Daytona State Self-Service Password Reset

Daytona State College's Self-Service Password Reset (SSPR) can be used to reset forgotten DSC account passwords and unlock locked accounts. This service is fully integrated into Microsoft Office 365 and provides additional functionality such as verifying your identity by the following methods:

- Microsoft Authenticator smartphone app (recommended)
- Text message
- Phone call
- Alternate (non-DSC) email address

To enroll you must know your current DSC account password. Enrollment is a one-time event; however, your authentication methods can be updated later if so desired. This document walks you through the SSPR enrollment process and how to unlock your account or reset your password after enrollment.

You are required to setup at least two (2) methods.

Students: If you did not enroll in SSPR and are locked out of your account, contact Registration at (386) 506-3136 or visit the Question & Answer Center on the Daytona Campus - Building 100, Room 119.

Employees: If you did not enroll in SSPR and are locked out of your account, contact the DSC HelpDesk at 386.506.3950.
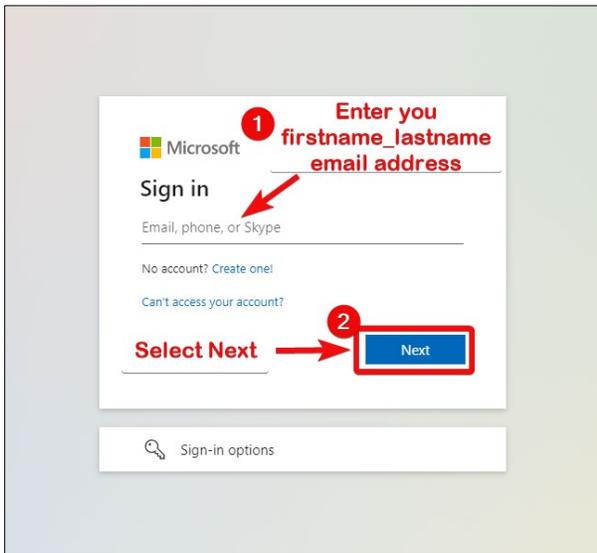
NOTE: If you have previously installed the Microsoft Authenticator on your phone, skip to the I Already Have the Microsoft Authenticator App Installed section on page 14.
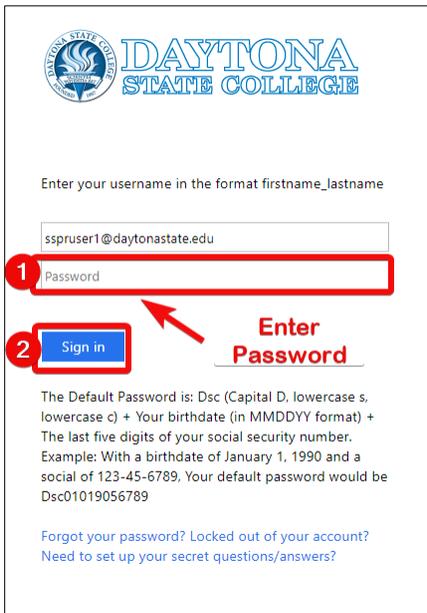
Contents

Initial Sign-in
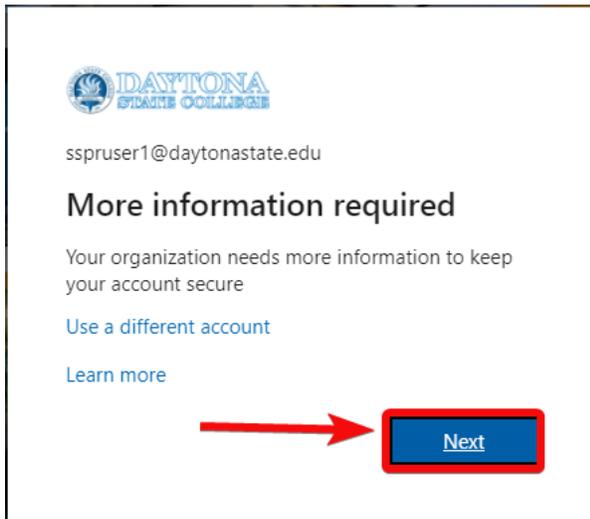
1. Go to FalconPasswordSignup.daytonastate.edu to begin the enrollment wizard. Enter your DSC email in the firstname_lastname format and select **Next.**

2. You will be forwarded to the DSC login page. Enter your DSC password. And select **Sign in.**

3. On the **More information required** screen, select **Next** to set up your authentication methods.

You are then prompted to set up your authentication methods. You are first prompted to set up the Microsoft Authenticator app on your phone. This is the preferred and most secure method. However, you can also use the **I want to set up a different method** link to choose either the phone or email method. **NOTE:** If you choose the email method you **MUST** use an email **different from you DSC email**.

To Install and set up the **Microsoft Authenticator** app, stay on the screen shown below **on your computer** and complete the following steps.
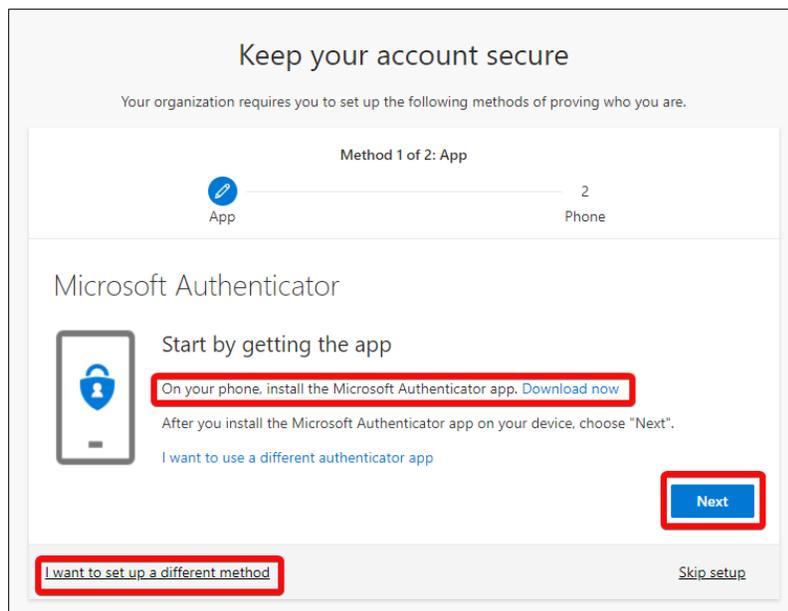
Installing and Setting Up the Microsoft Authenticator App

NOTE: If you have previously installed the Microsoft Authenticator on your phone, refer to the I Already Have the Microsoft Authenticator App Installed section on page 14.

