



Self-Service Password Reset

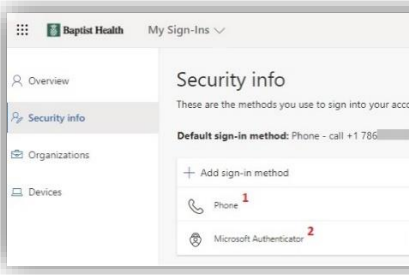
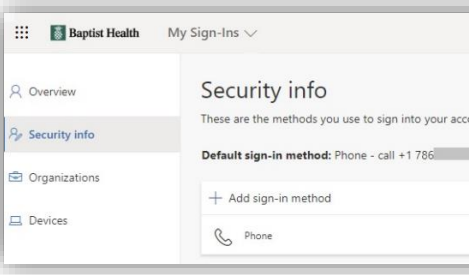
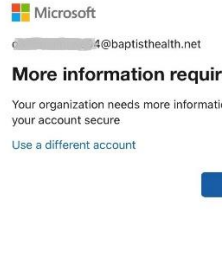
Follow these steps to manually change your @baptisthealth.net password. Once the pre-requisite steps are complete, changing your password will take about 5 minutes.

For assistance, consult the [Azure MFA and SSPR FAQs](#) or contact the help desk at **833-894-2473**

Pre-requisite – enrollment in Azure MFA

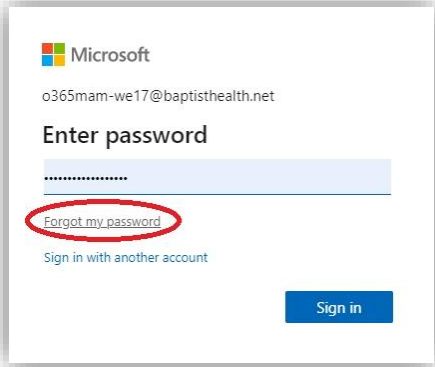
Self-Service Password Reset (SSPR) requires enrolling two of these approved methods in Azure MFA: Authenticator App, Phone, and/or Security Questions. To validate you can use SSPR:

1. Visit <http://aka.ms/mfasetup>
2. Sign in with your <yourUserName>@baptisthealth.net account ID and password (where <yourUserName> is how you sign into your computer)

If you see two approved methods listed:	If you see only one approved method listed:	If you see:
		
<p>Proceed to Change My Password below</p>	<p>Click Add sign-in method and add the missing method from the bulleted list above then Proceed to Change My Password below</p>	<p>Click Next and follow the prompts to add two approved methods.</p>

Change My Password

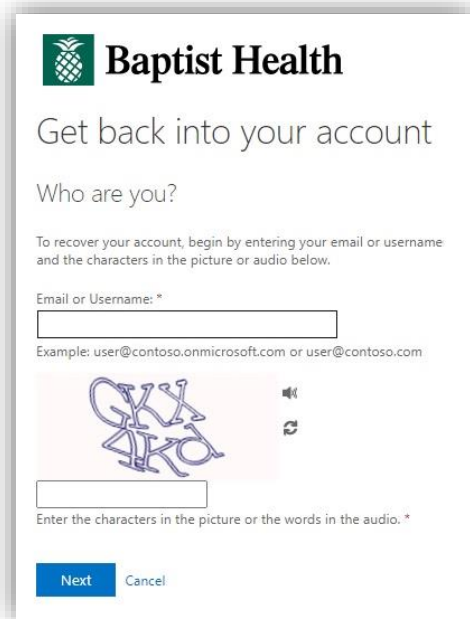
Before starting this process, please already have a password in mind that meets Baptist Health length, age, complexity, and history rules.

Instructions	Description
<p>1. Click https://passwordreset.microsoftonline.com</p> <p>OR if you forgot your password</p> <ul style="list-style-type: none">• In a browser, type in Office.com• At the sign in prompt, click Forgot my password	 <p>The screenshot shows the Microsoft password reset interface. At the top, it displays the Microsoft logo and the email address 'o365mam-we17@baptisthealth.net'. Below this, the text 'Enter password' is followed by a password input field with a masked password '.....'. A red circle highlights the 'Forgot my password' link. Below the link is the text 'Sign in with another account' and a blue 'Sign in' button.</p>

2. In the top box, enter your @baptisthealth.net account ID

In the bottom box, enter the characters from the image in the box (g is the same as a G)

3. Click **Next**



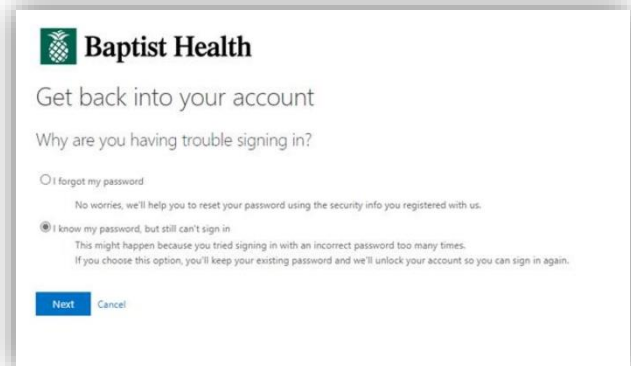
The screenshot shows the Baptist Health account recovery interface. At the top is the Baptist Health logo. Below it, the text reads "Get back into your account" and "Who are you?". A sub-header states: "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There is a text input field for "Email or Username: *" with an example: "user@contoso.onmicrosoft.com or user@contoso.com". Below this is a CAPTCHA image showing the letters "GKX" and "AKO" in a stylized font. To the right of the image are icons for audio and refresh. A second text input field is provided for the CAPTCHA characters. At the bottom are "Next" and "Cancel" buttons.

