How to setup and use Microsoft Self Service Password Reset and Microsoft Authenticator (students)

Sections in this knowledge base article

Install and setup the MS Authenticator App

Reset your forgotten password or unlock your account

Change your password

Install and setup the MS Authenticator App on your phone or tablet

Complete the following steps.

1. On your phone or tablet (device) open the App Store. (images used are from an iPhone)



2. Using the search feature type **microsoft** authenticator and select the result.

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् microsoft authenticator 🛛 😵 Cancel	
, microsoft authenticator	6. Enter your password and clic
	homesquen
From the App information screen, click GFT or	← jstudent23@student.holmesglen.edu.au
ISTALL to install the App on your device. Do NOT	Enter password
gin to the app - your account will be added via a R code.	
	Forgot my password
	Sign in
7:53 III 🗢 🗩	
Microsoft Authenticator	
Protects your online identity	7. You will be prompted that mo
	required to access the application
4.8 4+ No.1	
What's New Version History	
reion 675 1w and	holmesglen istudent23@student.holmesalen.edu.au
	More information required
Open a browser on your desktop/tablet and go	Your organization needs more information to keep your account secure
<u>Inteps.//aka.ms/imasetup</u>	Use a different account
Enter your Holmesglen email address and click	Learn more
	Next
Microsoft	
Sign in	
jstudent23@student.holmesglen.edu.au	8. If you have installed Microsof
No account? Create one!	your device, click Next.
Can't access your account?	
Next	
Sign-in options	

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Sign in.

re information is now n or device. Click



Authenticator on

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9. On the Set up your account screen, click **Next**.

holmesglen	?
Keep your account secure Your organisation requires you to set up the following methods of proving who y	/ou are.
Microsoft Authenticator Set up your account If prompted, allow notifications. Then add an account, and select or school". Back	"Work Next
l want to set up a different method	

10. A QR code will be displayed on the screen. Scanning the QR code will automatically set up your Holmesglen account in the Microsoft Authenticator App.

Open the Microsoft Authenticator App on your device.



13. On the QR code screen, click Next.

			?
account se	ecure	g who you are	
tor			
to scan the QR code r account.	. This will cor	nnect the	
Next".			
			_
•	Back	Next	

14. Microsoft will send an approval request to your

		?
ccount	secure	
he following me	thods of proving	who you are.
or		
ve're sending to	your ann by ente	ring the
15	your upp by crite	ang tro
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15. On your mobile device, type in the number displayed on your computer screen and click **Yes**.

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16. Your computer screen will then display an approval message. Click **Next** to continue.

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Your organisati	Keep your accou	nt secure	are.
Microsof	t Authenticator		
	*	Back	t
<u>I want to set up a</u>	different method		

17. A success screen will be displayed, indicating you have correctly setup the Authenticator App. Click Done.



21. Select **I forgot my password** if you have forgotten your password or **I know my password**, but still can't sign in if your account is locked.

No worries, we'll help you to reset your password using the security info you registered with us.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

22. You will now need to open up the MS Authenticator App on your phone/tablet.

23. Click on your Holmesglen account to view the



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0	>
vity	>

24. Type the one time password code in to the **Get** back into your account screen and press Next.

Get back into	your account
verification step 1 > unle	ock your account
Please choose the contact method Enter a code from my authenticator app	I we should use for verification: Enter the code displayed in your authenticator app. 753361
	Next

25a. If you have forgotten your password you will be prompted to set a new password. Press **Finish** to set the password.

holmesglen			
Get back into your account			
verification step 1 ✓ > choose a new password			
* Enter new password:			
* Confirm new password:			
Finish Cancel			

25b. If you needed to unlock your account, your account should now be unlocked.



Get back into your account Your account has been unlocked

To sign in with your existing password, click here.

26. Press **click here** to sign in to your account.

Changing your password

You can change your password via the Microsoft Authenticator app or you can change it via the Microsoft portal.

Changing your password via the MS Authenticator app

27. Open the MS Authenticator app on your device, select **Change password** and create and confirm your new password.

28. Your password has been changed.

Changing your password via a browser

29. Open a browser **on your device** and sign in to https://myaccount.microsoft.com

30. Select **Change password** on the Password tile.



33. Enter your current password and create and confirm your new password, then click **Submit**.

holmesglen
Change passwor
User ID jstudent23@student.holmesglen.edu.au Old password
Create new password
•••••
Confirm new password
•••••
Submit Cancel

34.	Your	passwor
clos	e the	browser

Note: Student Passwords must: • include at least one capital letter (A.. Z) \cdot include at least one lower case letter (a .. z) - include at least one symbol character (!,@,#, etc) • include at least one number (0 .. 9) • must NOT contain your first or last name must be at least 8 characters long · cannot be your previous 2 passwords

Need help?

Submit a service desk incident or contact the TSD Servicedesk on 9564 1625

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rd has been changed and you can