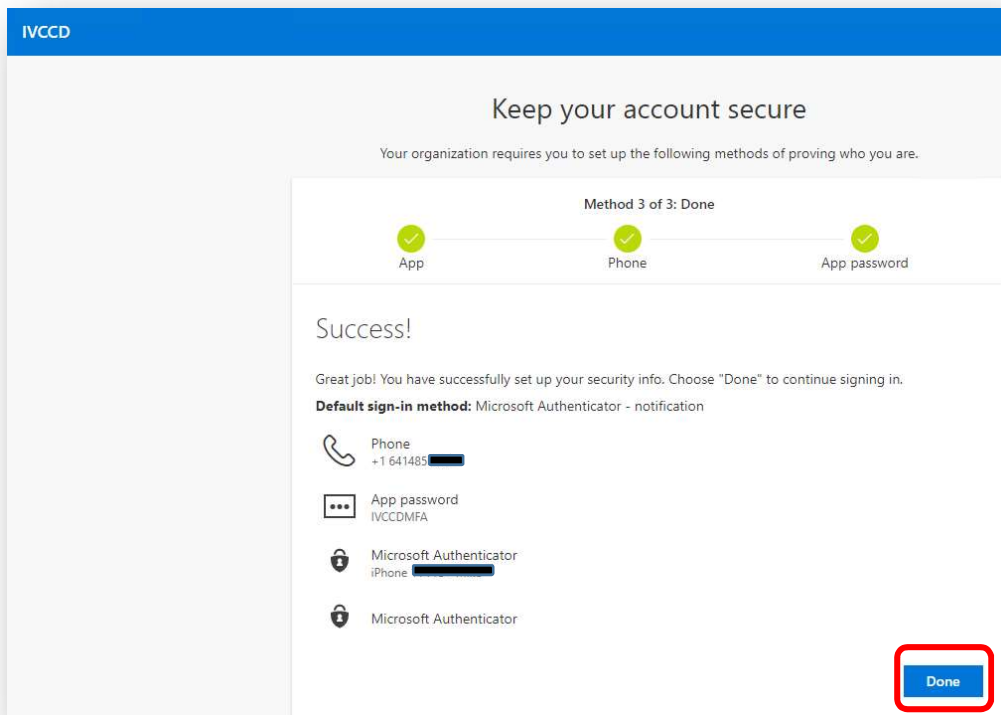
- If asked to set up an app password, complete the next 2 steps – otherwise skip down to the Click Done step (4 bullets below)
- Enter an App Password Name
  - Recommendation: IVCCDMFA
  - Password must be at least 8 characters in length
- Click Next

The screenshot shows the IVCCD App Password Setup interface. At the top, a blue header bar contains the text "IVCCD". Below this, the main heading is "Keep your account secure", followed by the subtext "Your organization requires you to set up the following methods of proving who you are." A progress bar indicates "Method 3 of 3: App password". Below the progress bar, there are three icons: a green checkmark for "App", a green checkmark for "Phone", and a blue pencil icon for "App password". The "App password" section is active, showing the heading "App password" and the instruction "Start by creating a name for your app password. This will help differentiate it from others." Below this, it asks "What name would you like to use? Minimum length is 8 characters." A text input field contains the text "IVCCDMFA", which is highlighted with a red rectangle. To the right of the input field is a blue "Next" button, also highlighted with a red rectangle.