1. Select the **Download now** link in the screen shown above. You will get a separate browser tab on your computer with a QR code for the Android and Apple versions of the app. *On your phone*, you can scan the relevant code with your camera to install the app. Alternatively, o*n your phone*, visit the relevant app store, App Store for iOS or Google Play Store for Android, search for and install the **Microsoft Authenticator** app. You should see the app listed with the blue tile and white lock icon like this screenshot.
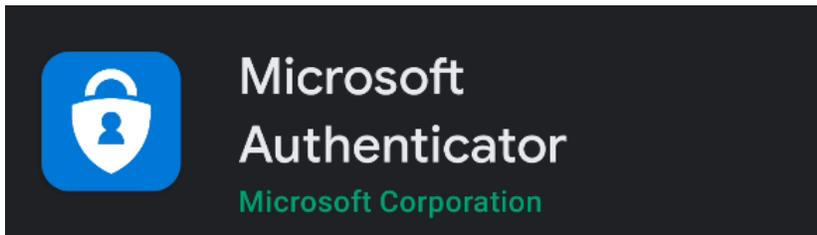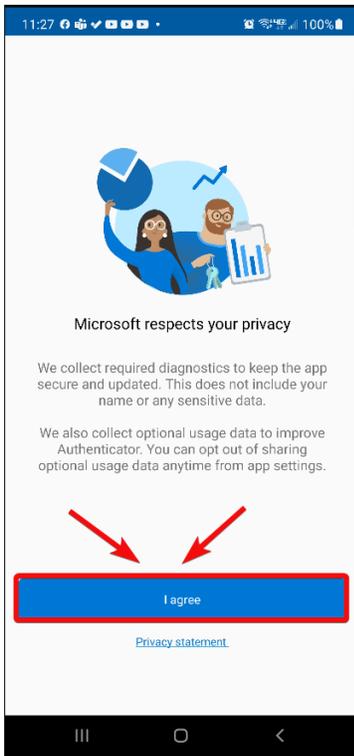

2. *On your computer*, select **Next** on the **Start by getting the app** shown above. Then on the following **Set up your account** screen, select **Next**.
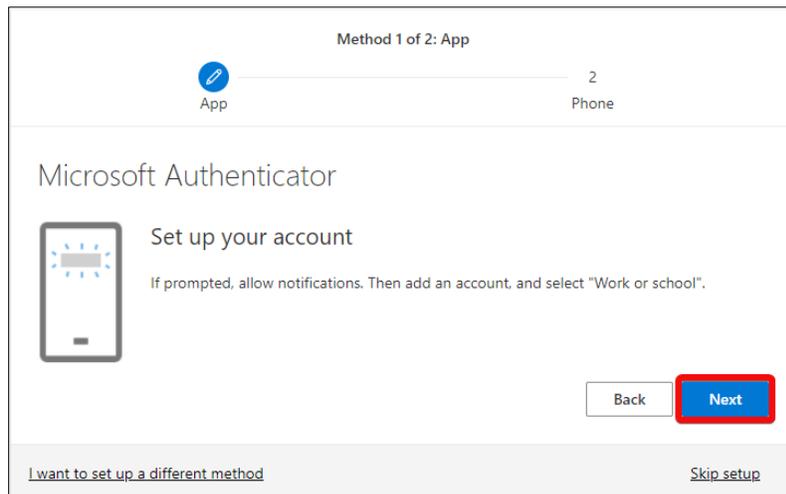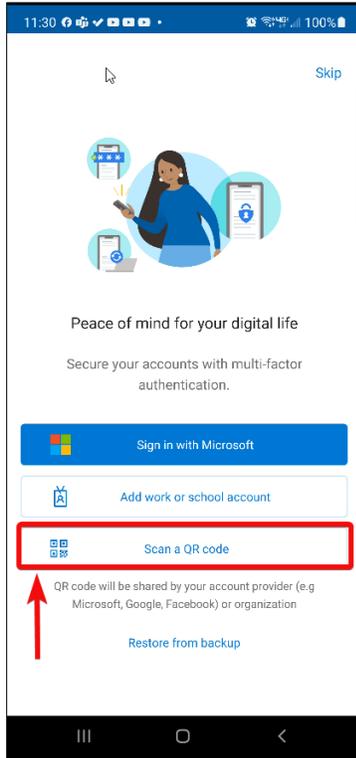
3. You will see the screen with a QR code. Stay on this screen and follow the next steps.
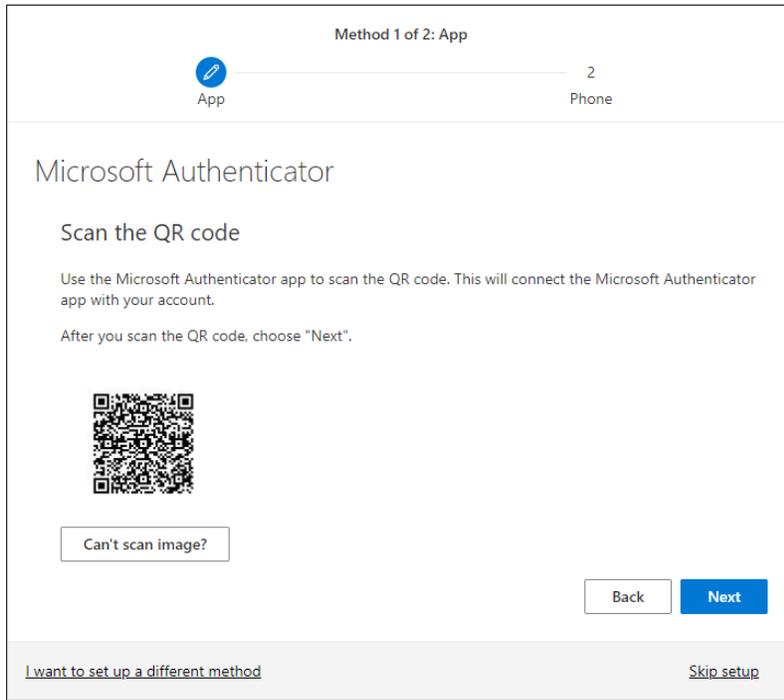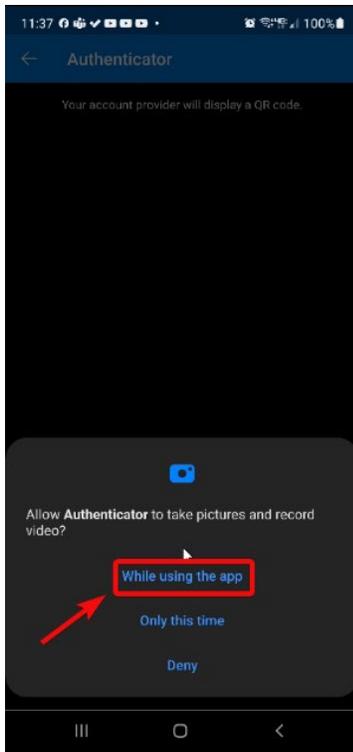

4. *On your phone*, open the **Microsoft Authenticator** app. On the initial screen, agree to the privacy policy.

5. On the next screen, tap **Scan a QR code.**

6. If prompted to allow Authenticator access to your camera, tap **While using this app**. *Camera access is needed to scan the QR code. If prompted about App Lock or allowing additional notifications, tap Allow or OK to these as well.*

7. Point your phone's camera at the QR code displayed on your computer to scan it. This will register the Microsoft Authenticator app to your DSC account.
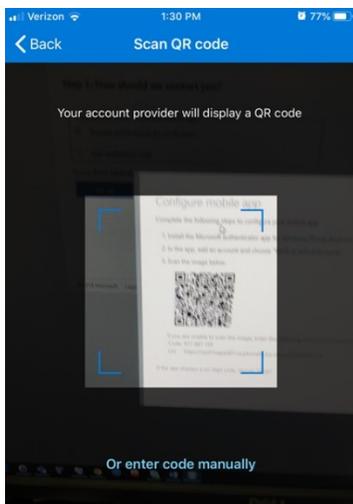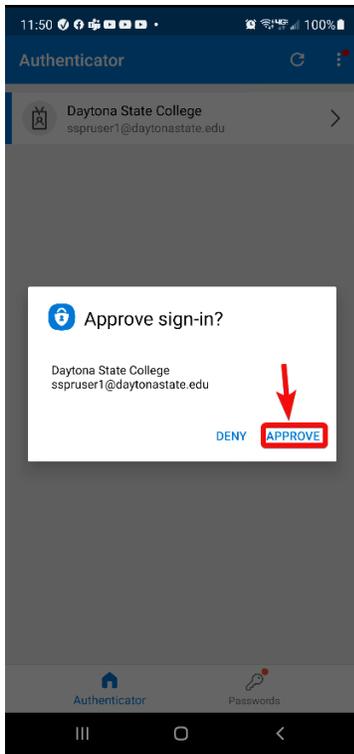

