

Password reset instructions – users with multifactor authentication (MFA) enabled

If you have MFA enabled for your NetID, follow these steps to reset your password.

1. Go to aka.ms/sspr.
2. Enter your NetID in the **Email or Username** field in the format NetID@musc.edu.
3. Enter the characters in the picture or the words in the audio.
4. Click **Next**.

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

Next

Cancel

5. You can choose to either:

- a. Receive a notification on your mobile device's authenticator app



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Approve a notification on my authenticator app

☐ Enter a code from my authenticator app

Send a notification to your authenticator app on your mobile device.

Send Notification

- b. Enter the code displayed in your authenticator app for your NetID



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☐ Approve a notification on my authenticator app

☒ Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

Enter your verification code

Next

6. Create and enter a new password, then click **Finish**. Your new password must follow these guidelines:



Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

[Cancel](#)

- 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

7. You have successfully reset your password.



Get back into your account



Your password has been reset