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

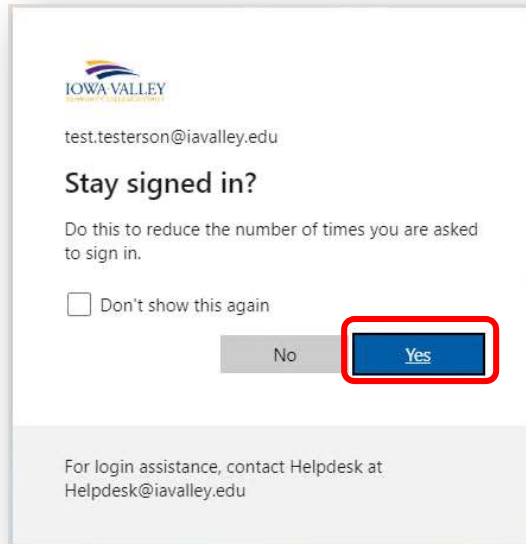


- A summary of your settings will be displayed
- Click Done



## Security Info Page

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

A screenshot of a web dialog box titled "Stay signed in?". At the top is the Iowa Valley Community College logo and the email address "test.testerson@iavalley.edu". The main heading is "Stay signed in?". Below it, the text says "Do this to reduce the number of times you are asked to sign in." There is a checkbox labeled "Don't show this again" which is currently unchecked. At the bottom are two buttons: a grey "No" button and a blue "Yes" button. The "Yes" button is highlighted with a red rectangular border. At the very bottom, there is a footer with the text "For login assistance, contact Helpdesk at Helpdesk@iavalley.edu".

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### Stay signed in?

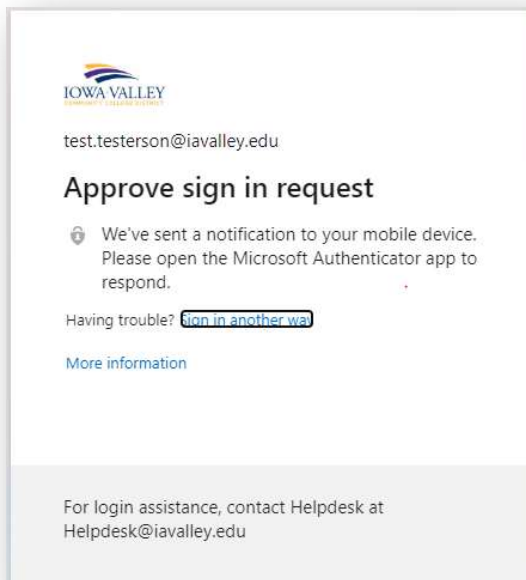
Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No Yes

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


- 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**

A screenshot of a web dialog box titled "Approve sign in request". At the top is the Iowa Valley Community College logo and the email address "test.testerson@iavalley.edu". The main heading is "Approve sign in request". Below it, there is a lock icon and the text "We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond." There is a link "Having trouble? sign in another way" where "sign in another way" is underlined. Below that is a link "More information". At the very bottom, there is a footer with the text "For login assistance, contact Helpdesk at Helpdesk@iavalley.edu".

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### Approve sign in request

 We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond.

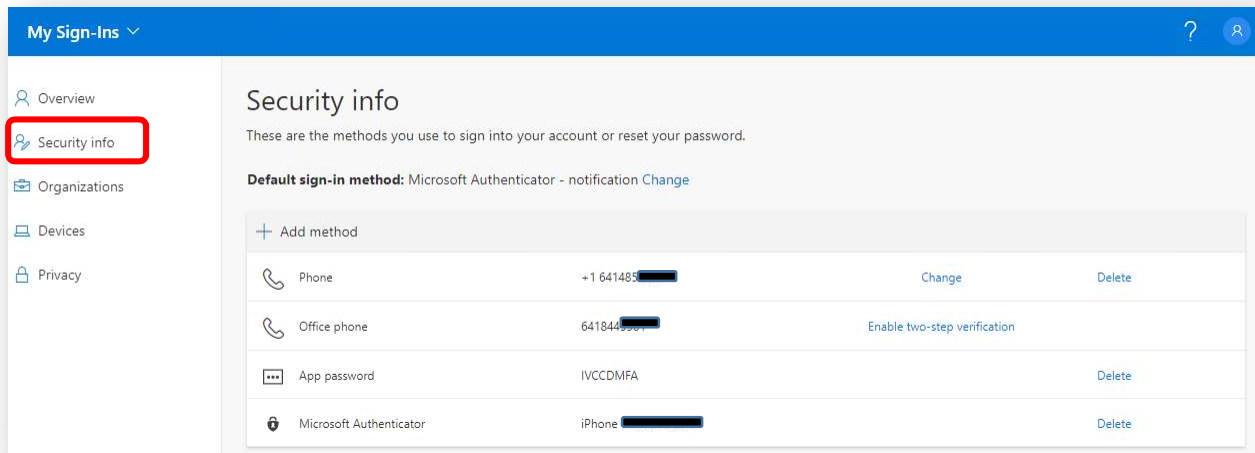
Having trouble? sign in another way

[More information](#)

