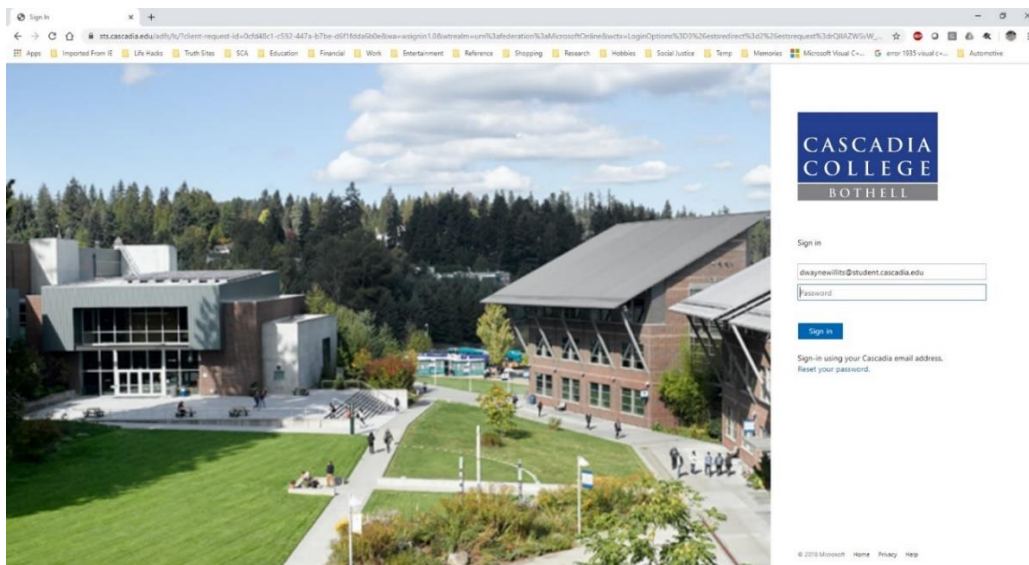


Enabling Self Service Password Reset on Your Kodiak Account (Office365)

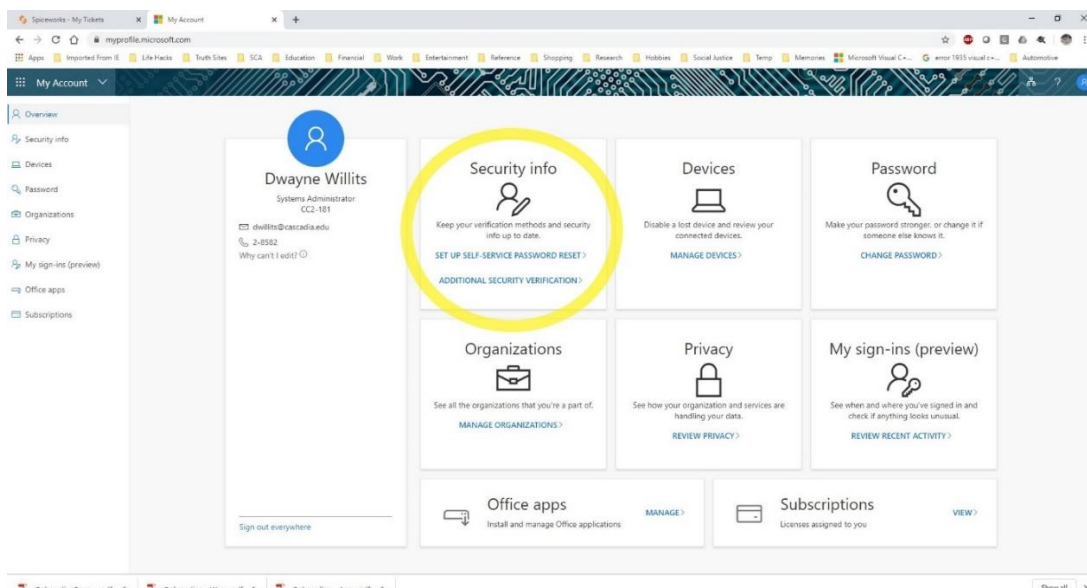
Complete this process to be able to reset your password using the 'Reset Your Password' option in the Office 365 portal. You must know your Kodiak Account (Cascadia issued email address) and current password to complete this process.

[NOTE: If your screen doesn't look like the images below, refresh the page.]