8. *On your computer*, after scanning the QR code on the **Scan the QR code** screen, click **Next**.
   Note: If you have problems scanning the QR code, refer to the Problems Scanning the QR Code section beginning on page 20.
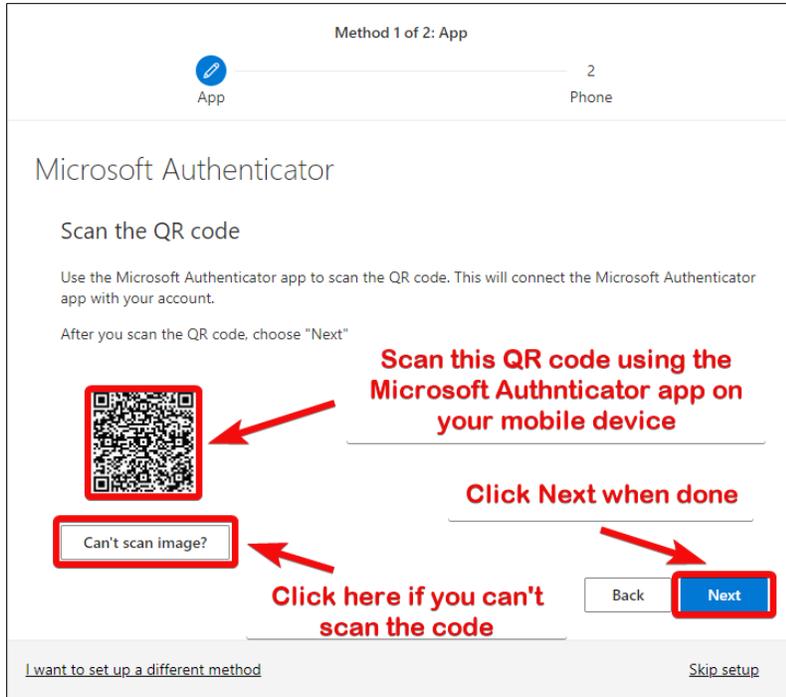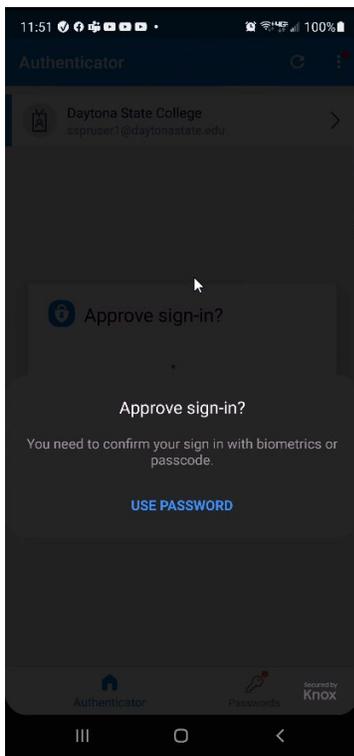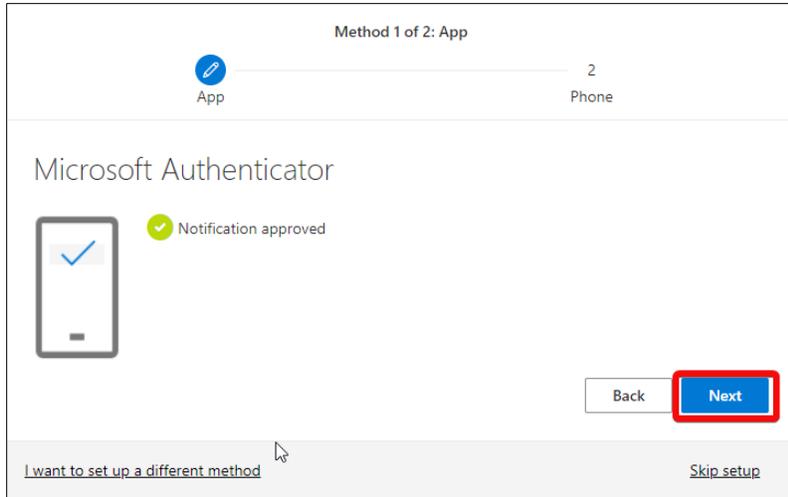
9. A test notification will be sent to your phone
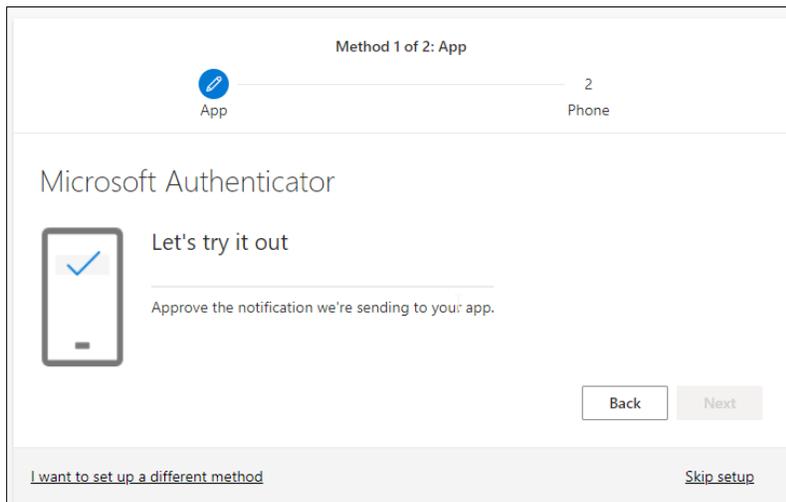
10. *On your phone*, tap **Approve.**

11. You will then need to provide your device password or biometric sign in.

12. *On your computer*, you will receive the **Notification approved** screen. Click **Next**.

Method 1 of 2: App

App — 2 Phone

Microsoft Authenticator

✓ Notification approved

Back   **Next**

I want to set up a different method   Skip setup

You will then be prompted to set up the phone method.

Setting up the phone method

1. **_On your computer_**, on the **Phone** screen, enter your phone number and choose text or calling. Then click **Next**.
   If you choose **Text me a code**, continue with the steps below.
   If you choose **Call me** proceed to step 5.

2. If you choose **Text me a code,** you will receive a text message with a six-digit code. **_On your computer_**, enter the code and click **Next**. The next button will become active once you enter the code.