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

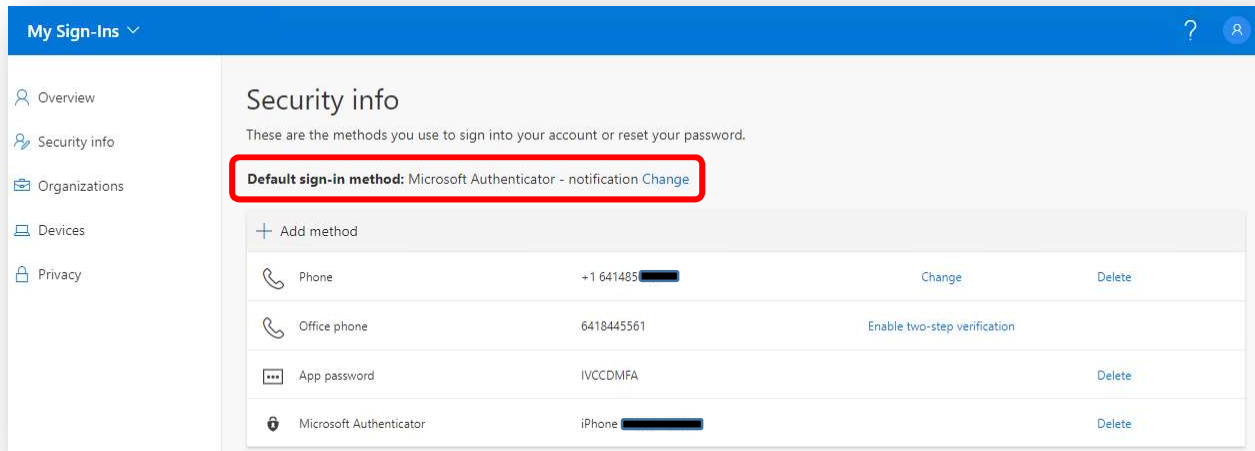
- You should now be on the Security Info page

