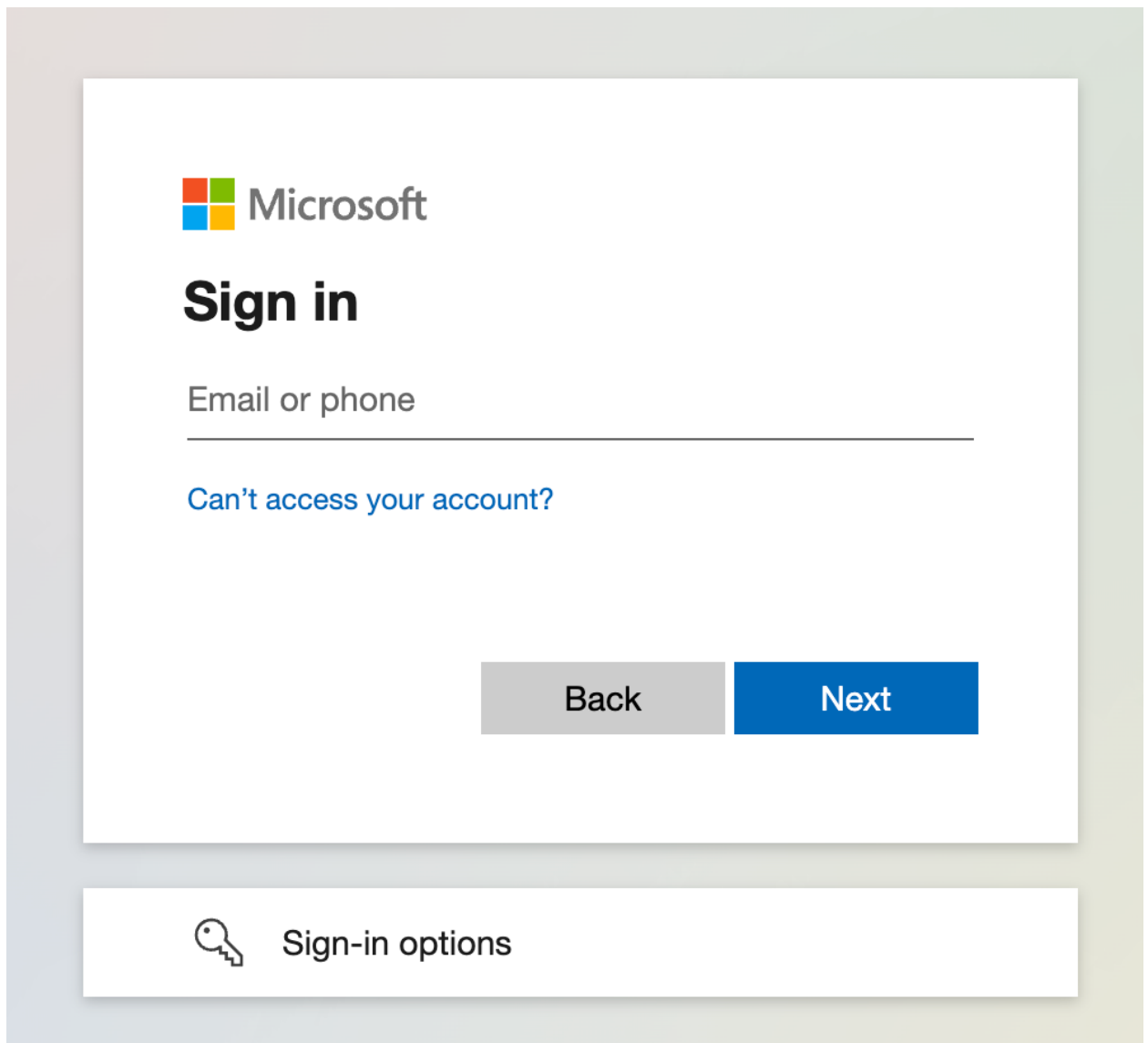# Password reset instructions – new users or accounts without multifactor authentication (MFA)
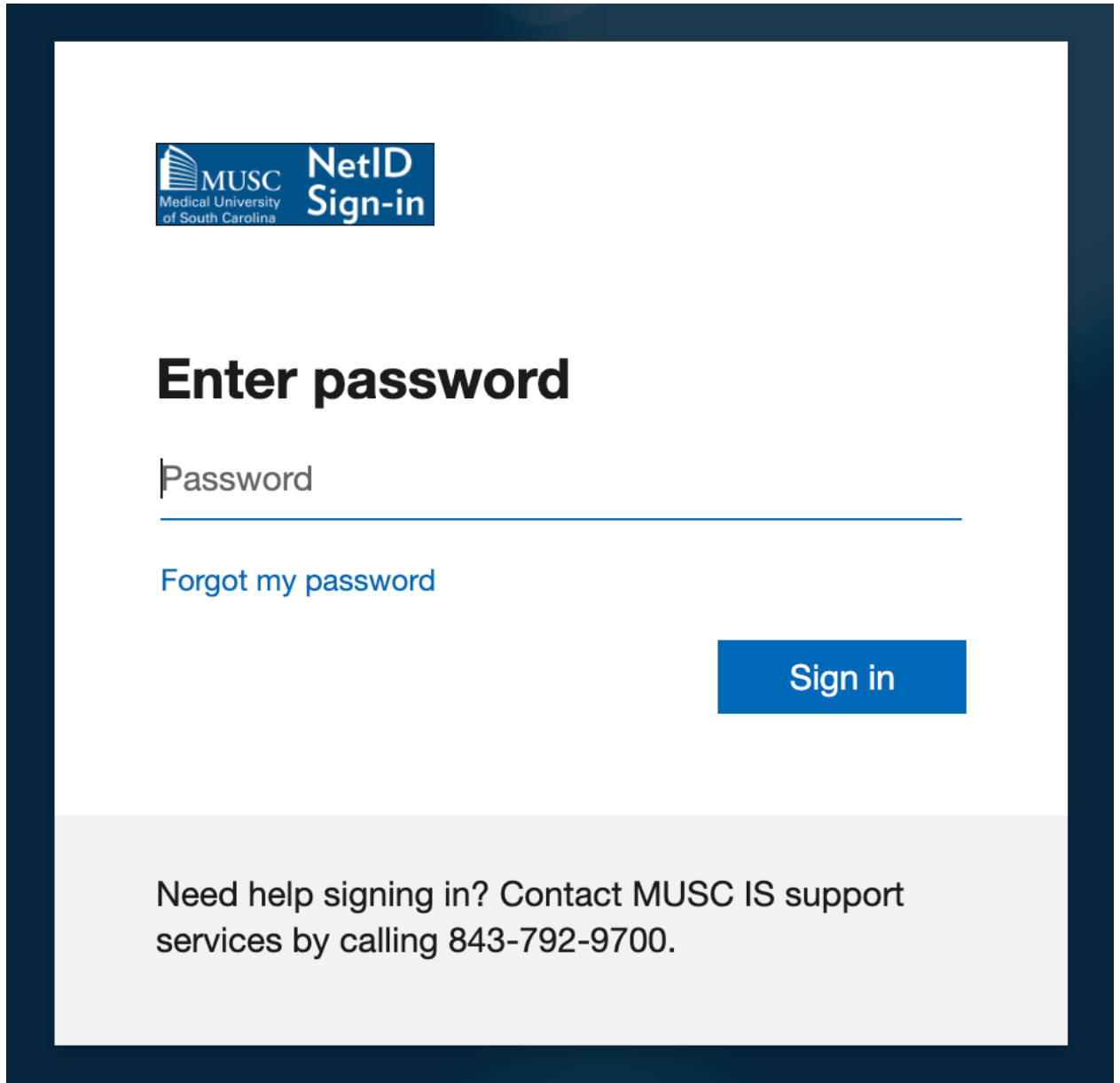
If you are a new user or do not currently have MFA enabled, follow these steps to reset your password. Note that you will be required to set up MFA during this process as part of MUSC's enhanced security process.