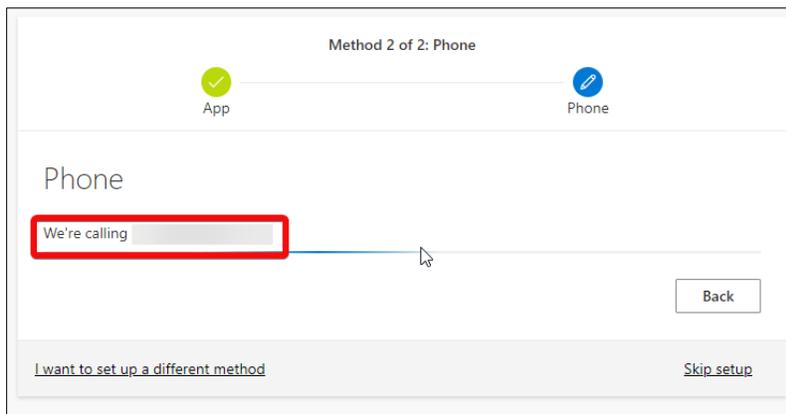3. You will receive the **SMS verified** screen. Click **Next**.
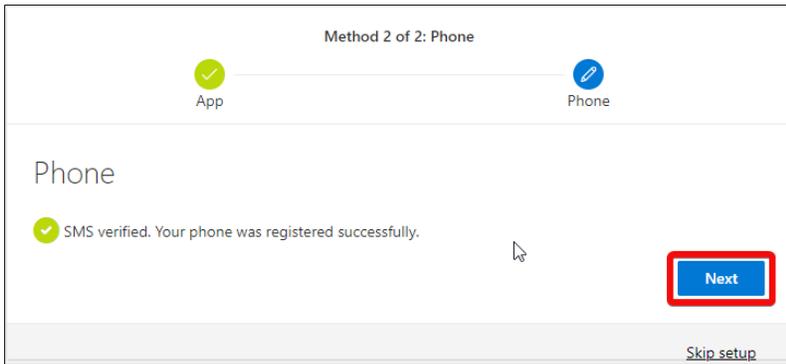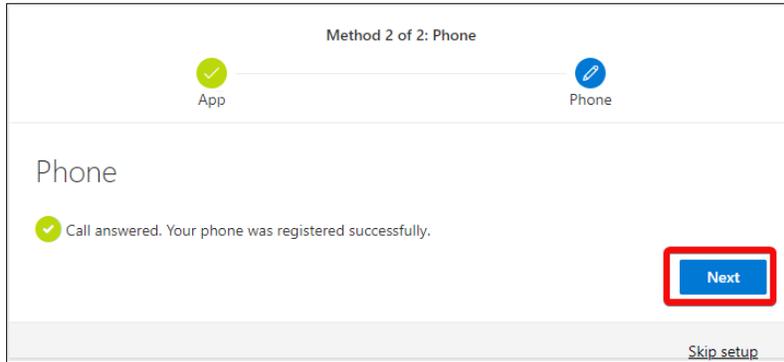

4. You will then receive the **Success!** screen. Click **Done.**
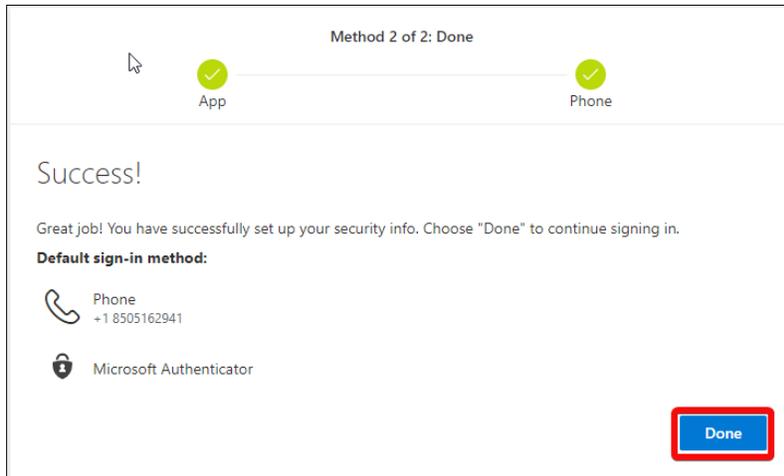   **Go to step 8 below.**
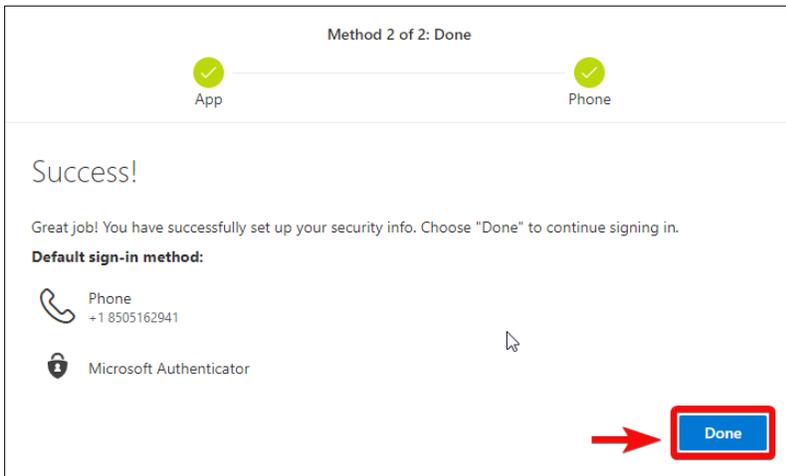
5. If you choose **Call Me** on the initial phone screen in step 1 above, you will receive a call on the submitted phone number.

6. When you answer the call, listen to the message, and press the pound key, "#", for verification. *On your computer*, click **Next** on the verification screen.


7. On the **Success!** screen, click **Done.**

8. Once you have successfully set up your 2 authentication methods, *on your computer*, you will be redirected to your account **Security info** page where you can change your default method, add additional methods such as email address, delete any previously setup methods and change your phone number or email address.
   **Note**: You can return to this page by visiting myaccount.daytonastate.edu and selecting the security info tile
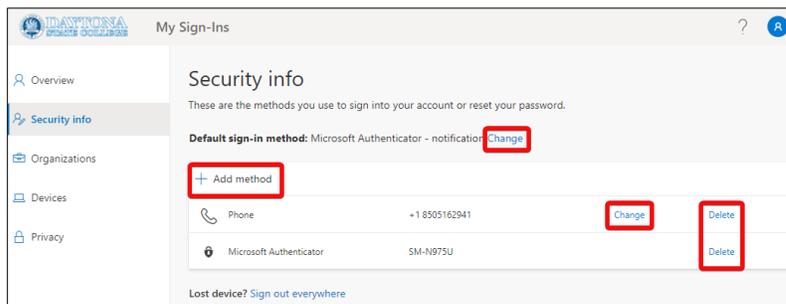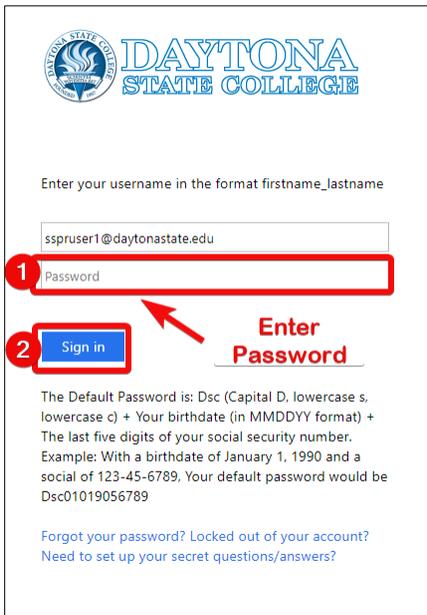

Congratulations, you have now completed your SSPR enrollment.

