

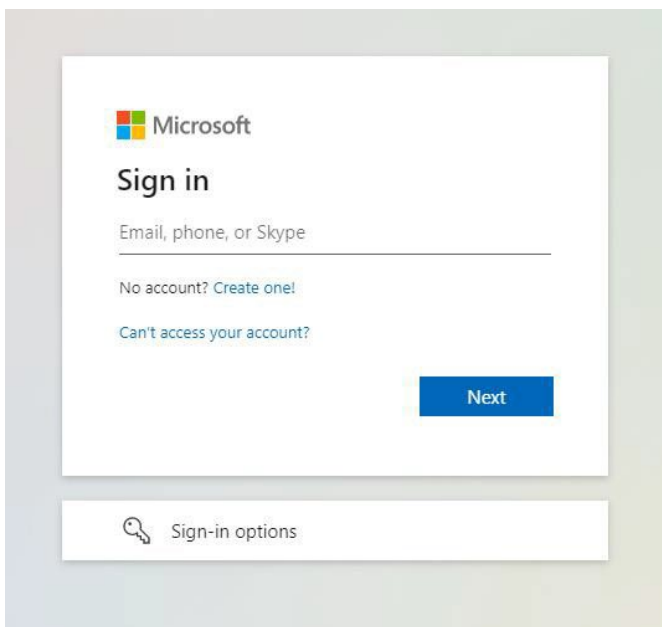
MyPassword self-service password reset (SSPR)

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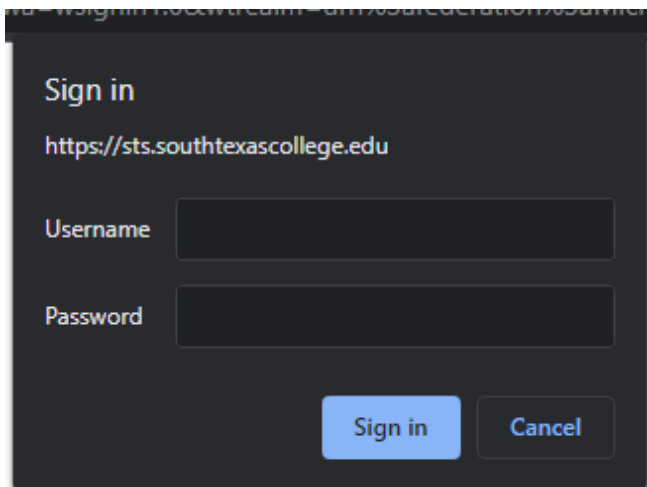
Steps to register for MyPassword self-service password reset.

Sign in to complete registration

1. To register, please click [here](#). You will then receive a prompt to sign in. Enter your full email address.



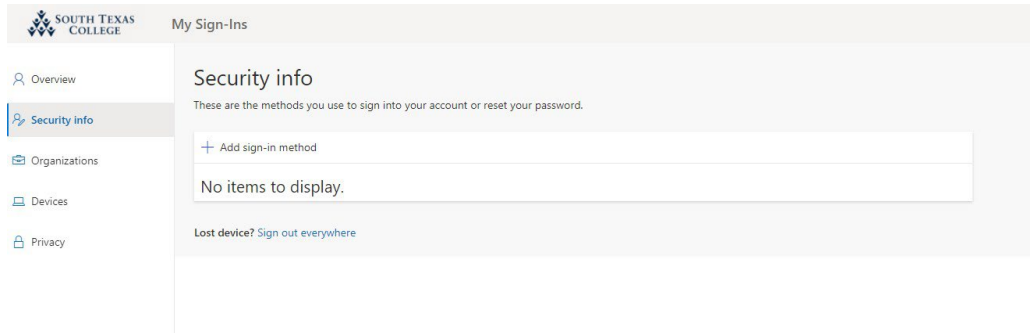
2. You may be prompted to sign in a second time using your username and password.



3. If you are an STC (South Texas College) employee and not on campus you will be prompted to confirm your DUO authentication.