- 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



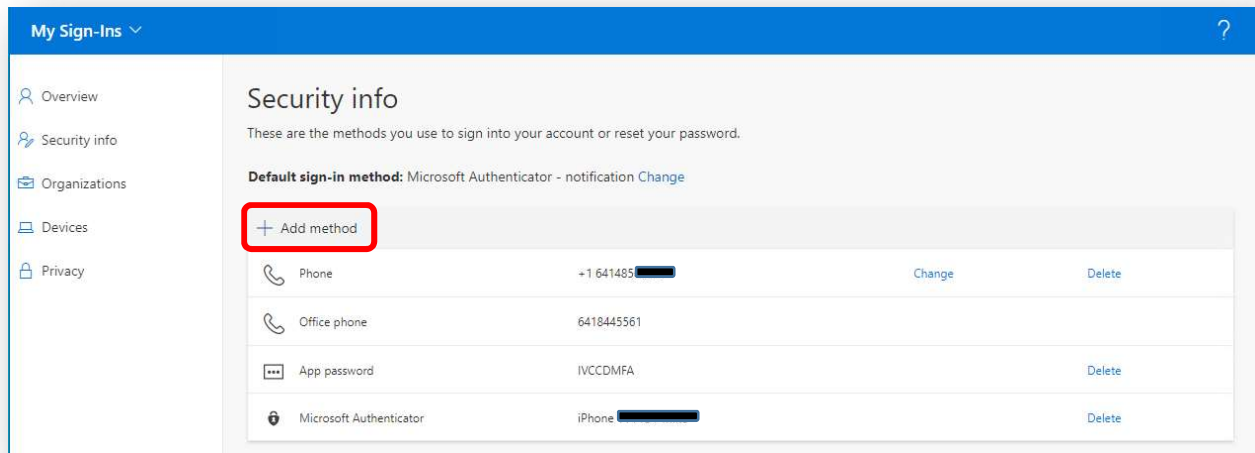
## Confirm Default Sign-In Method

- 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

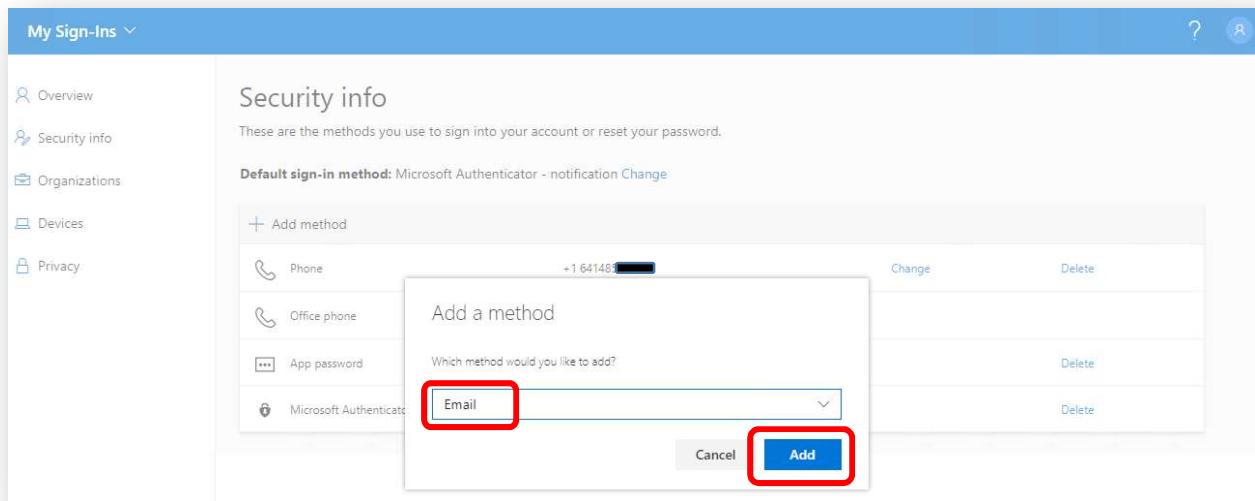


## Secondary Email Setup

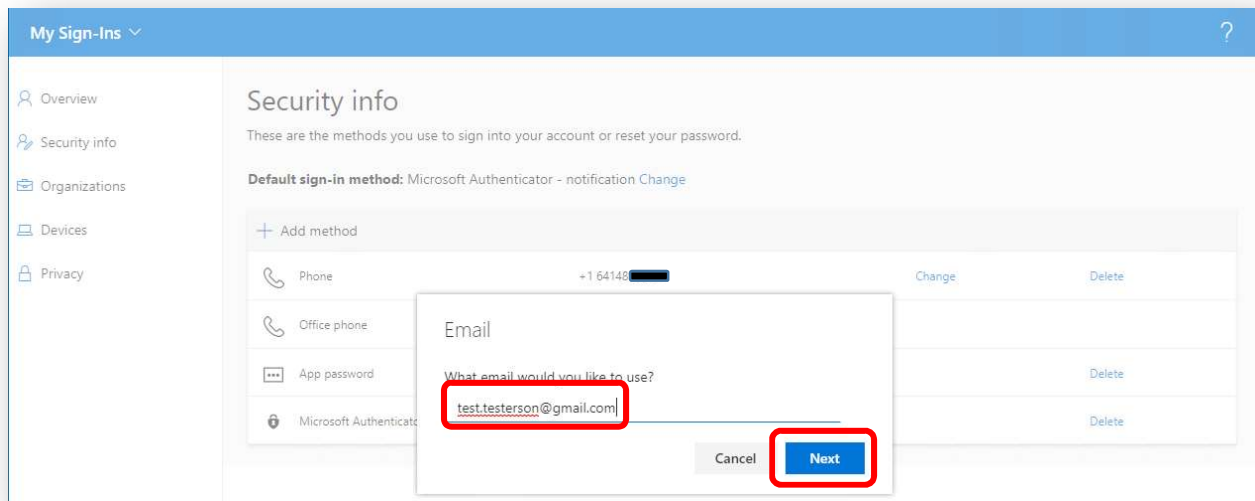
- Add a secondary (personal) email address
- Click Add method