1. Go to aka.ms/ssprsetup.
2. Type in your NetID in the following format: NetID@musc.edu

3. Enter the One Time Password from the email you received and click Sign in.

4. Click Next.

MUSC Medical University of South Carolina | **NetID Sign-in**

More information required

Your organization needs more information to keep your account secure. Before making changes to your security info you must complete multifactor authentication.
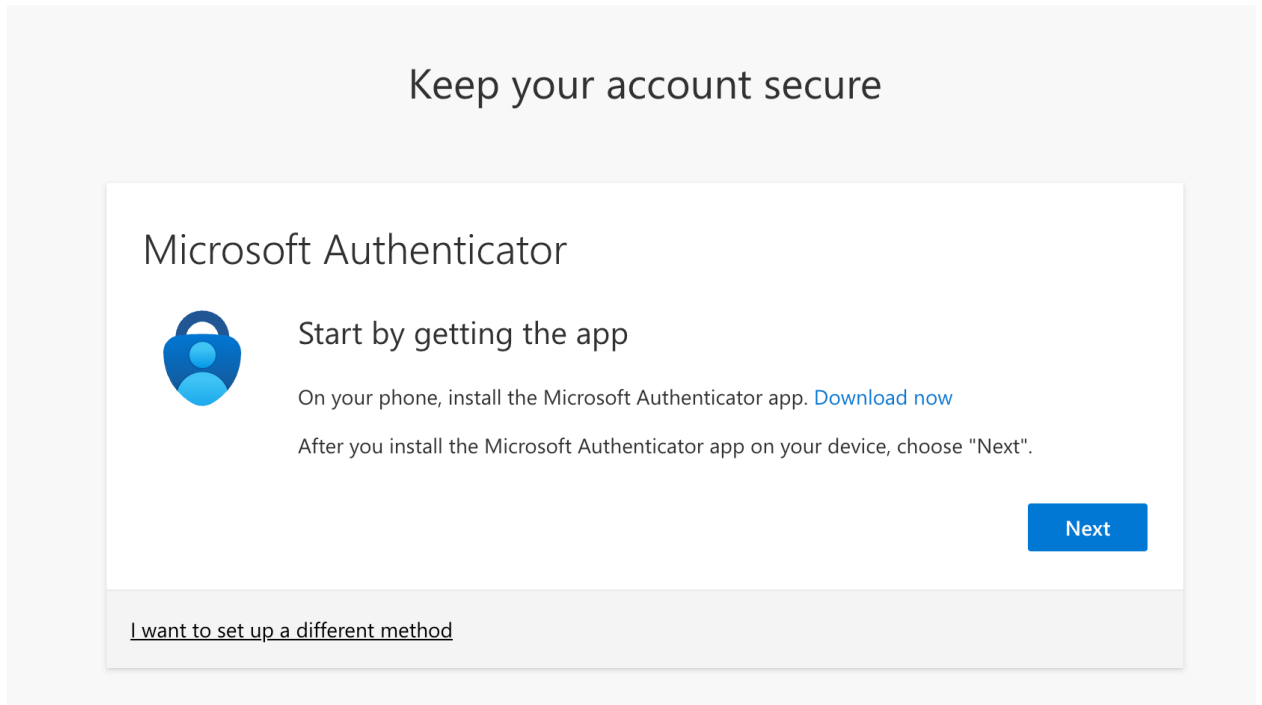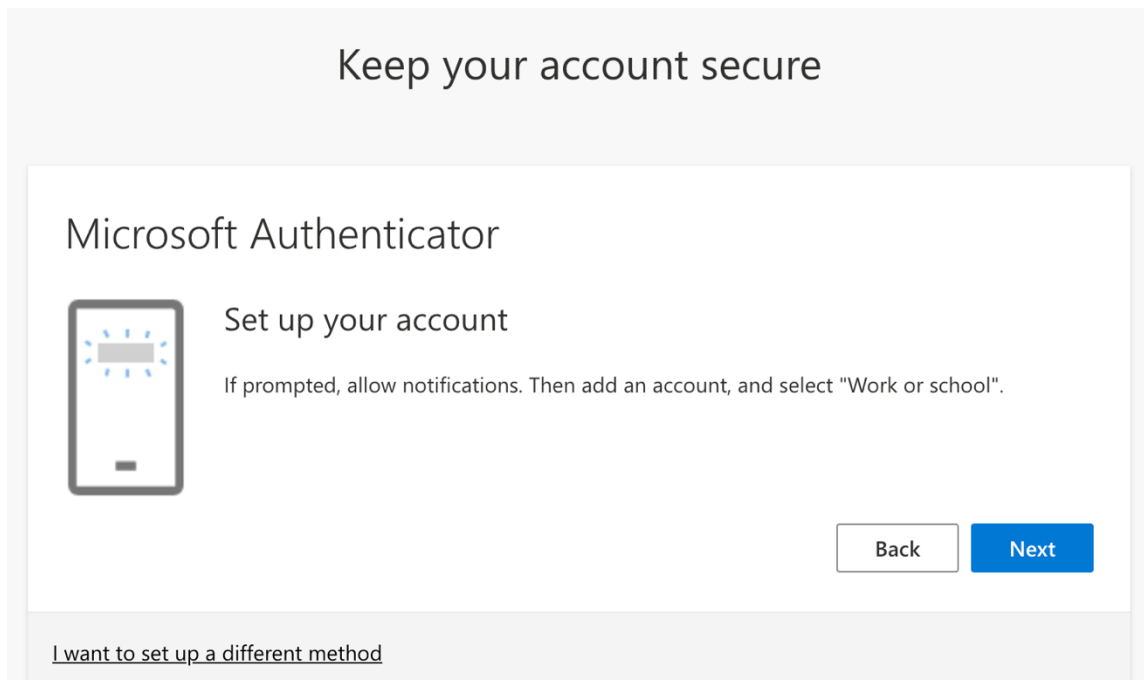
Use a different account

