Self Service Password Reset: How to Utilize

If you forgot your password or have been locked out of your account, you can use your security info to reset your password once you have set up at least three verification methods.

If you need to change your password because it expires soon, instead press **CTRL + ALT + DELETE** on a Windows device and click **Change a password**.

How to reset your password

1. On the log in screen, click **Forgot Password**.
   - **Note:** If you are unable to access the log in screen, navigate to https://aka.ms/sspr on another device. This device does **not** have to be a Marshfield Clinic Health System device.

2. Enter your **Marshfield Clinic Health System email address** and enter the **characters** in the picture or words in the audio. Click **Next**.

3. For verification step 1, select one of the methods to verify your identity and enter the necessary information. Follow prompts.

4. For verification step 2, select another verification method and enter the necessary information. Follow prompts.

Microsoft

Get back into your account

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

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

- ● Text my mobile phone
- ○ Call my mobile phone
- ○ Answer my security questions
- ○ 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 (**   **) 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

5. Enter **new password** and **confirm password**. Click **Finish**.

Microsoft

Get back into your account

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

* Enter new password:

* Confirm new password:

Finish   Cancel

6. **Lock** and **unlock** your device utilizing the new password.
- **Important:** This step is necessary to ensure your new password syncs across all of your network accounts.

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.