Begin registration

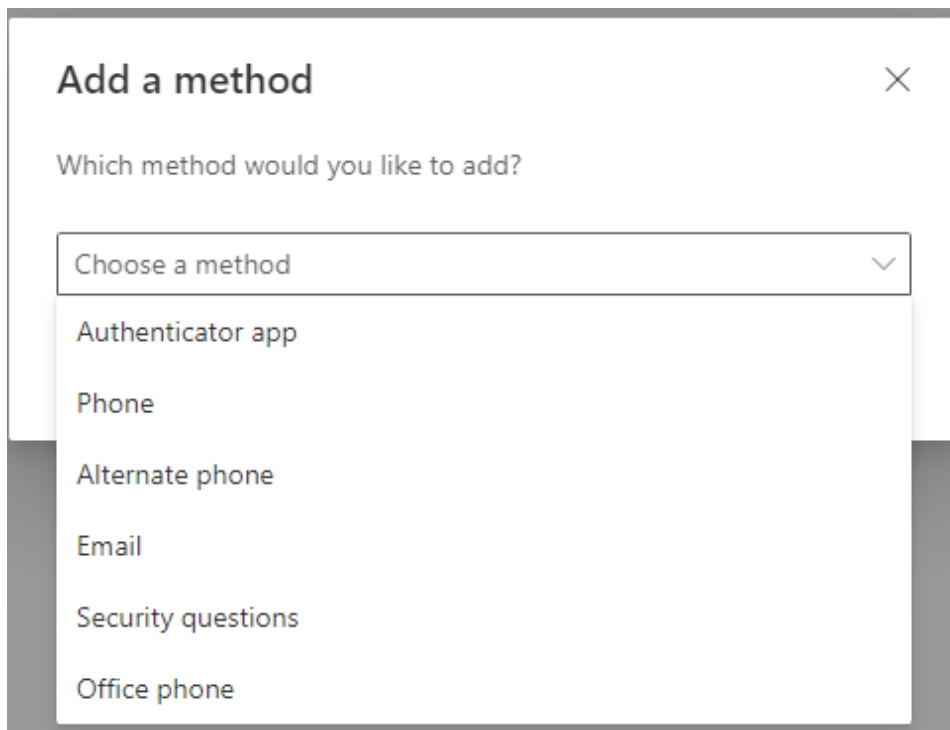
1. After you successfully authenticate you will see the following screen.



2. You need to have two security methods registered to use the MyPassword self-service password reset (SSPR). Click on the plus sign to add a sign in method.



3. You will be prompted to choose a method. You can choose from any option on the list. We highly recommend using your cell phone and a personal email account.



4. Once you have made your selection, click "Add." Follow the prompts to complete the setup. You will need to set up two different methods to be fully registered.

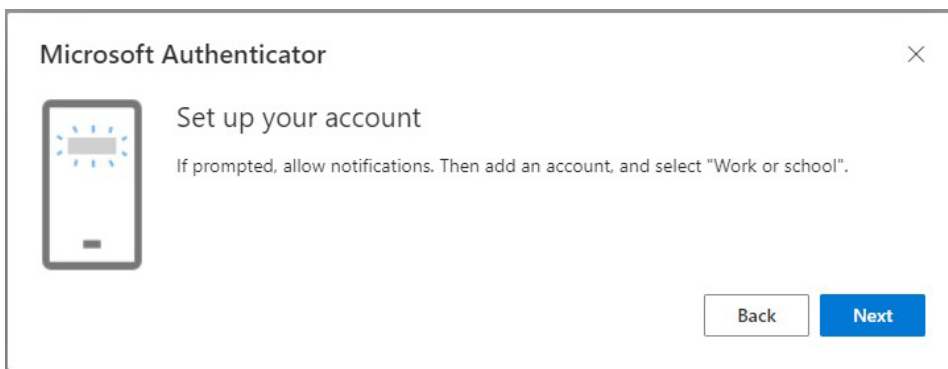
Configuring security information

Microsoft authenticator app.

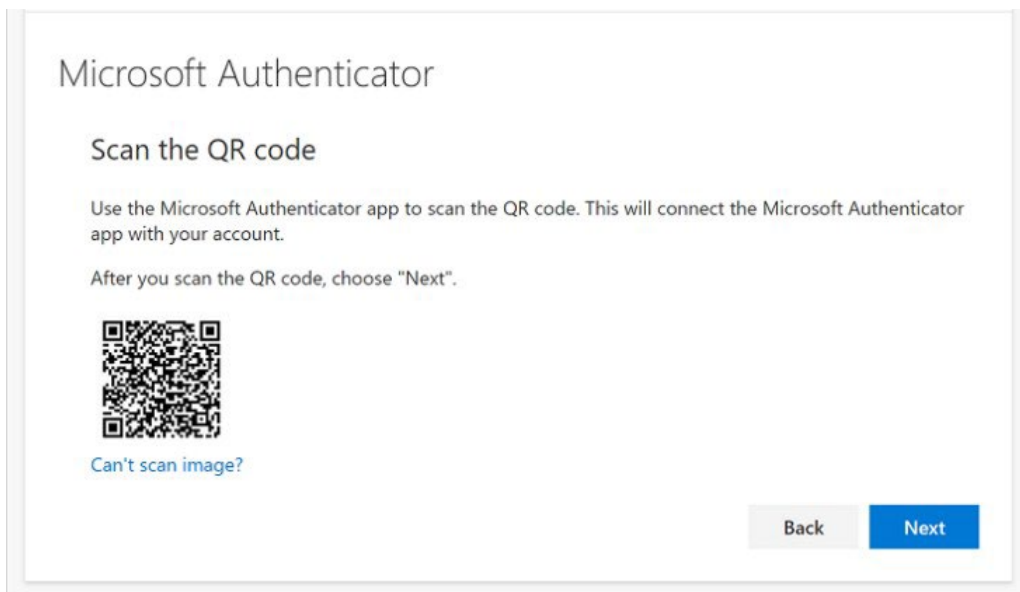
1. To set up the Microsoft authenticator app first install it on your mobile device.



