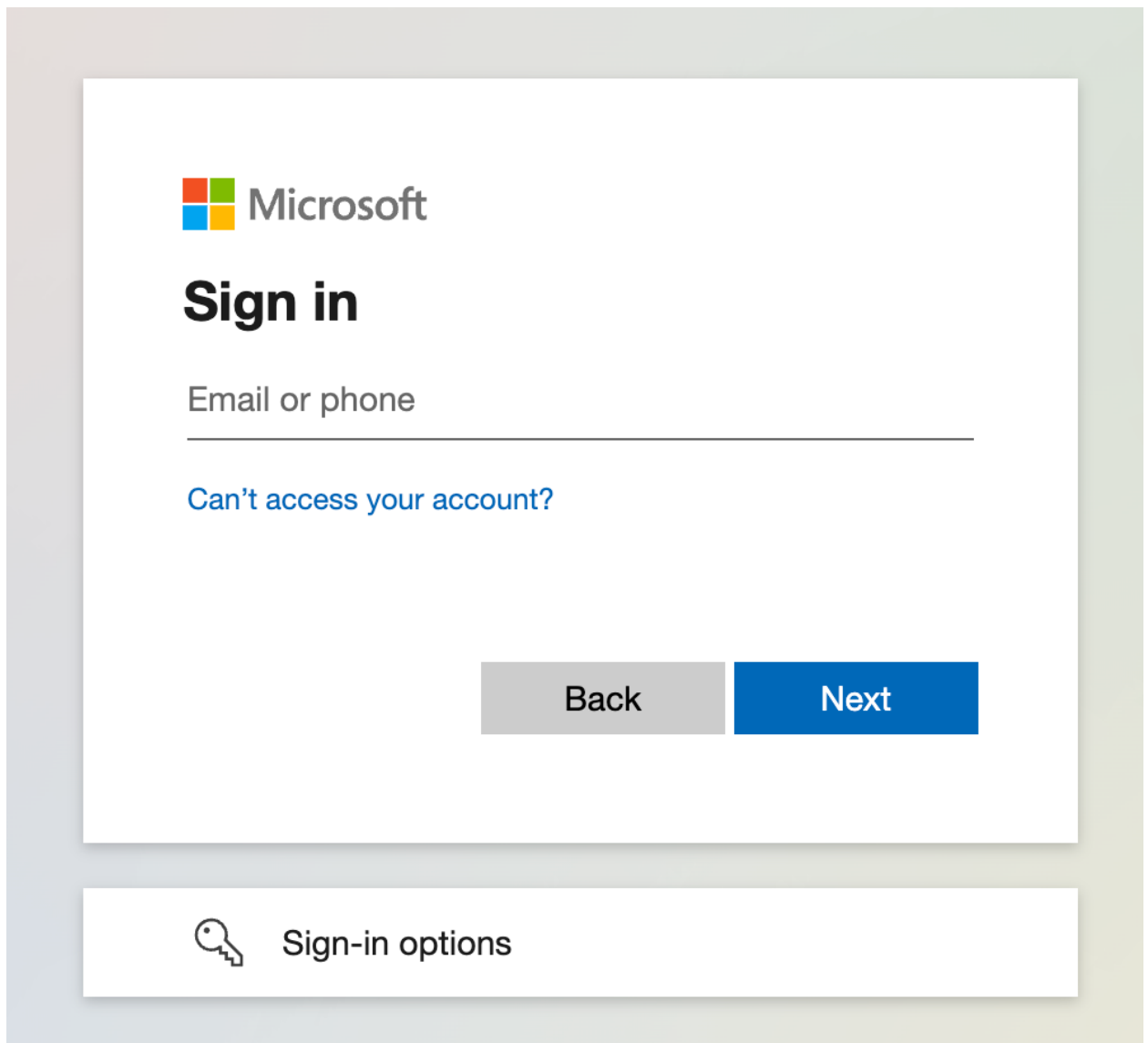


## Password reset instructions – new users or accounts without multifactor authentication (MFA)

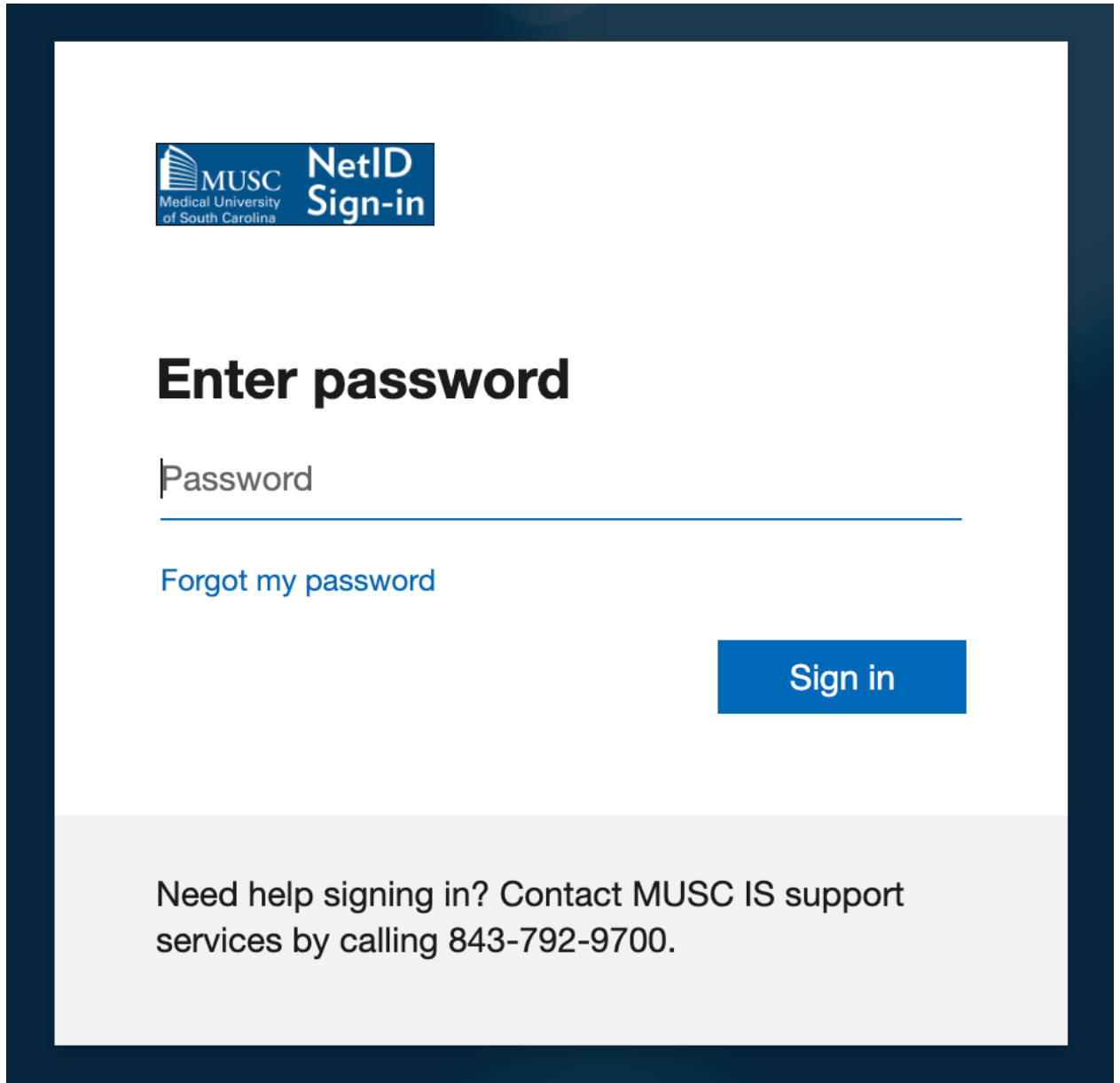
If you are a new user or do not currently have MFA enabled, follow these steps to reset your password. Note that you will be required to set up MFA during this process as part of MUSC's enhanced security process.


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



The screenshot shows the Microsoft 'Sign in' page. At the top left is the Microsoft logo. Below it, the text 'Sign in' is displayed in a large, bold font. Underneath, there is a text input field labeled 'Email or phone'. Below the input field is a link that says 'Can't access your account?'. At the bottom right of the main sign-in area are two buttons: a grey 'Back' button and a blue 'Next' button. At the very bottom of the page, there is a white bar containing a key icon and the text 'Sign-in options'.