I Already Have the Microsoft Authenticator App Installed
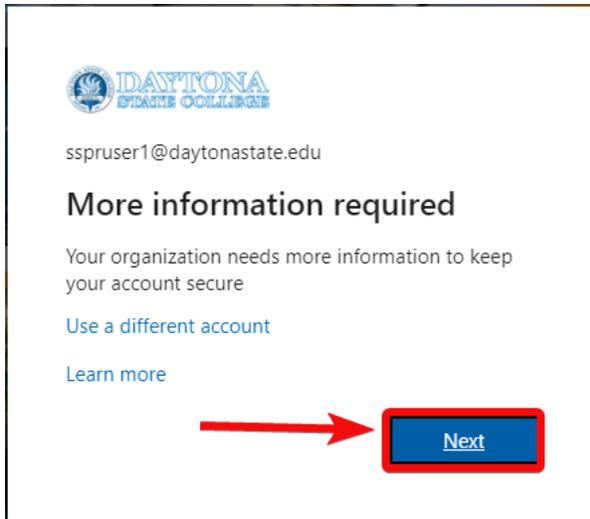
1. Go to FalconPasswordSignup.daytonastate.edu to begin the enrollment wizard. Enter your DSC email in the firstname_lastname format and select **Next.**
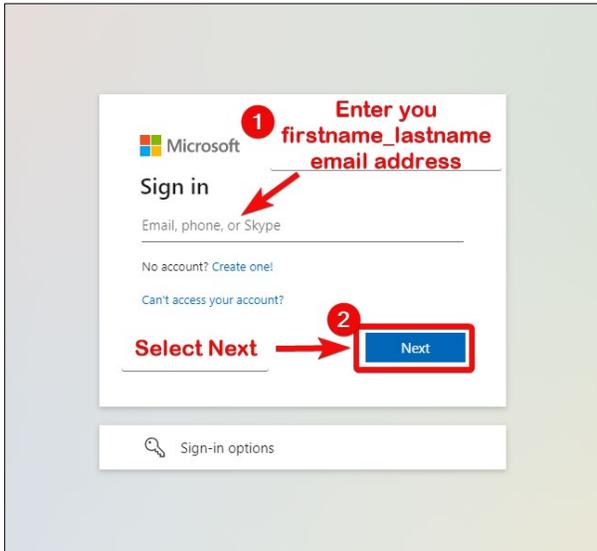
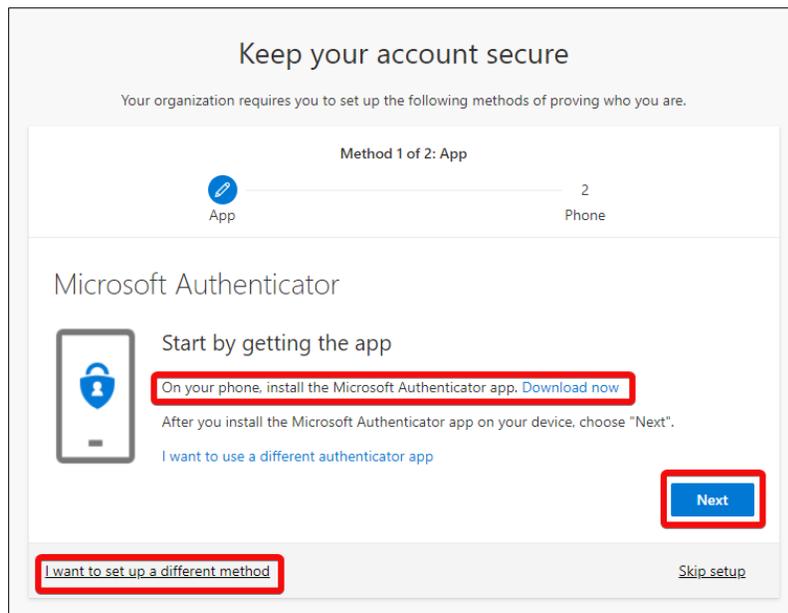2. You will be forwarded to the DSC login page. Enter your DSC password. And select **Sign in.**
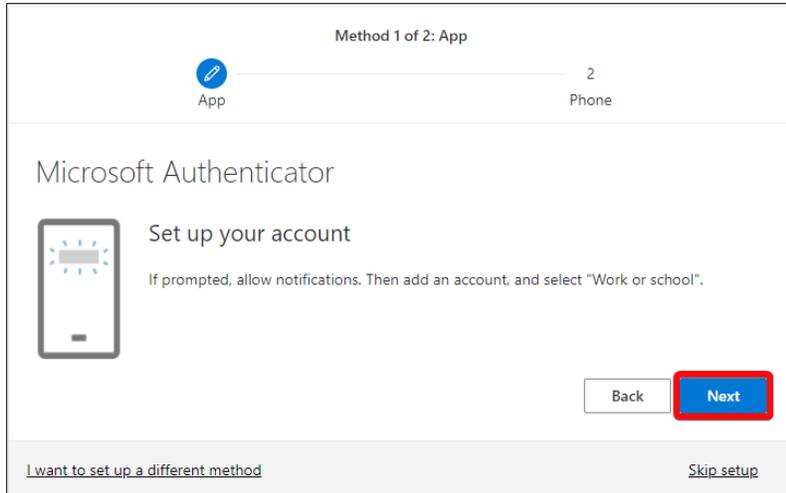

3. On the **More information required** screen, select **Next** to set up your authentication methods.

4. You are then prompted to set up your authentication methods. You are first prompted to set up the Microsoft Authenticator app on your phone. Select **Next.**

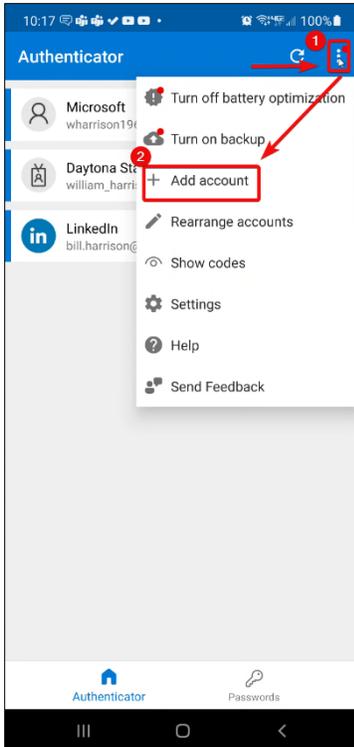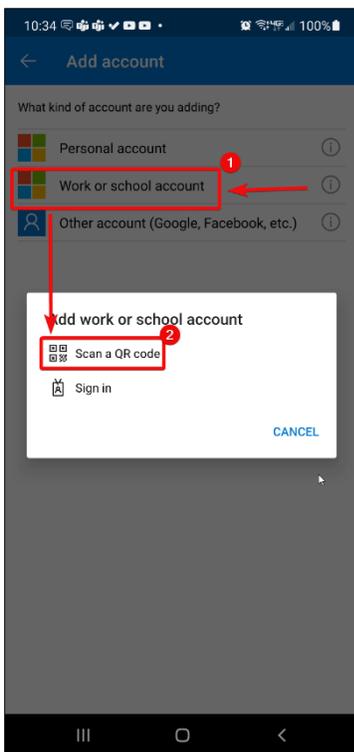5. Select Next on the following **Set up your account** screen.

6. You will then see the QR code screen. Stay on this screen and go to the next step.
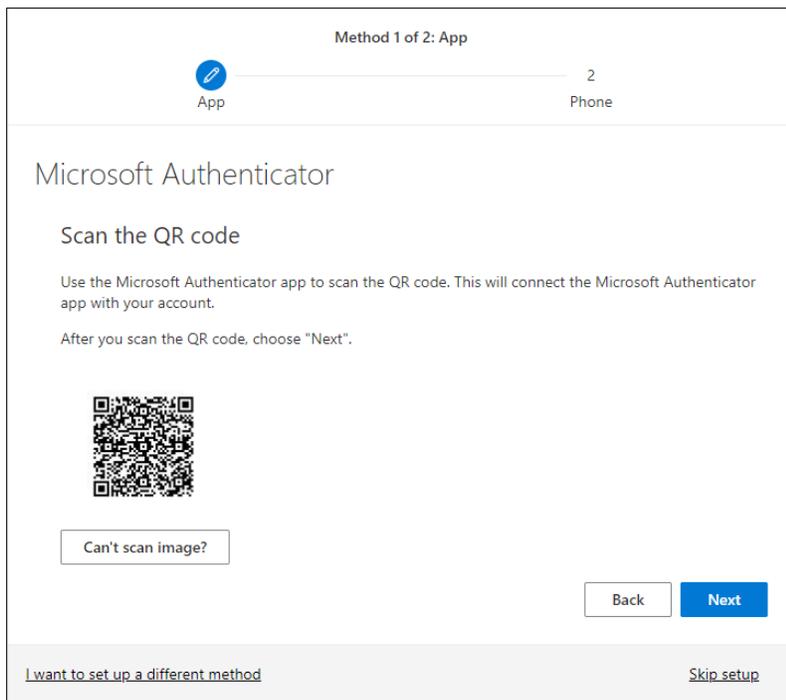
7. *On your phone*, open the Microsoft Authenticator app, select the three-dot menu in the upper right corner and then select **Add account.**