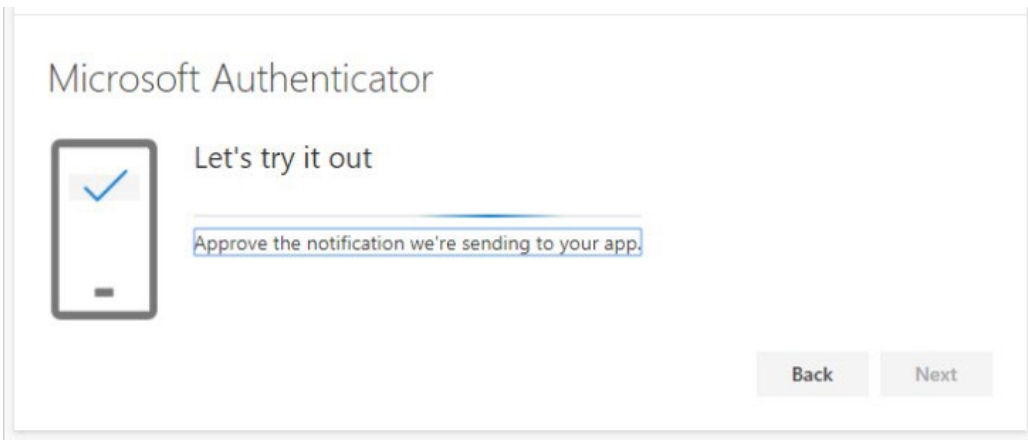
2. You can select "Download now" to install on your mobile device or you can browse your mobile device's app store for the Microsoft Authenticator. Click "Next."
3. Remain on the "Set up your account" page while you set up the authenticator app on your mobile device.



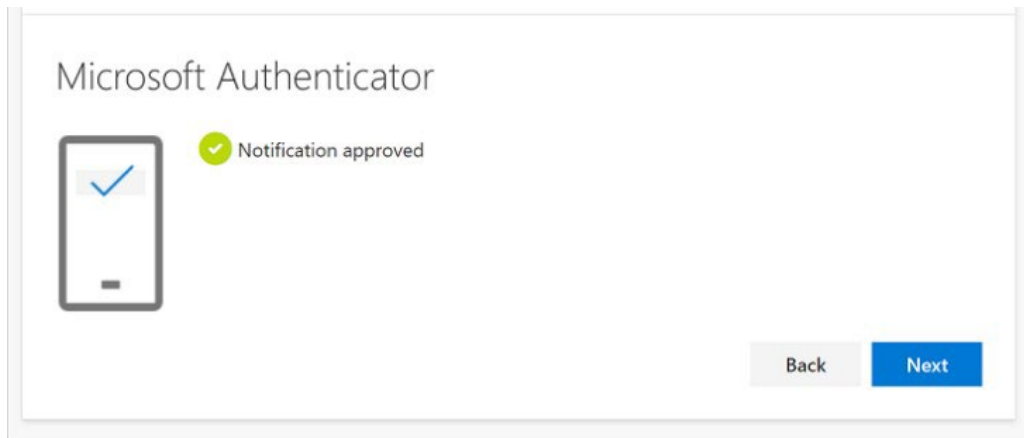
4. Open the Microsoft authenticator app on your mobile device, select to allow notifications (if prompted), select "Add account" from the "Customize and control" icon in the upper-right, and then select "Work or school account."
5. **NOTE:** The first time you set up the Microsoft authenticator app, you might receive a prompt asking whether to allow the app to access your camera (iOS) or to allow the app to take pictures and record video (Android). If you do not allow the camera, you can still set up the authenticator app, but you will need to add the code information manually.
6. Return to the "Set up your account" page and click "Next."



7. Scan the provided QR code with the Microsoft authenticator app QR code reader. If the QR code reader cannot scan the code, you can select "Can't scan the QR image" and manually enter the code and URL into the Microsoft authenticator app.
8. Select Next and a notification is sent to the Microsoft authenticator app on your mobile device to test the account.