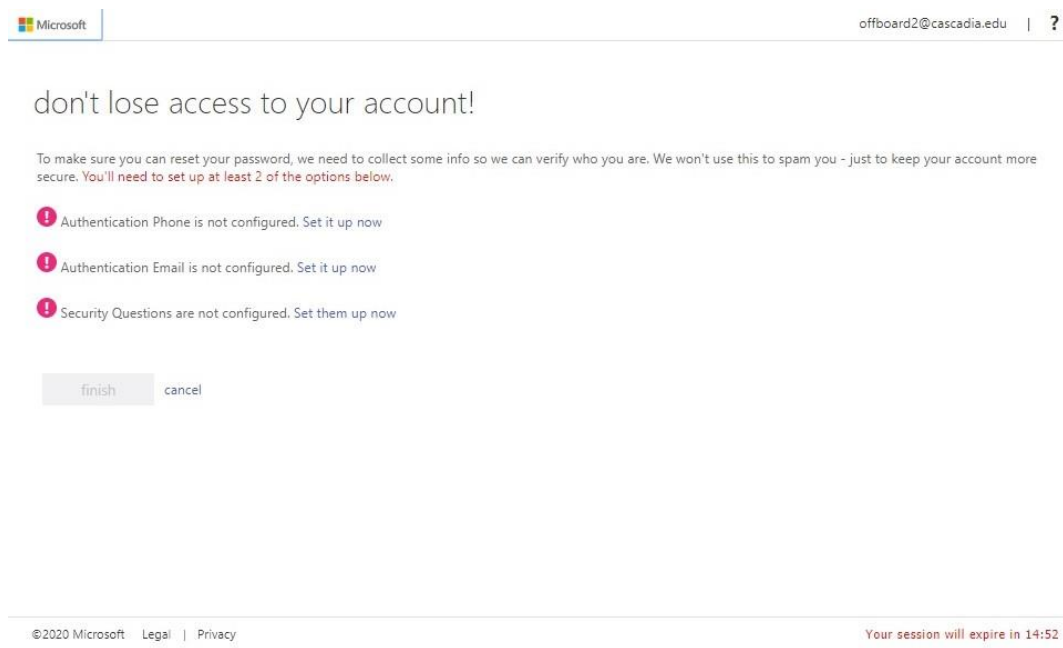
- [1] Browse to <https://login.microsoftonline.com> and log in with your employee email address (this will be your Kodiak Account with @cascadia.edu after it, the password will be the same). The first time you log in, you should be redirected to complete the steps as outlined starting in step 2. If you don't see those options, you can also browse to <https://myprofile.microsoft.com> and log in using your Kodiak Account and password combination.



- [2] On the 'Security info' tile, click on "Set Up Self-Service Password Reset>"