4. Select the trouble you are encountering:

I forgot my password to change your password

or I know my password but still can't sign in to unlock your account

5. Click **Next**

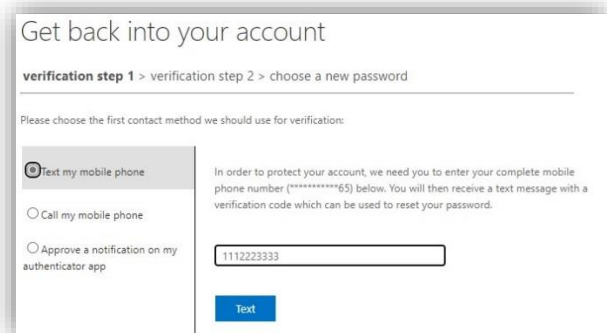


The screenshot shows the Baptist Health account recovery interface. At the top is the Baptist Health logo. Below it, the text reads "Get back into your account" and "Why are you having trouble signing in?". There are two radio button options: "I forgot my password" and "I know my password, but still can't sign in". The second option is selected. Below the options, there is explanatory text: "No worries, we'll help you to reset your password using the security info you registered with us." and "This might happen because you tried signing in with an incorrect password too many times. If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again." At the bottom are "Next" and "Cancel" buttons.

6. Select either:

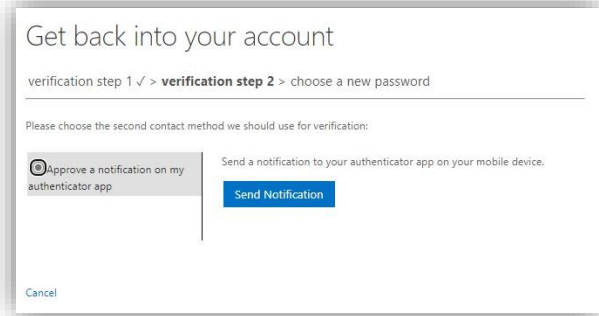
Text my mobile phone, enter your phone number and click **Text**

7. *or call my mobile phone* and click **Call**



The screenshot shows the Baptist Health account recovery interface. At the top is the Baptist Health logo. Below it, the text reads "Get back into your account" and "verification step 1 > verification step 2 > choose a new password". A sub-header states: "Please choose the first contact method we should use for verification:". There are three radio button options: "Text my mobile phone" (selected), "Call my mobile phone", and "Approve a notification on my authenticator app". To the right of the options, there is explanatory text: "In order to protect your account, we need you to enter your complete mobile phone number (*****65) below. You will then receive a text message with a verification code which can be used to reset your password." Below this text is a text input field containing the number "1112223333". At the bottom right is a "Text" button.

8. to *Approve a notification on my authenticator app*, click **Send Notification**

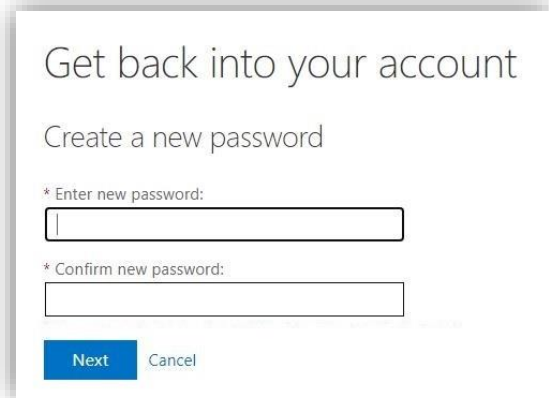


9. If you selected, **I forgot my password**
Enter your new password

NOTE: if you see this error

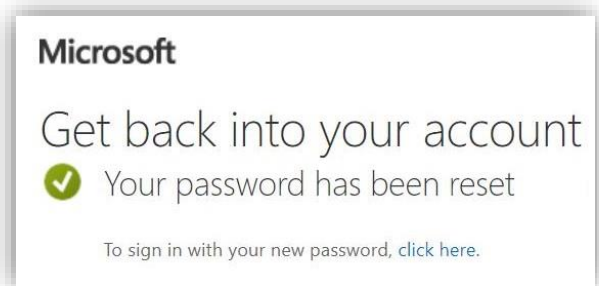
This password does not meet the length, complexity, age, or history requirements of your corporate password policy.

and your password meets Baptist Health criteria, click cancel. You can only change your password every eight days. Please try again to complete these steps in one week.



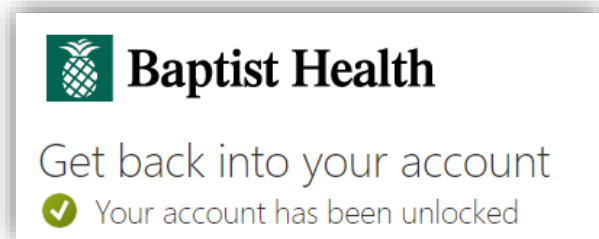
Once you entered a valid password you will see the *Your password has been reset* confirmation.

Success!
Select **Click here** in the confirmation box to sign in with your new password.



If you selected, **I know my password but still can't sign in** you will see the **second confirmation** you will see the *Your password has been reset* confirmation.

Success!
In a browser, type in **Office.com** and sign in with your existing password.



Optional:

If you see this prompt,
read all bullets below before proceeding:

- press **Ctrl-Alt-Del**
- Click **Lock**
- type in your password



**Windows needs your current
credentials**

Please lock this computer, then
unlock it using your most recent
password or smart card.

Windows logon reminder