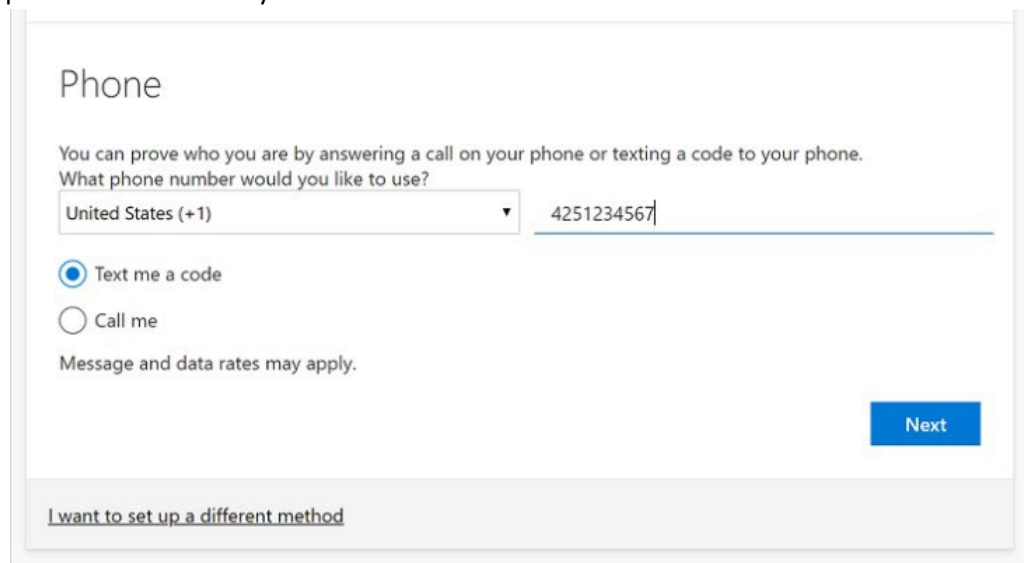
9. Approve the notification in the Microsoft authenticator app, and then select "Next."



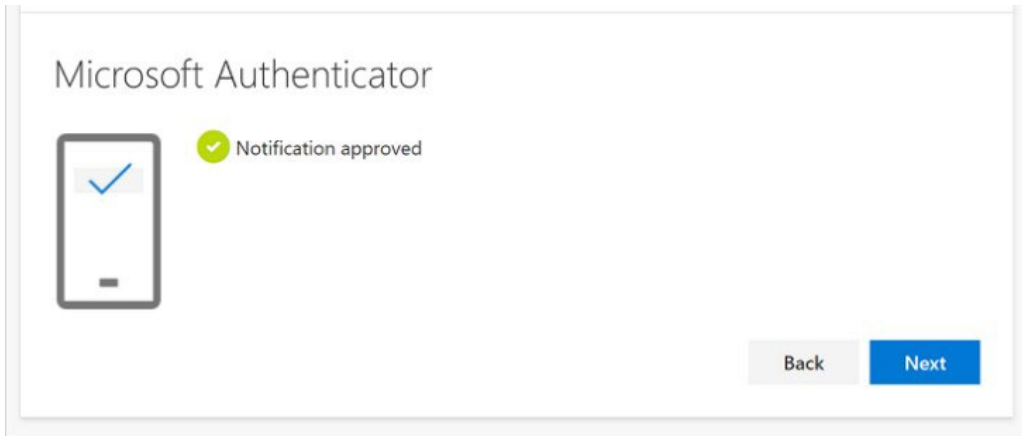
10. The notification is approved. This completes the Microsoft authenticator app set up.

Phone security information set up

1. After selecting "Phone" from the drop down, choose whether you want to receive a text or a phone call and enter your number. Click "Next."



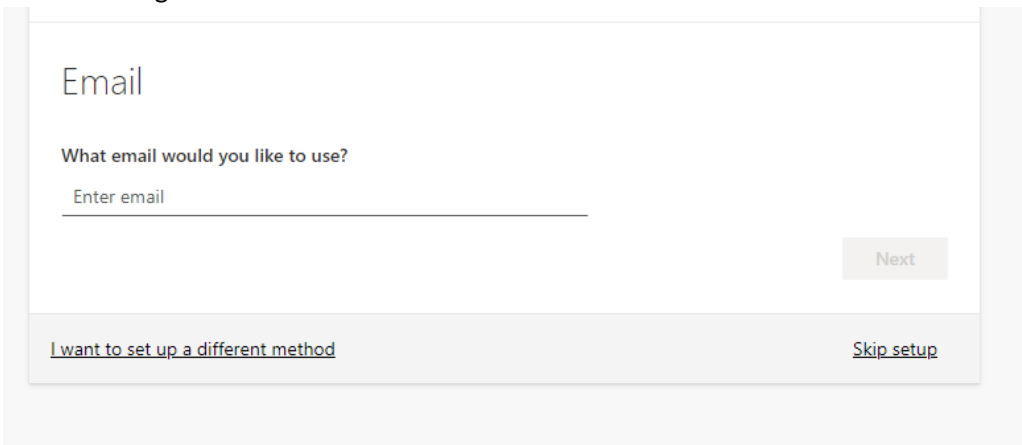
2. Once you receive the code, either by text message or phone call, enter the code and click "Next."