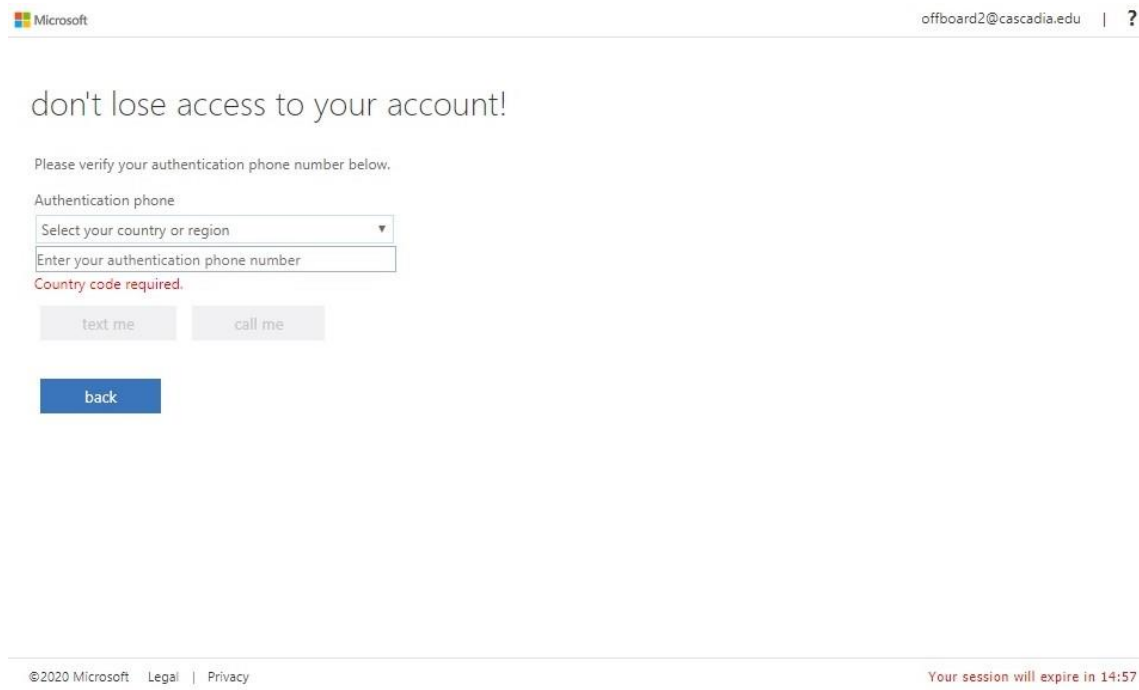


- [3] You must set up two of the listed options. Next to your first choice, click on 'Set it up now'.



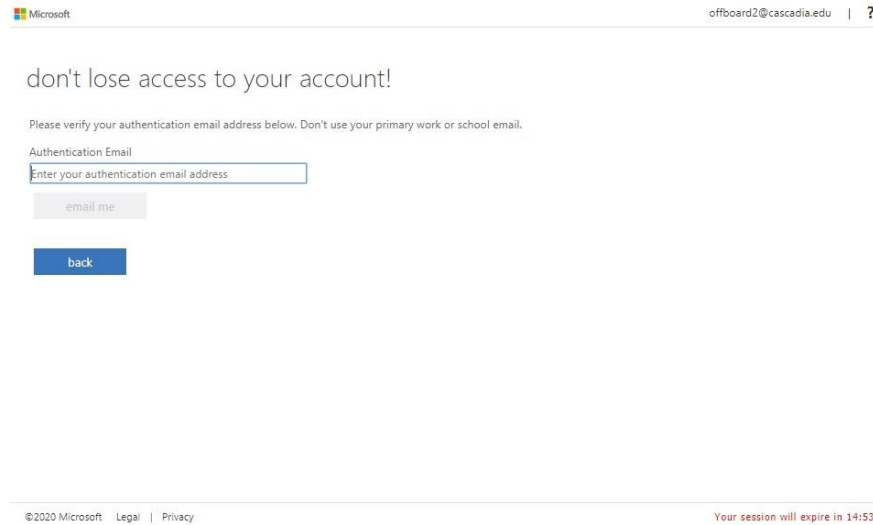
This screenshot shows the Microsoft account security setup page. At the top, the Microsoft logo is on the left, and the email address 'offboard2@cascadia.edu' with a help icon is on the right. The main heading is 'don't lose access to your account!'. Below this, a message states: 'To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 2 of the options below.' There are three options listed, each with a red exclamation mark icon: 'Authentication Phone is not configured. Set it up now', 'Authentication Email is not configured. Set it up now', and 'Security Questions are not configured. Set them up now'. At the bottom of the options, there are two buttons: 'finish' and 'cancel'. The footer contains '©2020 Microsoft | Legal | Privacy' on the left and 'Your session will expire in 14:52' on the right.

- [4] If you choose the 'Authentication Phone' option, you will need to enter your country code (+1 United States), and your personal phone number. You will then click on either "text me" or "call me" to verify this number.



This screenshot shows the Microsoft account phone verification page. At the top, the Microsoft logo is on the left, and the email address 'offboard2@cascadia.edu' with a help icon is on the right. The main heading is 'don't lose access to your account!'. Below this, a message states: 'Please verify your authentication phone number below.' There is a section titled 'Authentication phone' with two input fields: 'Select your country or region' (a dropdown menu) and 'Enter your authentication phone number'. Below these fields, a red message says 'Country code required.' There are two buttons: 'text me' and 'call me'. At the bottom left, there is a blue 'back' button. The footer contains '©2020 Microsoft | Legal | Privacy' on the left and 'Your session will expire in 14:57' on the right.

- [5] If you choose the 'Authentication Email' option, enter your personal email address, and then click on 'email me' to verify.



Microsoft

offboard2@cascadia.edu | ?