Learn more

Next

Need help signing in? Contact MUSC IS support services by calling 843-792-9700.

5. You will be prompted to download the Microsoft Authenticator app on your mobile device. After doing so, click Next.

Keep your account secure

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

Next

I want to set up a different method

6. Click Next again.

Keep your account secure

Microsoft Authenticator

Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

Back   Next

I want to set up a different method

7. Open the Microsoft Authenticator app on your mobile device and tap the + button in the top right corner.
8. Tap **Work or school account.**
9. Choose **Scan QR code** on your device and scan the QR code on your computer screen.

Keep your account secure

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

Can't scan image?

Back   Next

I want to set up a different method

10.   Your mobile device will prompt you to enter the number shown on your computer screen:

Keep your account secure

Microsoft Authenticator

Let's try it out

Approve the notification we're sending to your app by entering the number shown below.

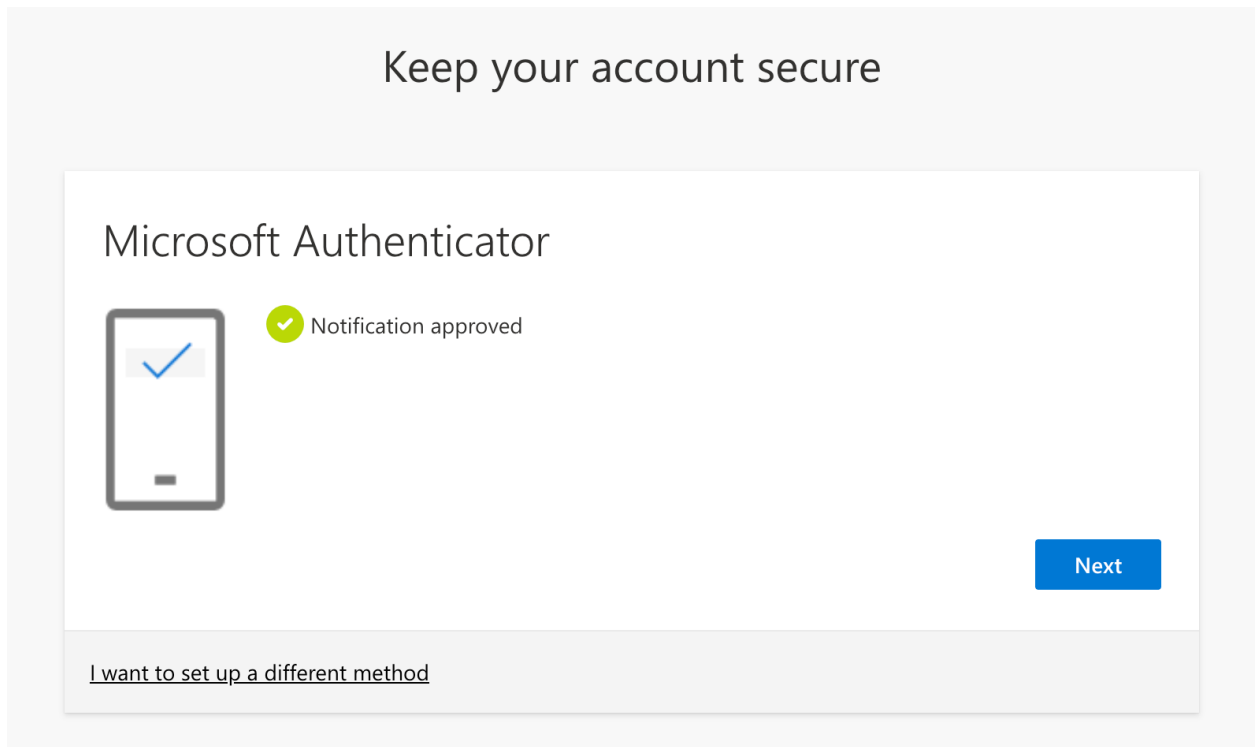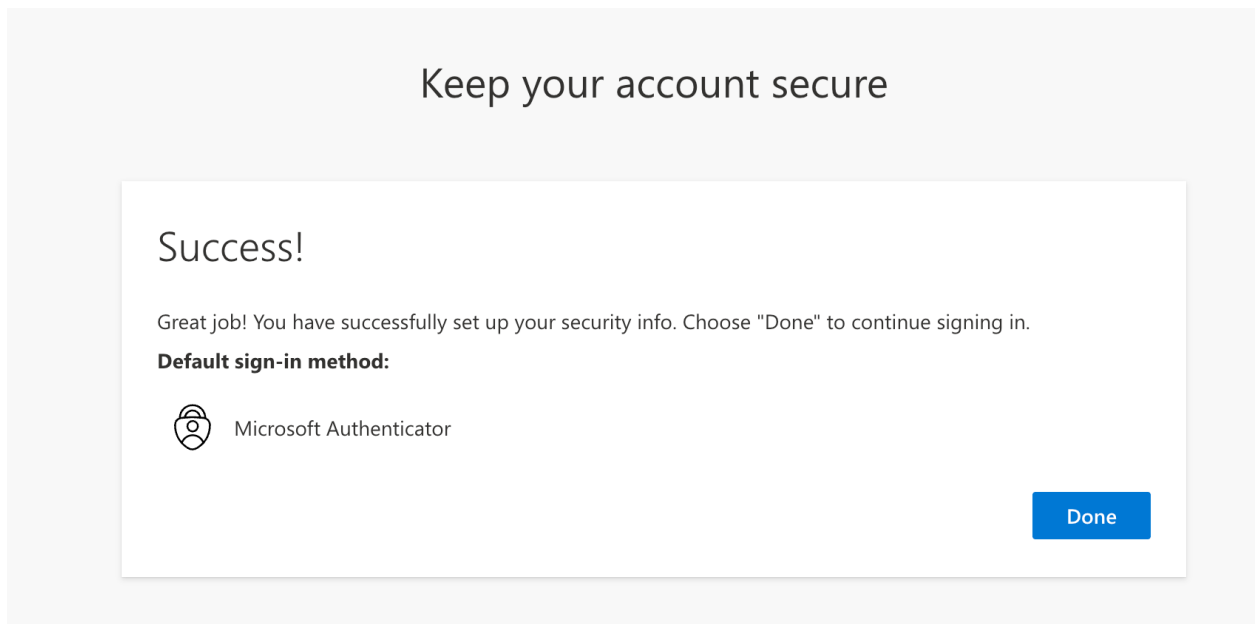**42**

Back   Next

I want to set up a different method

11.   You have finished setting up multifactor authentication. Click Next.

Keep your account secure

Microsoft Authenticator

✅ Notification approved

Next

I want to set up a different method

12.   Click Done

Keep your account secure

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

Microsoft Authenticator

Done

13. Type your One Time Password into the Current password field. Then, create a new password. Your new password must:
   a. Be a minimum of 12 characters long
   b. Be a minimum of 16 characters long for admin accounts
   c. Contain at least 3 of the following:
      i. A number
      ii. An uppercase character
      iii. A lowercase character
      iv. A special character

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password
_____

New password
_____

Confirm password
_____

Sign in

Need help signing in? Contact MUSC IS support services by calling 843-792-9700.

14.   You will be redirected to your account's Security info page. This indicates you successfully reset your password.