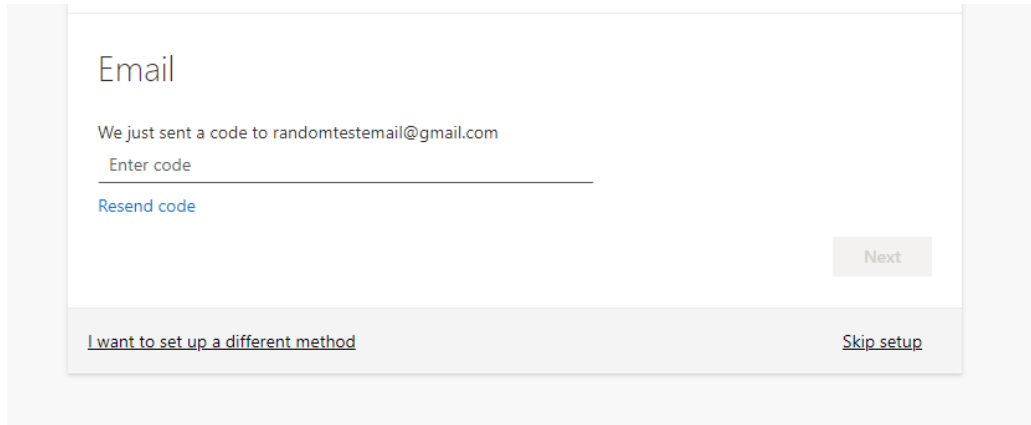
3. Review the verification notification and click "Next." This completes the set up for your phone as a security option.

Email security information set up

1. On the set-up screen if you have selected the option "Email" from the drop down. You will receive the screen below. Please enter your personal email address that you can access if your STC account gets locked out. Click "Next."



2. You will be prompted to check your email and find the code that was just sent. You will enter it into the prompt on your computer screen.



Email

We just sent a code to randomtestemail@gmail.com

Enter code

[Resend code](#)

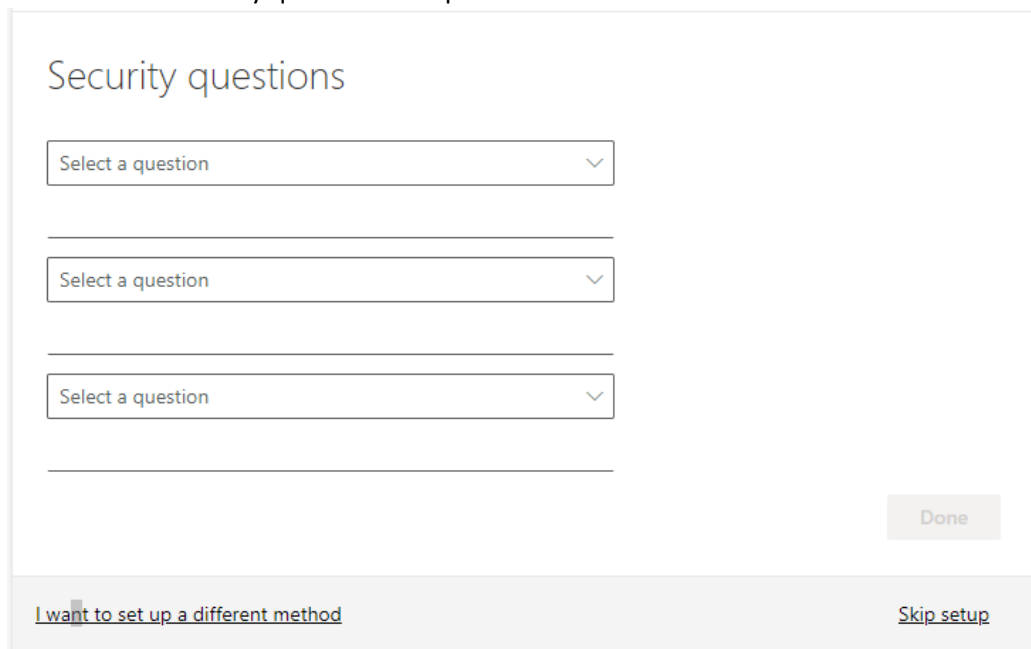
Next

[I want to set up a different method](#) [Skip setup](#)

3. Click "Next." You have completed the email set up.

Security questions security information set-up

1. If you select the security questions from the drop-down list, then you will be prompted to choose three security questions and provide answers for them.



Security questions

Select a question

Select a question

Select a question

Done

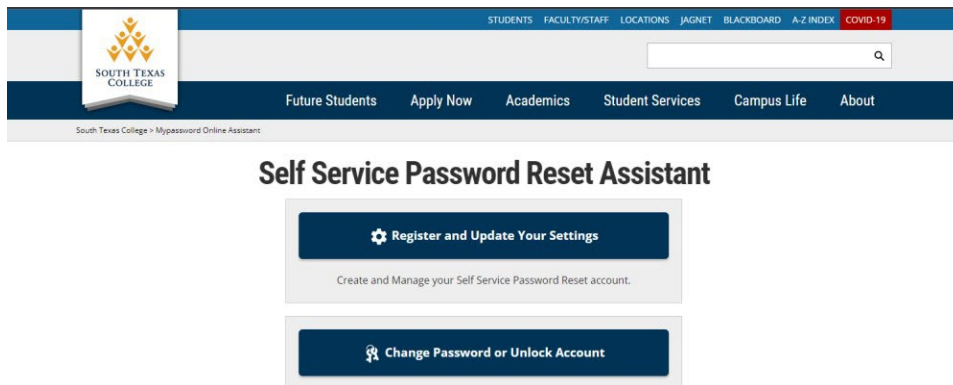
[I want to set up a different method](#) [Skip setup](#)

2. Select the questions from a list, provide the answers you will remember, and click "Next" or "Done." This will complete the security questions set up.