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

Enter your authentication email address

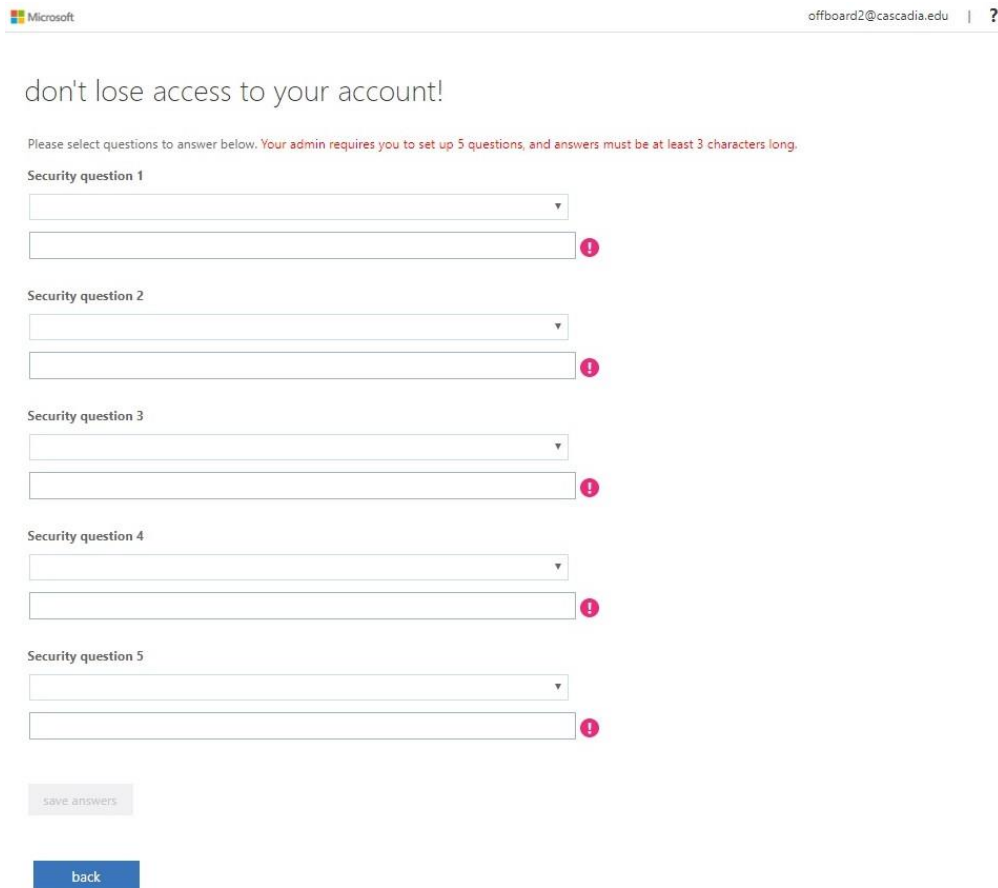
email me

back

©2020 Microsoft | Legal | Privacy

Your session will expire in 14:53

- [6] If you choose the 'Authentication Questions' option, use the drop-down menus to select a question, input your answer in the text field below (you must do this for all five questions). Click 'save answers' when done.



Microsoft

offboard2@cascadia.edu | ?

don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.