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

The image shows a screenshot of the MUSC NetID Sign-in page. At the top left is the MUSC Medical University of South Carolina logo. To its right is the text "NetID Sign-in". Below this is the heading "Enter password". Under the heading is a password input field with the placeholder text "Password". Below the input field is a blue link that says "Forgot my password". To the right of the input field is a blue "Sign in" button. At the bottom of the page, there is a light gray box containing the text: "Need help signing in? Contact MUSC IS support services by calling 843-792-9700."

 **NetID  
Sign-in**

## Enter password

Password

[Forgot my password](#)

**Sign in**

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

4. Click Next.



## 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.

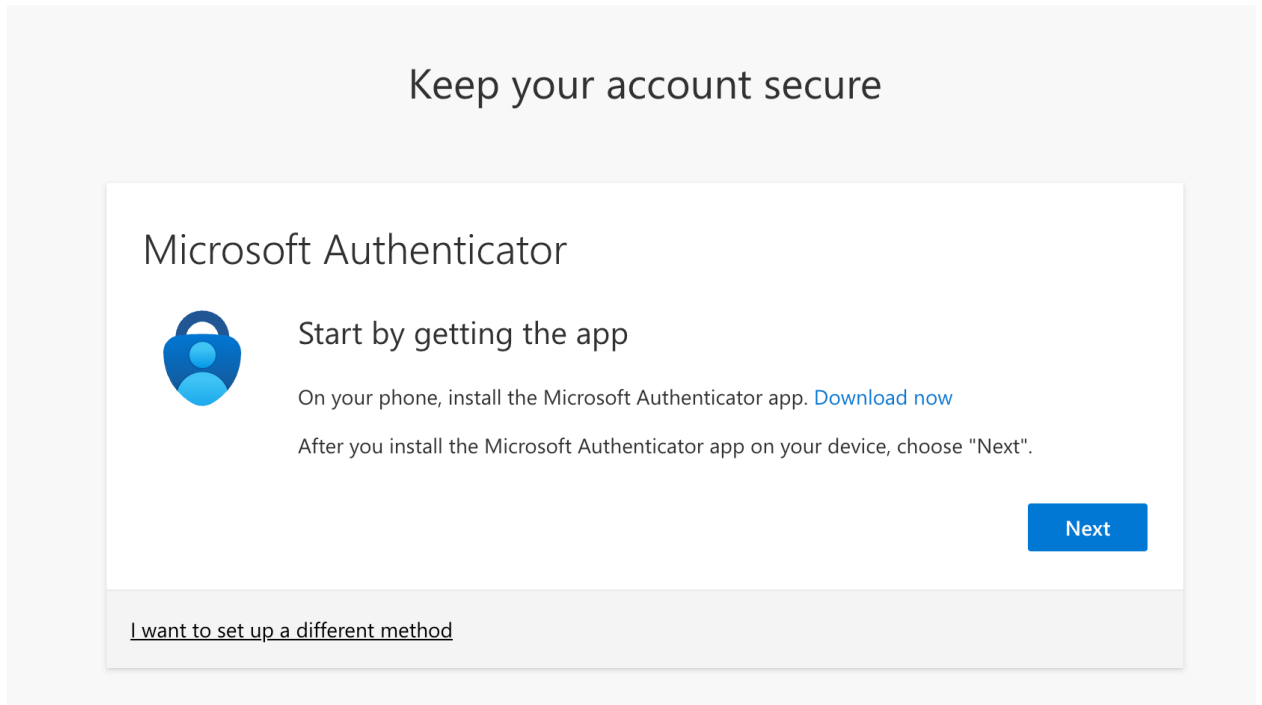
[Use a different account](#)

[Learn more](#)