8. Select Work or school account, then select Scan a QR code.

9. The app will open a screen for scanning the code
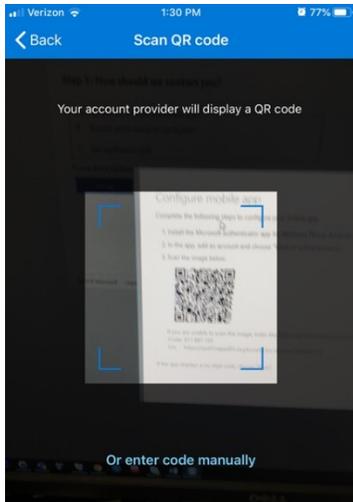
10. Scan the QR code on your computer screen with your phone to register your account with the app.
    On your computer, select **Next** on the QR code screen.
    Note: If you have problems scanning the QR code, refer to the <u>Problems Scanning the QR Code section</u> beginning on page 21.
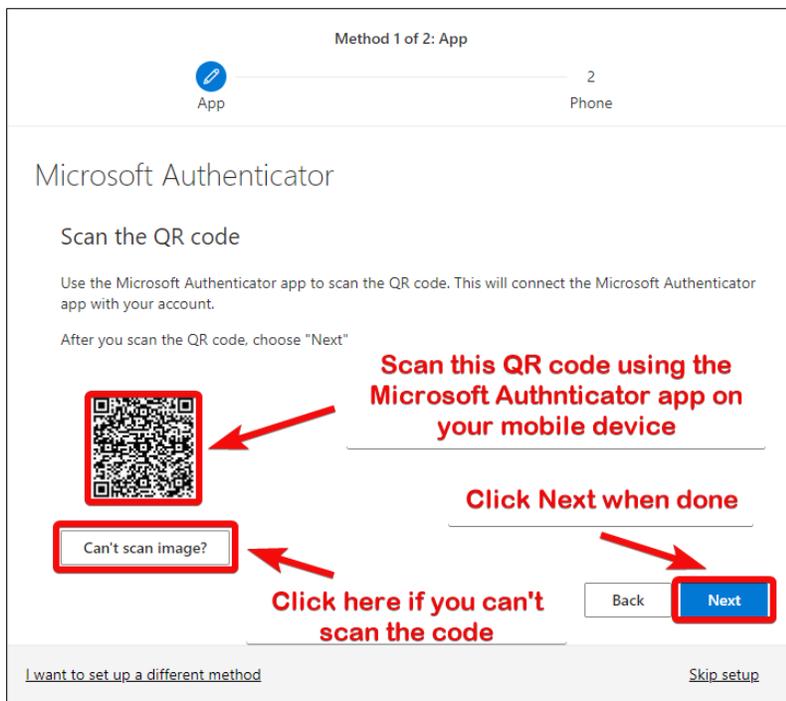
11. A test notification will be sent to your phone
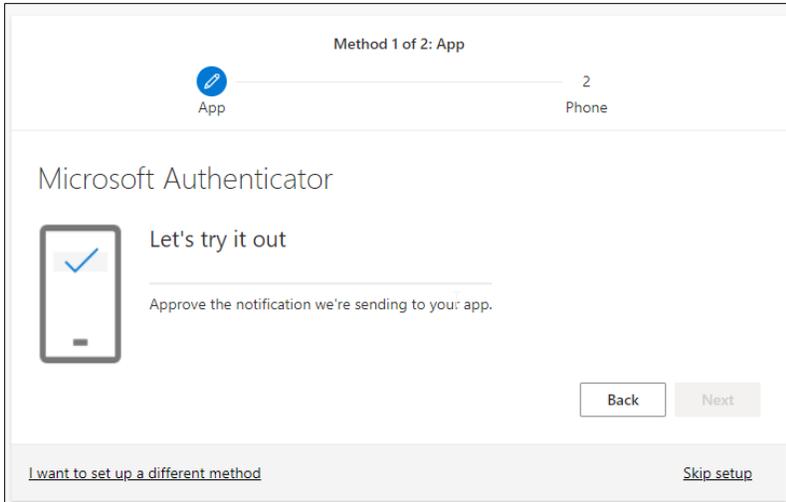
12. **On your phone**, tap **Approve**.
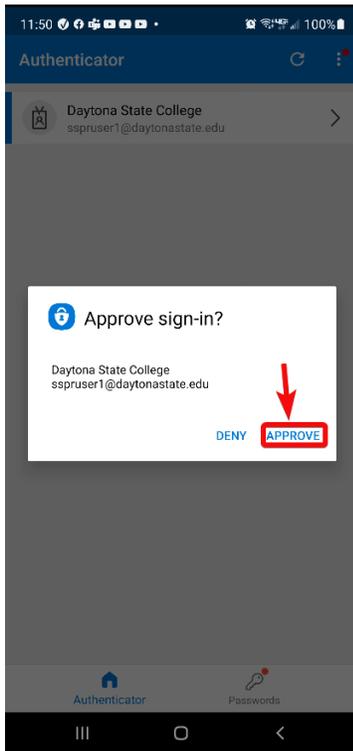
13. You will then need to provide your device password or biometric sigh-in.
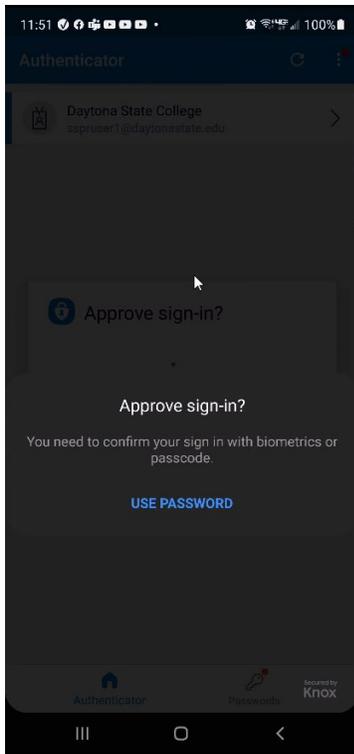
14. **On your computer**, click **Next** on the **Notification approved** screen
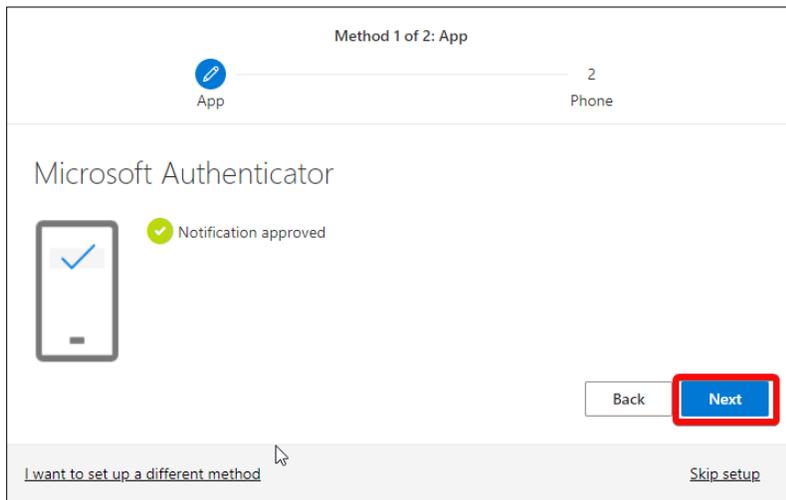
15. You will then be prompted to setup the phone method. Refer to the Setting Up The Phone method section on page 11 above.