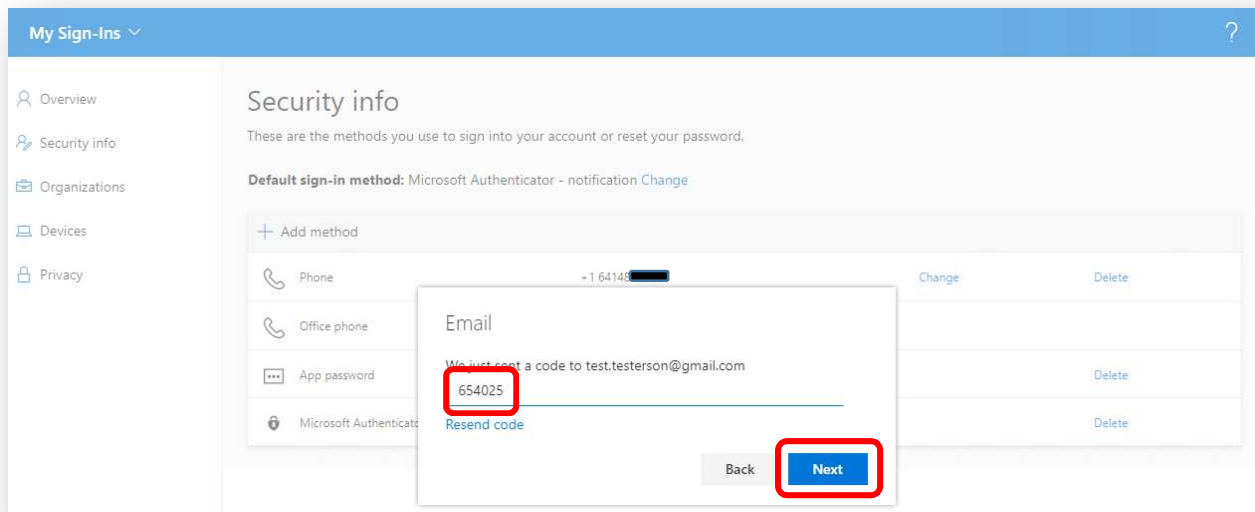
- Select Email from the dropdown and click Add



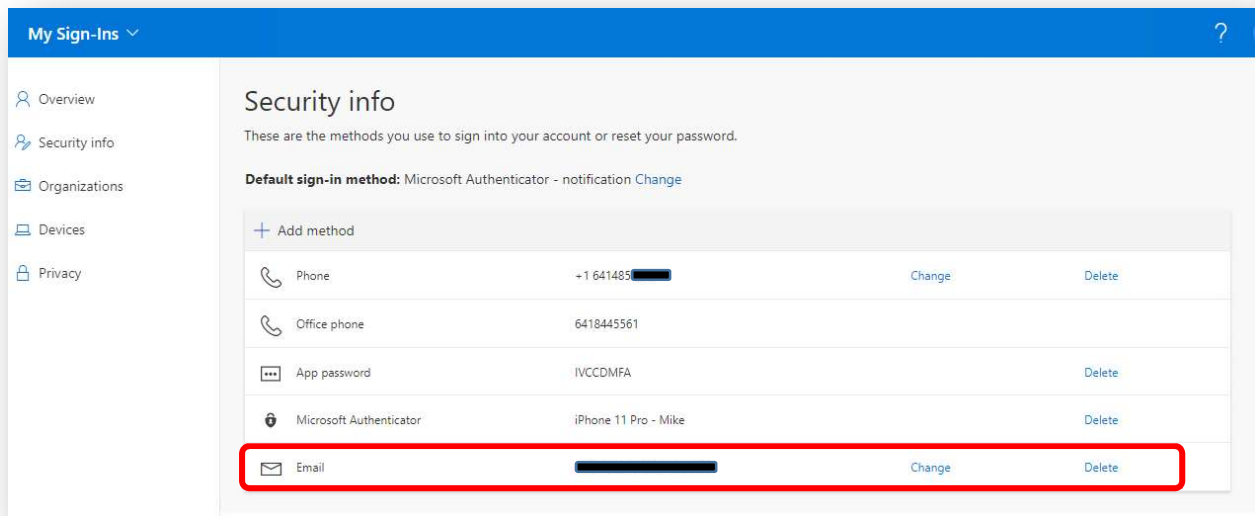
- Enter your email address and click Next



- 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



- The registration process is now complete