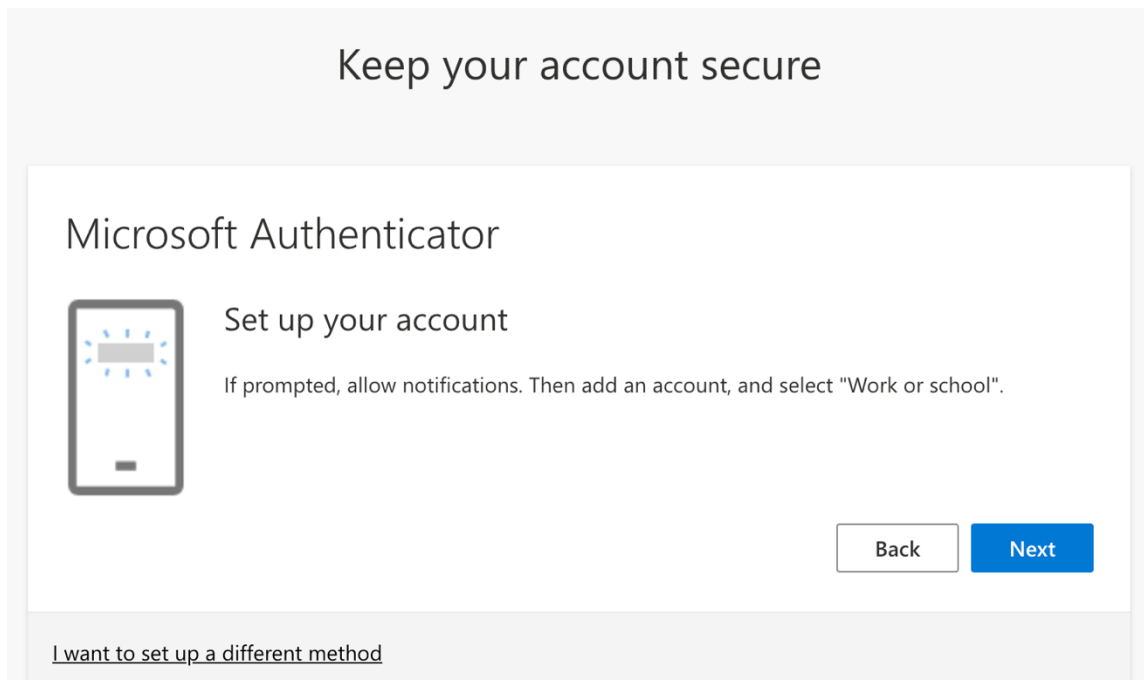
[Next](#)

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.



6. Click Next again.



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.