Problems Scanning the QR Code

If you have trouble scanning the QR code as shown in the previous steps, try the alternate steps for manually entering the code and URL beginning on this page or the steps for signing in to the Microsoft Authenticator app beginning on page 24. **NOTE**: You must have the Microsoft Authenticator app installed on your phone to complete these alternate steps.

Manually enter the code and URL

1. *On your computer,* select the **Can't scan image?** button to show the code and URL to manually enter in the Microsoft Authenticator app. Stay on this screen.
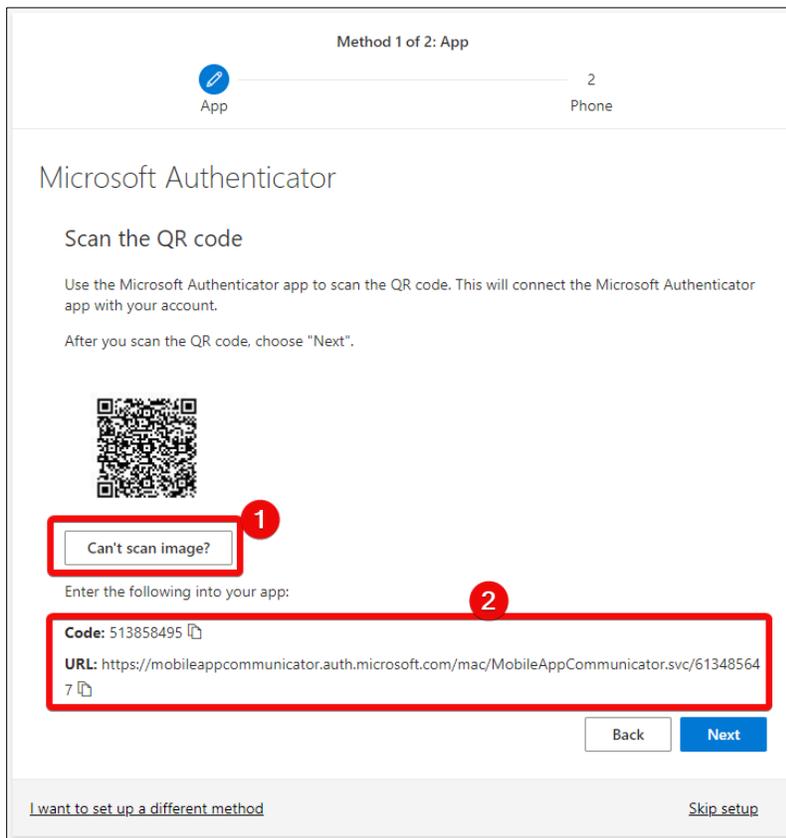
2. *On your phone*, in the Microsoft Authenticator app, select the three-dot menu in the upper right corner and then select **Add account.**
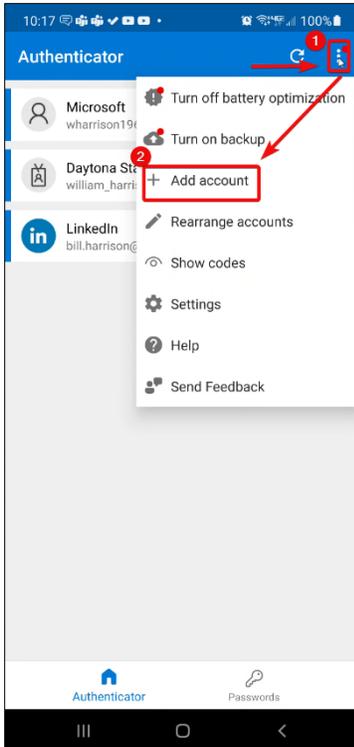
3. Select **Work or school account**, then select **Scan a QR code**.
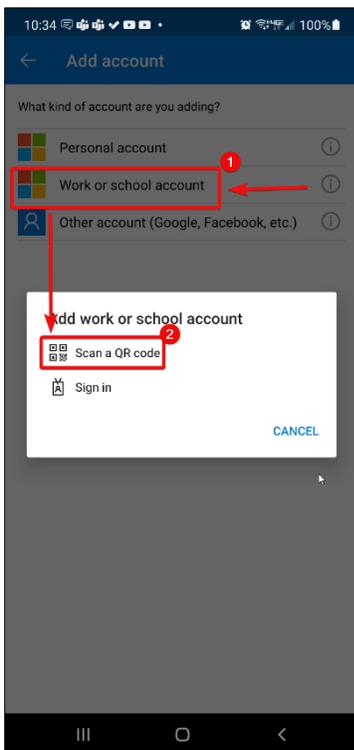

4. The app will open a screen for scanning the code. Tap **Or enter code manually** at the bottom of the screen.

5. You will then get a screen to enter the code and URL. Enter the information and tap **Finish.**
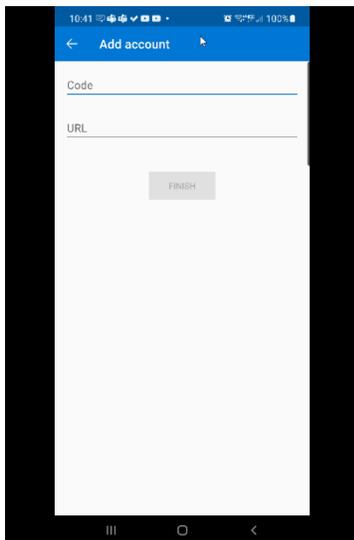
6. *On your computer*, select the **Next** button on the **Scan the QR code** screen shown above. Then follow the steps beginning with step 9 on page 8.

