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

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

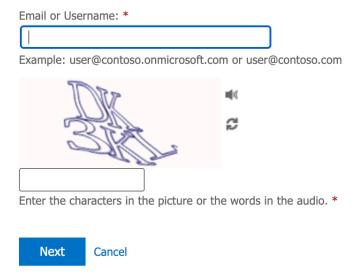
- 1. Go to aka.ms/sspr.
- 2. Enter your NetID in the **Email or Username** field in the format NetID@musc.edu.
- 3. Enter the characters in the picture or the words in the audio.
- 4. Click Next.

Microsoft

### Get back into your account

#### Who are you?

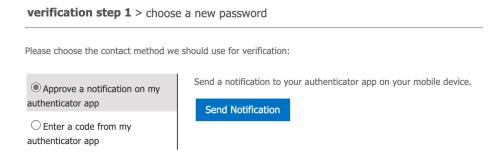
To recover your account, begin by entering your email or username and the characters in the picture or audio below.



- 5. You can choose to either:
  - a. Receive a notification on your mobile device's authenticator app



#### Get back into your account



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



### Get back into your account

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 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