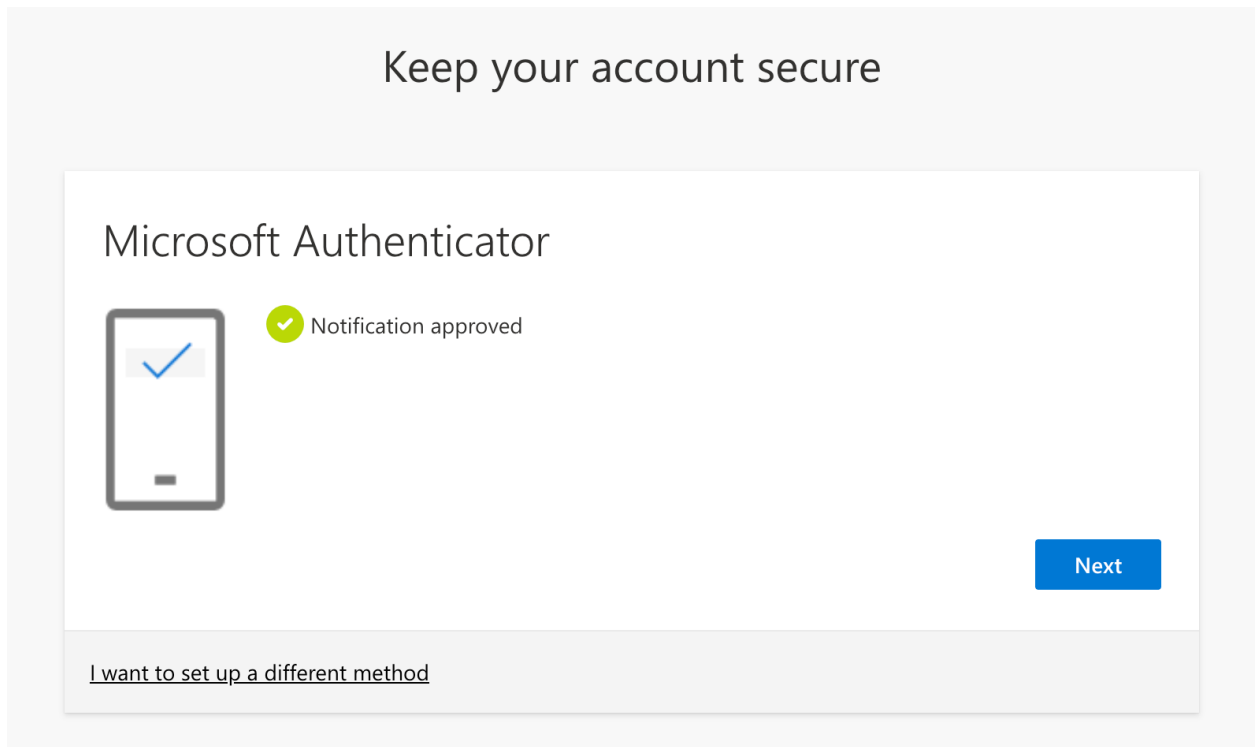
**42**

Back

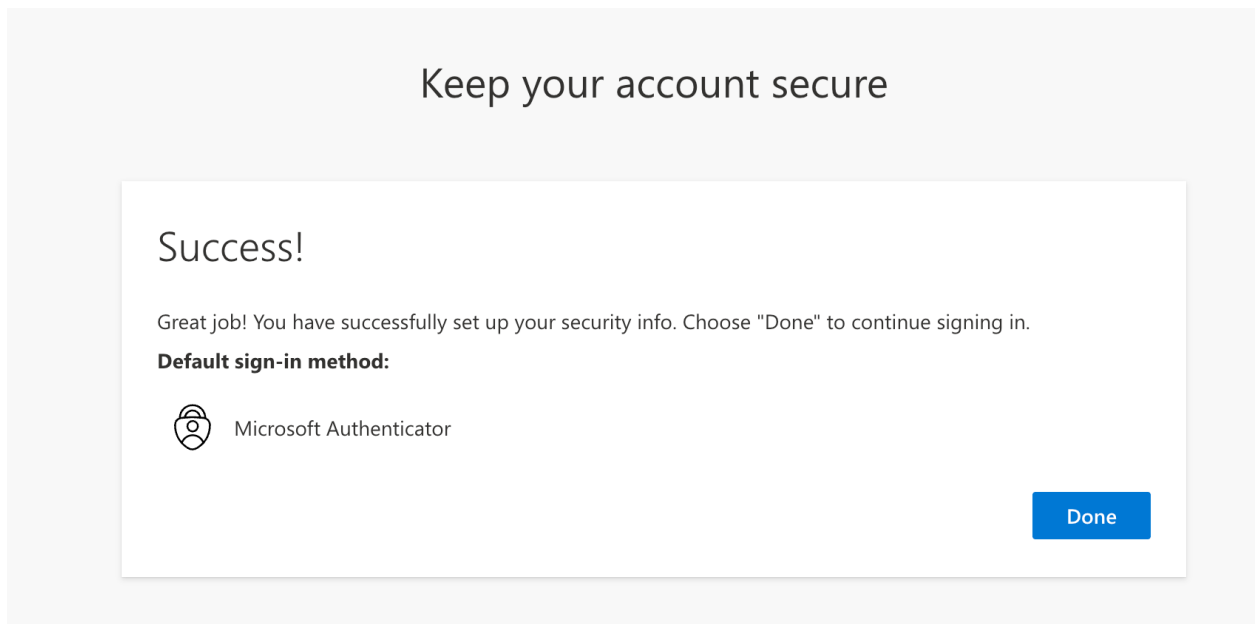
Next

[I want to set up a different method](#)

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



12. Click 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

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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.



NetID  
Sign-in

My Sign-Ins 






## Security info

These are the methods you use to sign into your account or reset your password.

You're using the most advisable sign-in method where it applies.

Sign-in method when most advisable is unavailable: Microsoft Authenticator - notification [Change](#)

 Add sign-in method

	Password	Last updated: Date not available	<a href="#">Change</a>
	Microsoft Authenticator Push multi-factor authentication (MFA)	iPhone 13	<a href="#">Delete</a>