Sign into the Microsoft Authenticator app

1. **On your phone**, in the Microsoft Authenticator app, select the three-dot menu in the upper right corner and then select **Add account.**
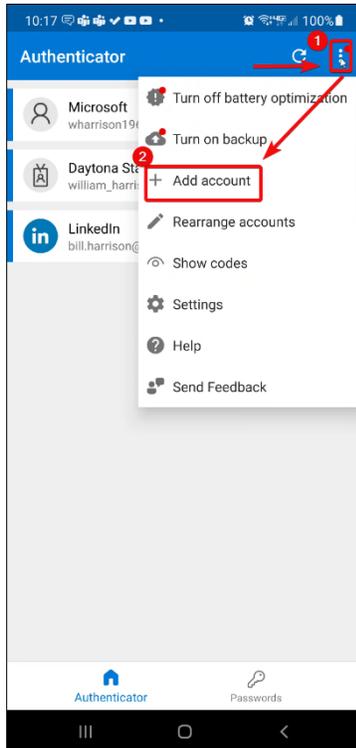
2. Tap **Work or school account** and then tap **Sign in**.
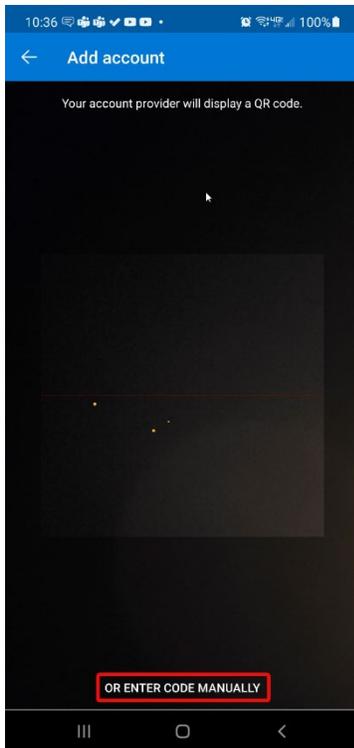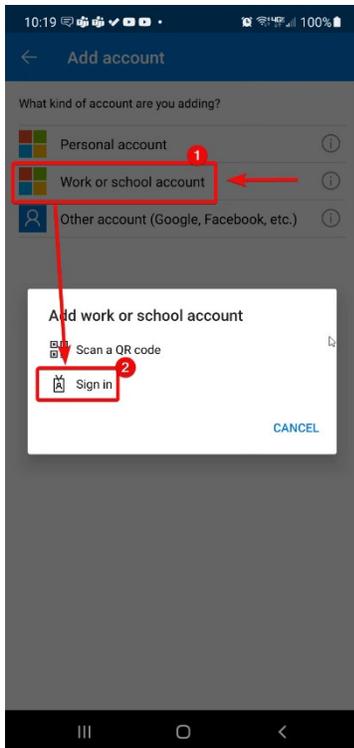
3. Login with your DSC account. Tap **Next** to open the page in your phone's web browser.

4. Tap Next on the **More information required** screen.
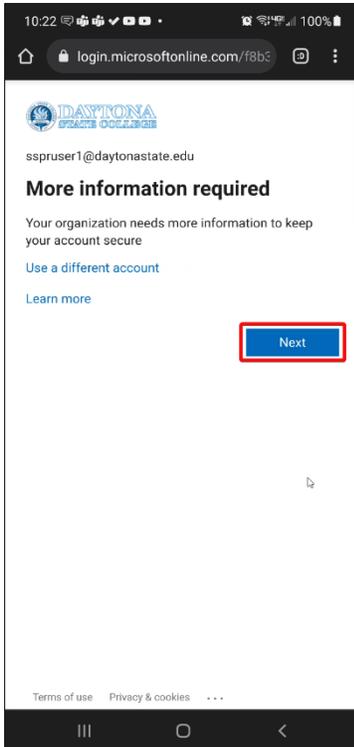
5.   Then tap Next on the **Start by getting the app** screen.
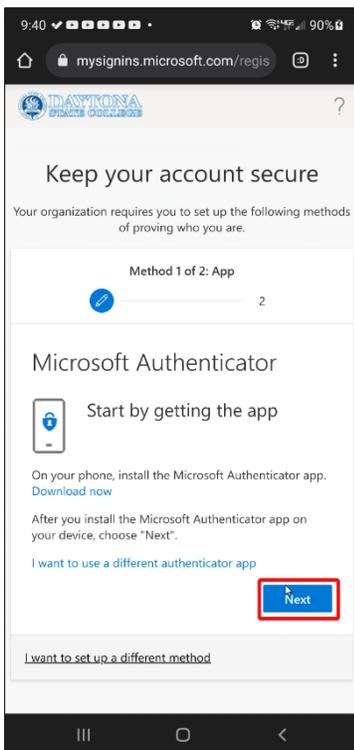
6.   On the **Set up you account in the app** screen, tap **Pair your account to the app by clicking this link**.
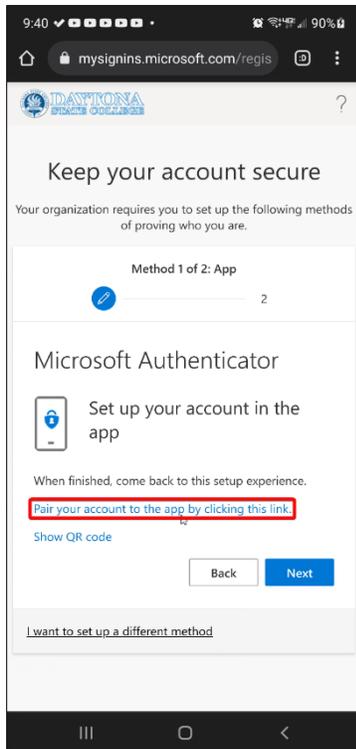
7. Your account will be paired, and you will be returned to a screen listing the accounts set up in Microsoft Authenticator. Return to your web browser *on your phone*. On the **Set up your account in the app** screen shown above, tap **Next.**

8. You will get a **Let's try it out screen** and a test notification will be sent to the Microsoft Authenticator app.
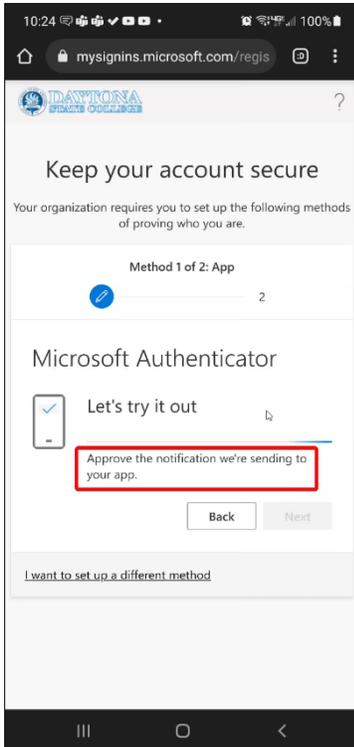
9. Approve the notification in the app. and you will get the **notification approved** screen in your phone's web browser. Tap **Next** and you will be prompted to setup the phone method (steps begin on page 11 above.
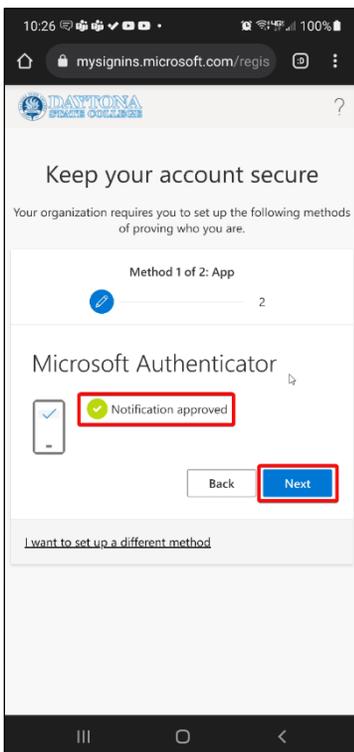
Reset Your Password or Unlock Your Account

Once you have setup up two authentication methods, you can use SSPR to unlock you account or reset your password.

1. To begin, visit reset.daytonastate.edu. On the **Who are you?** screen, type your full email address in the firstname_lastname format,enter the characters on the screen and select **Next**.

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

2. On the **Why are you having trouble signing in?** screen choose the forgot password option if you have forgotten your password or it has expired and your need to create a new one. Or choose the I know my password option to keep your current password and unlock your account after too many login attempts. Make your choice and select **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

3. The verification screen will allow you to choose you verification method. The choices presented are based on the methods you setup when your registered for SSPR. The account verification will walk you through 2 verification steps. Remember when using one of the phone methods or email method, you must provide the phone number or email address you registered when enrolling in SSPR.

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 (***********41) 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

4. Once you complete the 2 verifications, your account will be unlocked or you will be presented with a screen to create a new password, based on your choice in step 2 above.

Get back into your account

✔ Your account has been unlocked

Get back into your account

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

* Enter new password:

* Confirm new password:

[Finish]   Cancel