Reset your password

Once you have registered with the MyPassword SSPR you can use this feature to reset your password.

1. Browse to [MyPassword.southtexascollege.edu](https://mypassword.southtexascollege.edu)



2. Click on “Change Password or Unlock Account.” You will see the following prompt to confirm your email address. Enter your STC email address and the captcha information. 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.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

3. You will see the option to change your password or unlock your account. To change your password, click the option for “I forgot my password.” Click “Next.”

 SOUTH TEXAS COLLEGE

Get back into your account


Why are you having trouble signing in?

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

I know my password, but still can't sign in
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.

[Next](#) [Cancel](#)

4. You will be prompted to choose the first of two methods for verification. This will use the authentication methods you set up previously.

 SOUTH TEXAS COLLEGE

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Text my mobile phone
In order to protect your account, we need you to enter your complete mobile phone number (*****00) below. You will then receive a text message with a verification code which can be used to reset your password.

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

Enter your phone number

[Text](#)

[Cancel](#)

5. Enter the information as requested and follow the prompts. The choices you see will depend on what authentication methods you registered. Phone, email, authenticator app or security questions.
6. Detailed steps for each of the options can be found below. You must verify with two different authentication methods and then you will be prompted to enter your new password.



Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel

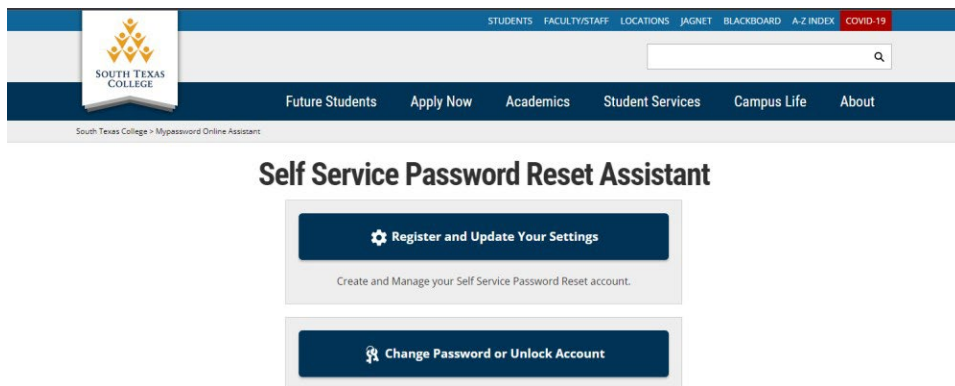
7. The new password must meet or exceed the minimum requirements:
 - a. A minimum of 12 characters
 - b. You cannot reuse a password you have used previously
 - c. Must contain random or uncommon information
 - d. Must contain characters from at least three of the following four categories.
 - i. Uppercase characters (A-Z)
 - ii. Lowercase characters (a-z)
 - iii. Numbers (0-9)
 - iv. Special characters (!,@,#,\$,%,&,*)
8. Once the password has been entered twice click "Finish."
9. Your password has now been successfully reset. Please close your browser and sign in using your new credentials.



Unlocking your account

Occasionally you may need to unlock your account without resetting the password.

4. Browse to [Mypassword.southtexascollege.edu](https://mypassword.southtexascollege.edu)



5. Click on "Change Password or Unlock Account." You will see the following prompt to confirm your email address. Enter your STC email address and the captcha information. 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.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

[Next](#) [Cancel](#)

6. You will see the option to change your password or unlock your account. To unlock your account, click "I know my password, but still can't sign in." Click "Next"



Get back into your account

Why are you having trouble signing in?

I forgot my password

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

I know my password, but still can't sign in

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.

[Next](#) [Cancel](#)

7. You will be prompted to choose the first of two methods for verification. This will use the authentication methods you set up previously.



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****00) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Cancel

8. Enter the information as requested and follow the prompts. The choices you see will depend on what authentication methods you registered. Phone, email, authenticator app or security questions.
9. Detailed steps for each of the options can be found below. You must verify with two different authentication methods and then your account will be unlocked.