Security question 1

Security question 2

Security question 3

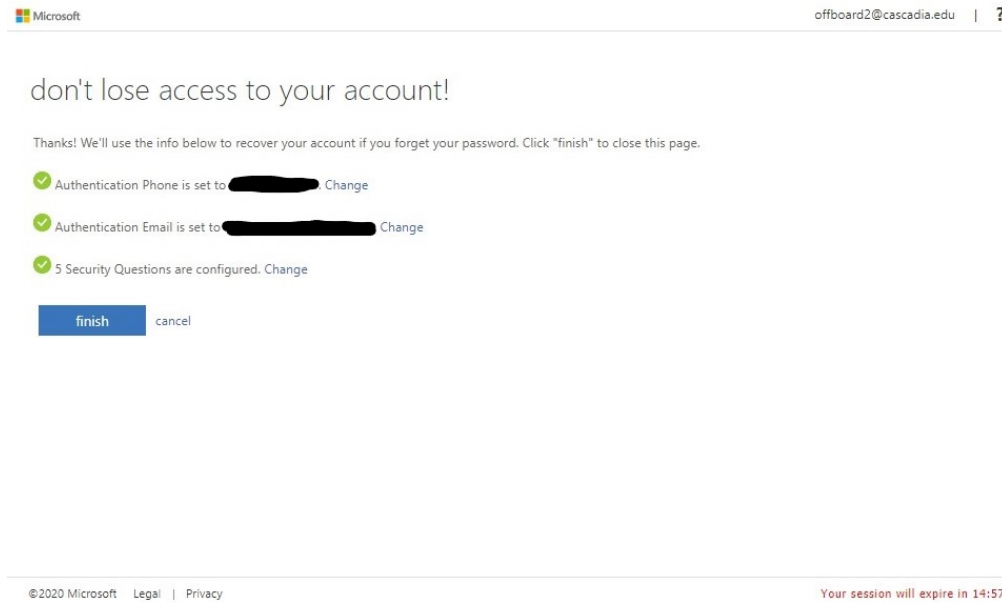
Security question 4

Security question 5

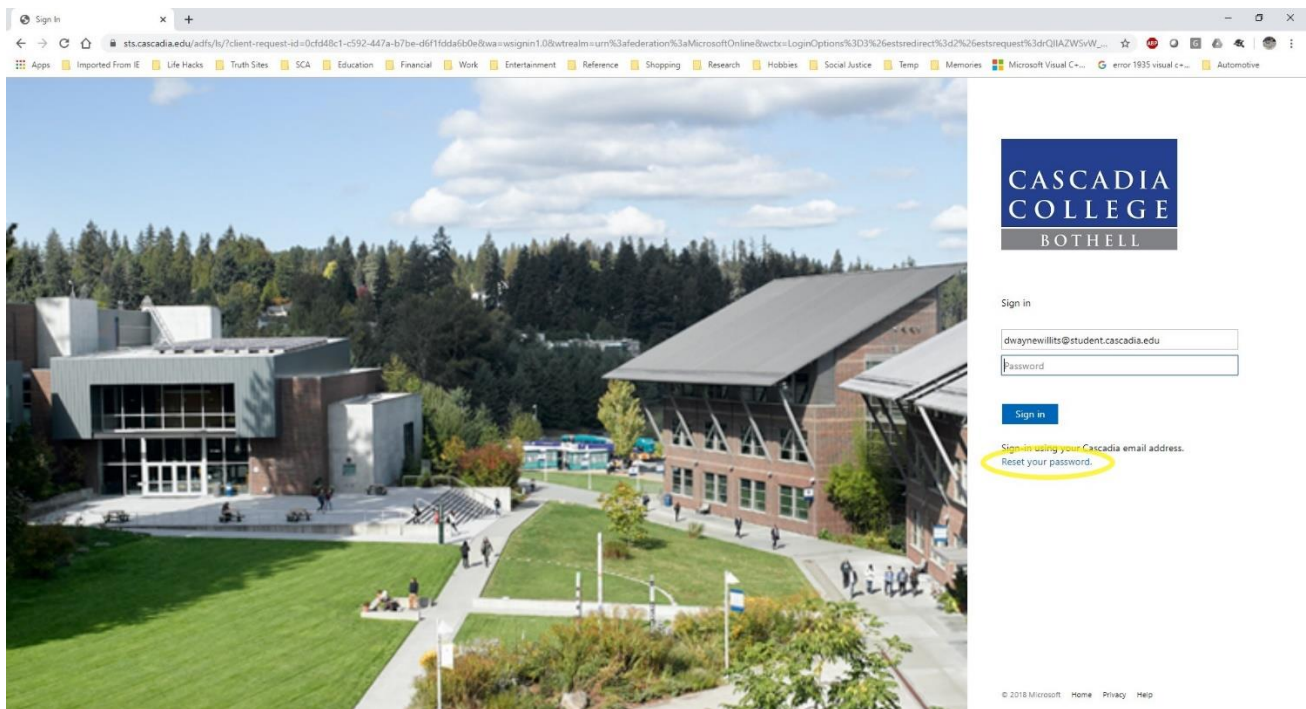
save answers

back

- [7] After you've completed setting up your authentication methods, verify that you have at least two green checkmarks (indicating that the process was successfully completed) and click 'Finish'.



- [8] You're done! Now if you forget your password (or need to reset it for any reason), you can browse to [Office 365](#) like you normally would, enter your Kodiak Account and click on the 'Reset your password.' link. From there, you will be walked through the prompts to verify your identity using the methods you set up.



Getting help with this process:

If you are having difficulty completing this process, please contact the IT Service Desk via one of the following methods:

Email: itservices@cascadia.edu

Phone: 425-352-8228

Chat support: <https://support.cascadia.edu>

In person: CC2-171

Service Desk hours and additional information about support can be found on our public webpage.