DOH Office 365 Self Service Password Reset Registration

Setting up security questions will allow the changing of a password if the password is forgotten. Changing a password is a 2-factor authentication process so a phone number is required in the setup.

1) Setup
   a) To access the registration page, copy the following address in your web browser:
      \[\text{http://aka.ms/ssprsetup}\]
      **Microsoft Azure**
      Cloud optimize your business
      Type the email address or phone number of the account you want to sign in with.
      \[\text{aka5.test04@hawaii.gov} \]
      Continue
      **Sign in with your organizational account**
      \[\text{aka5.test04@hawaii.gov} \]
      \[\text{*******} \]
      Sign in

   b) Enter your email address and click on \textbf{Continue} or select the previously saved email address

   c) The screen will be re-directed to the State of Hawaii Logon screen

   ** If on the internal network you may receive the following prompt instead of the webpage above. Enter your email and password here:
2) Registration Information
The following is for informational purposes only and requires NO action. After reading the below, please proceed to Step 3.

Important: You will need to register using at least two (2) of the following options. We recommend registering for all available options.

a. Office Phone (extensions not supported) If you have an extension in your office phone this option cannot be used to reset your password. Mobile or other phone must be used.
   i. If you HAVE an Office Phone number in the Active Directory, this will be filled-out automatically and CAN be configured.
   ii. If you DO NOT HAVE an Office Phone number in the Active Directory, this will NOT be filled out automatically and CAN NOT be configured. Please disregard.

b. Authentication Phone (Mobile Phone)
   i. If you HAVE a Mobile Phone number in the Active Directory, this will be filled-out automatically and CAN be configured.
   ii. If you DON’T HAVE a Mobile Phone number in the Active Directory, BUT would like use your Mobile Phone number, this CAN be configured.

c. Security Questions
   i. If you prefer to use Security Questions as your authentication method, please proceed to Registration Verification - Security Questions.

3) Registration Verification

Office Phone and/or Authentication Phone

In the Authentication Phone section > Click “Set it up now”
a) Change the location to “United States (+1)”
b) Enter your Mobile Phone number ex. 808-888-8888
c) Click ONE of the following:
   i) Text me
   ii) Call me

**“Text Me” option**

After clicking the “text me” option, a text message will be sent to your mobile device. Please make note of the six digit code.
Enter the six digit code > Click “Verify”

Your Authentication Phone has now been configured!

“Call Me” option

After clicking the “call me” option, you will receive an immediate call. After answering the call, you will be prompted to press the pound key (#) to perform verification.

Answer the call
Press the # key

Your Authentication Phone has now been configured!

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click “finish” to close this page.

- Office phone is set to 8087915916. This information is managed by your administrator.
- Authentication Phone is set to +1 800 [Change]
- Security Questions are not configured. [Set them up now]

Security Questions

In the Security Questions section > Click “Set them up now”
You are required to set up five (5) Security Questions and provide Answers to those questions. The Security Questions can be selected from the drop-down. The Security Answers are answers you provide.

The following is an example of a completed Security Question/Answer page.

Once you are finished > Click “save answers”
Congratulations! You are now registered for Self Service Password Reset!

Click the “finish” link
You will automatically be redirected to the Azure User Portal.

Click “Sign out” to complete the registration process. You may now close the web browser window.