Get back into your account

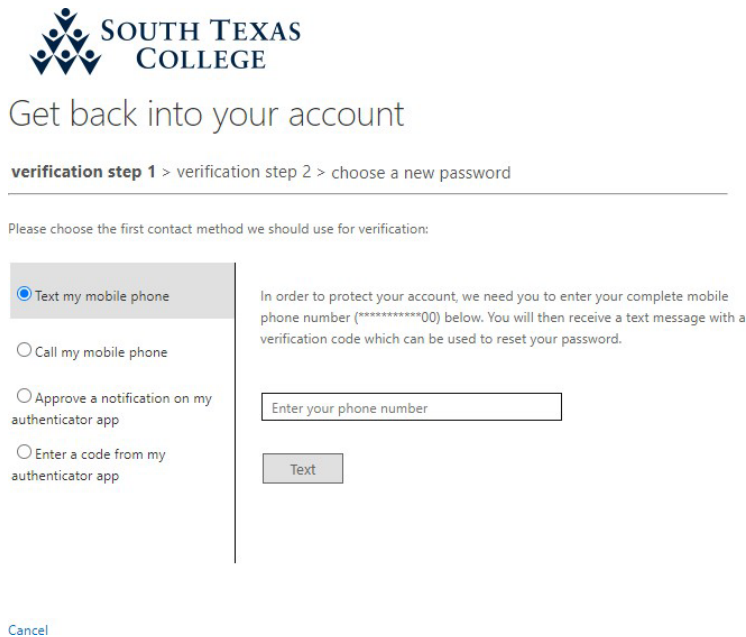
✓ Your account has been unlocked

Using the different authentication methods

The verification process to reset your password or unlock your account requires two steps. The options you see are dependent on what you provided when you registered with the MyPassword SSPR feature.

Phone (Mobile, Office, Alternate)

1. For phone you have a choice of call or text.
 - a. You will be asked to confirm the phone number that you provided when you registered.



The screenshot shows the South Texas College logo at the top left. Below it is the heading "Get back into your account". A breadcrumb trail reads "verification step 1 > verification step 2 > choose a new password". A horizontal line separates this from the main content. Below the line, the text "Please choose the first contact method we should use for verification:" is displayed. On the left, there is a list of four radio button options: "Text my mobile phone" (which is selected), "Call my mobile phone", "Approve a notification on my authenticator app", and "Enter a code from my authenticator app". To the right of these options, there is a text box labeled "Enter your phone number" and a "Text" button below it. A "Cancel" link is located at the bottom left of the form area.

- b. After you click "Text" you will receive a code to enter in the field provided. The number you provided at registration must be for a phone that can receive texts.



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

<input checked="" type="radio"/> Text my mobile phone	We've sent you a text message containing a verification code to your phone. <input type="text" value="Enter your verification code"/> <input type="button" value="Next"/> Try again Contact your administrator
<input type="radio"/> Call my mobile phone	
<input type="radio"/> Approve a notification on my authenticator app	
<input type="radio"/> Enter a code from my authenticator app	

[Cancel](#)

- c. If you choose the option to receive a call, you will receive a call at the number you entered and be prompted to push a button to confirm.



Get back into your account

verification step 1 > verification step 2 > choose a new password


Please choose the first contact method we should use for verification:

<input type="radio"/> Text my mobile phone	In order to protect your account, we need you to enter your complete mobile phone number (*****00) below. You will then receive a call. Please answer it to continue. <input type="text" value="Enter your phone number"/> <input type="button" value="Call"/>
<input checked="" type="radio"/> Call my mobile phone	
<input type="radio"/> Approve a notification on my authenticator app	
<input type="radio"/> Enter a code from my authenticator app	

[Cancel](#)

Authenticator App

1. If you have the authenticator app registered, you will have two options to use the app.
 - a. Approve a push notification on your mobile device. Once you click "Send Notification" you will check your mobile device for a push notification and click approve.

 SOUTH TEXAS COLLEGE

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Text my mobile phone
- Call my mobile phone
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

Send a notification to your authenticator app on your mobile device.

[Send Notification](#)

[Cancel](#)

- b. Enter a code from the authenticator app. If you choose this option, you will open the authenticator app on your mobile device, open the account for STC and enter the code shown.



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Text my mobile phone
- Call my mobile phone
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

[Cancel](#)

Security Questions

1. If you choose the security question option, you will be prompted to enter the answer to your three questions.



Get back into your account

verification step 1 > verification step 2 > unlock your account

Please choose the first contact method we should use for verification:

<input type="radio"/> Email my alternate email	In what city was your mother born? <input type="text"/>
<input checked="" type="radio"/> Answer my security questions	What is your father's middle name? <input type="text"/>
<input type="radio"/> Approve a notification on my authenticator app	What city were you in on New Year's 2000? <input type="text"/>
<input type="radio"/> Enter a code from my authenticator app	<input type="button" value="Next"/>

[Cancel](#)

Personal Email

1. If you choose the email option, you will be prompted to receive a code at the email address you provided. Make sure you can access the email you provided when you registered then click "Email." You will receive the email and enter the code on the next screen.



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Email my alternate email

Approve a notification on my authenticator app

Enter a code from my authenticator app

You will receive an email containing a verification code at your alternate email address (no*****@gmail.com).

