

## Self Service Password Reset: Set up Verification Methods

This guide is intended for users signing up for self-service password reset. This means that you will be able to reset your own password without requiring an administrator's help if you forgot your password or have been locked out of your account.

**It is required that you establish **two** verification methods. It is strongly recommended that you establish at least three methods.** You can use the following methods to reset your password:

- **Security questions** – Answer the list of security questions you set up
- **Email** - Sends a code via email to an alternate email address
- **Microsoft Authenticator app** - Sends an approval notification to the authenticator app on your mobile device
- **Alternate phone or office phone** - Places an automated voice call to the registered phone number

### **Set up verification methods**

The following section details how to set up each type of method.

**Important:** If you are enrolled in multi-factor authentication (MFA), do not change the default sign-in method. Your default sign-in method needs to be Phone or Microsoft Authenticator in order to approve your identity to connect to NetMotion. You may already have some methods set up. Scroll to bottom to learn how you can view already established sign-in methods.

### **Set up security questions as a verification method**

1. On your Marshfield Clinic Health System device, navigate to: <https://mysignins.microsoft.com/security-info>.
2. Click **Add sign-in method**.
3. From the drop-down, select **Security questions**. Click **Add**.
4. Select five question from the drop-down and type answers for each question. Click **Done**.
  - **Note:** The answers are not case sensitive; however, spelling and spacing must be exact.

A notification will briefly appear when your security questions are successfully registered.

### **Set up an email address as a verification method**

1. On your Marshfield Clinic Health System device, navigate to: <https://mysignins.microsoft.com/security-info>.
2. Click **Add sign-in method**.
3. From the drop-down, select **Email address**. Click **Add**.

4. Type **email address** of a non-Marshfield Clinic Health System account. Click **Next**.
  - **Note:** This should be an email account that you will have access to if you are not able to log in to your Marshfield Clinic Health System device.
5. A six-digit code will be sent to the email address you entered. Enter the **six-digit code** in the prompt and click **Next**.
  - **Note:** The email will come from [msonleineservicesteam@microsoftonline.com](mailto:msonleineservicesteam@microsoftonline.com). A notification will briefly appear when your email address is successfully registered.

### Set up a phone number as a verification method

1. On your Marshfield Clinic Health System device, navigate to: <https://mysignins.microsoft.com/security-info>.
  - **Note:** You may have set up a phone call when you enrolled in multi-factor authentication (MFA). If so, it would be in the list of sign-in methods as **Phone**. If it is listed, it is already set up and you do not have to take any further action to set up this method. However, continue with the steps to add an office or alternate phone.
2. Click **Add sign-in method**.
3. From the drop-down, select **Phone, Alternate Phone or Office phone**. Click **Add**.
4. Enter **phone number** and select **Call me**. Click **Next**.
  - **Note:** The phone must be a cellular phone or landline that is accessible at each log in. Soft phones which run on your computer such as Jabber or IP Communicator are not acceptable.
5. Answer the verification phone call sent to the phone number you entered and follow the instructions.
6. A prompt will appear once successfully verified. Click **Done**.

### Set up the Microsoft Authenticator app as a verification method

1. On your Marshfield Clinic Health System device, navigate to: <https://mysignins.microsoft.com/security-info>.
  - **Note:** You may have set up a the Authenticator app when you enrolled in multi-factor authentication (MFA). If so, it would be in the list of sign-in methods as **Microsoft Authenticator Push multi-factor authentication (MFA)**. If it is listed, it is already set up and you do not have to take any further action to set up this method.
2. Click **Add sign-in method**.
3. From the drop-down, select **Authenticator app**. Click **Add**.
4. Follow the instructions on the prompts.  
A prompt will appear once successfully verified.

## View sign-in methods

1. On your Marshfield Clinic Health System device, navigate to: <https://mysignins.microsoft.com/security-info>.
2. View the list in the Security info section.
  - **Important:** If you are enrolled in multi-factor authentication (MFA), do **not** change the default sign-in method. Your default sign-in method needs to be Phone or Microsoft Authenticator in order to approve your identity to connect to NetMotion.

### Security info

These are the methods you use to sign into your account or reset your password.

**Default sign-in method:** Microsoft Authenticator - notification [Change](#)

+ Add sign-in method			
	Phone	+1 (734)223-7272	<a href="#">Change</a> <a href="#">Delete</a>
	Microsoft Authenticator Push multi-factor authentication (MFA)	Phone 11 (734) 223-7272	<a href="#">Delete</a>
	Email	stephen.mcc@marshfield.com	<a href="#">Change</a> <a href="#">Delete</a>
	Security questions	---	<a href="#">Delete</a>

## Self-Service HelpDesk

Help is available through My Solution Center, available from the intranet.

## HelpLine Staff

Help is available through HelpLine, 715-389-3456 or extension 9-3456.