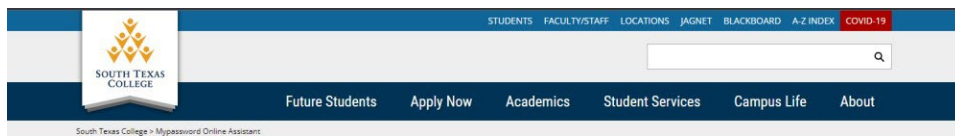
Email

Cancel

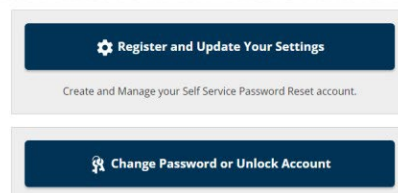
Updating or changing your authentication methods

Should you ever need to change your authentication method or update an existing method you can follow these steps.

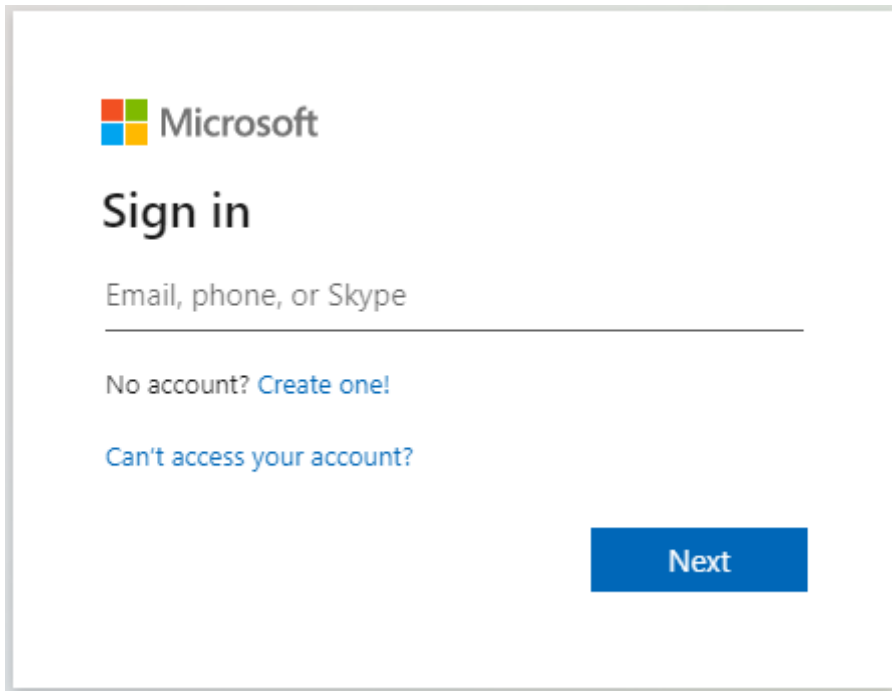
1. Browse to [Mypassword.southtexascollege.edu](https://mypassword.southtexascollege.edu)



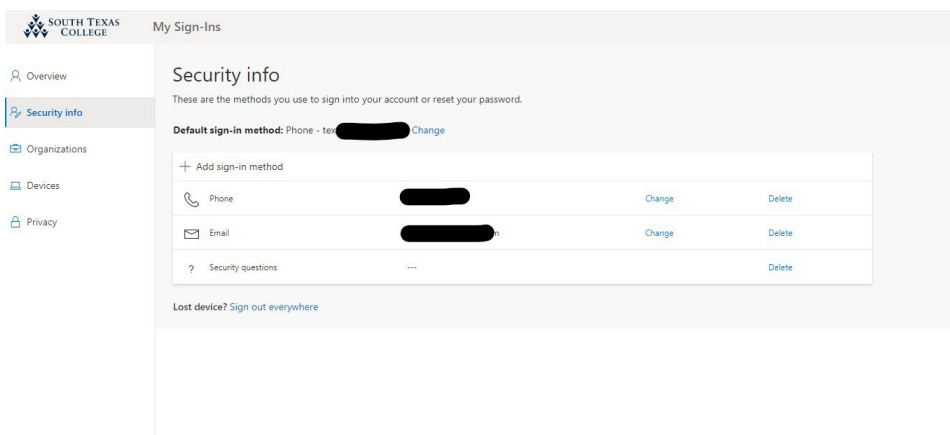
Self Service Password Reset Assistant



2. Click on "Register and Update Your Settings." You will be prompted to sign in. Enter your STC email address, and then your username and password. If you are an employee and you are off campus you may need to approve a DUO authorization.



3. You will then be prompted to verify yourself using one of the authentication methods you previously registered.
4. Once verified and signed in you will be able to update your authentication methods.



- a. Change – Click the “Change” link and update the information as needed
- b. Delete – Click the “Delete” link and after verification it will remove that method
- c. Add – Click the “Add sign-in method” plus sign and choose the new option from the drop-down menu. Complete the set up as indicated by following the prompts and you will have a new authentication method to use when resetting your password or unlocking your account. You will need to have at least two authentication methods to use the SSPR and unlock features.