

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 <u>I Already</u> <u>Have the Microsoft Authenticator App Installed section</u> on page 14.

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Initial Sign-in

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1. Go to <u>FalconPasswordSignup.daytonastate.edu</u> to begin the enrollment wizard. Enter your DSC email in the firstname_lastname format and select **Next.**

Sign III Email, phone, or Skype No account? Create one! Can't access your account? Select Next Next	Microsoft fi	email address
Can't access your account?	Email, phone, or Skype	
	Can't access your account?	2 Next

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

LIVA	DAYTONA Statte collecte
En	ter your username in the format firstname_lastname
ss	pruser1@daytonastate.edu
1 Pa	assword
2 Th lov Th Ex so Ds	Sign in Enter Password is: Dsc (Capital D, lowercase s, wercase c) + Your birthdate (in MMDDYY format) + e last five digits of your social security number. ample: With a birthdate of January 1, 1990 and a cial of 123-45-6789, Your default password would be cc01019056789

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.

Keep your account secure Your organization requires you to set up the following methods of proving we	no you are.
Method 1 of 2: App 2 App Phone	
Microsoft Authenticator Start by getting the app On your phone. install the Microsoft Authenticator app. Download now	ב
After you install the Microsoft Authenticator app on your device, choose I want to use a different authenticator app	e "Next". Next
I want to set up a different method	<u>Skip setup</u>

Installing and Setting Up the Microsoft Authenticator App

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

 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, on 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.

	Meth	nod 1 of 2: App	
	2 App	2 Phone	
Microso	oft Authenticator Set up your account If prompted, allow notifications.	Then add an account, and select "Work o Back	r school".
<u>I want to set up</u>	a different method		<u>Skip setup</u>

3. You will see the screen with a QR code. Stay on this screen and follow the next steps.

Method	1 of 2: App
2 App	2 Phone
Microsoft Authenticator	
Scan the QR code	
Use the Microsoft Authenticator app to scan the app with your account.	QR code. This will connect the Microsoft Authenticator
After you scan the QR code, choose "Next".	
Can't scan image?	
	Back Next
l want to set up a different method	<u>Skip setup</u>

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

11:27 🛛 👼 🗸 🖸 🖸 🖸 🔹	🕱 🖘 🛱 🗐 100% 🗎
	<u> </u>
	00
Microsoft respects y	our privacy
We collect required diagnost secure and updated. This do	ics to keep the app es not include your
name or any sensit	ive data.
We also collect optional usa Authenticator. You can op	ge data to improve t out of sharing
optional usage data anytime	from app settings.
	/
l agree	
Privacy stateme	ent
III O	<

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.

11:37	0 ŵ 🗸 🛙		☎ 零評評⊿ 100%
		•	
Allov	w Authen	ticator to take p	ictures and record
		While using th	
	Л	Only this ti	me
	111	0	<

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 <u>Problems Scanning the QR Code</u> <u>section</u> beginning on page 20.



9. A test notification will be sent to your phone

	Method 1 of 2: App	
	2 App	2 Phone
Microso	oft Authenticator	
	Let's try it out	
_	Approve the notification we're sending to your app.	
		Back Next
l want to set up	a different method	<u>Skip setup</u>

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: /	Арр
App	2 Phone
Microsoft Authenticator	
Notification approved	Back
I want to set up a different method	<u>Skip setup</u>

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.

Method 2 d	of 2: Phone		
Арр	Phone		
Phone			
You can prove who you are by answering a call on your What phone number would you like to use?	r phone or texting a code to your phone.		
United States (+1)	Enter phone number		
Text me a code Call me Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.			
	Next		
<u>l want to set up a different method</u>	<u>Skip setup</u>		

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.

	Method 2 of 2: Phone		
App		Phone	
Phone			
We iust sent a 6 digit code to +1 Enter code	Enter the code below.		
Resend code		Back	Next
I want to set up a different method			<u>Skip setup</u>

3. You will receive the SMS verified sceen. Click Next.



4. You will then receive the **Success!** screen. Click **Done. Go to step 8 below.**

Method 2 of 2: Done		
App	Phone	
Success!		
Great job! You have successfully set up your se Default sign-in method:	ecurity info. Choose "Done" to continue signing in.	
Phone +1 8505162941		
Microsoft Authenticator	73	

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.

	Method 2 of 2: Phone	
App		
Phone		
we re calling	L'S	Back
l want to set up a different method		<u>Skip setup</u>

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.

	Method 2 of	2: Phone	
	<mark>.</mark> Арр	Phone	
Phone			
Call answered. Your	phone was registered successful	ly.	
			Next
			Skip setup

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

			Method 2 of	2: Done		
	2	App			Phone	
SUCCE Great job! Default sig	SS! You have suc	ccessfully set up	your security info.	Choose "Done" to co	ontinue signing i	n.
S Ph +1	hone 1 8505162941					
🔁 м	licrosoft Auth	henticator				
						Done

 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 <u>myaccount.daytonastate.edu</u> and selecting the security info tile

O DAYTONA State college	My Sign-Ins	? 🛽 🔒
♀ Overview ♀ Security info	Security info These are the methods you use to sign into your account or reset your password.	
🖻 Organizations	Herault sign-in method: Microsoft Authenticator - notification Change H Add method	
Devices	Phone +1 8505162941 Change	Delete
💾 Privacy	Microsoft Authenticator SM-N975U	Delete
	Lost device? Sign out everywhere	

Congratulations, you have now completed your SSPR enrollment.

I Already Have the Microsoft Authenticator App Installed

1. Go to <u>FalconPasswordSignup.daytonastate.edu</u> to begin the enrollment wizard. Enter your DSC email in the firstname_lastname format and select **Next.**

1 Microsoft	Enter you firstname_lastna email addres
Sign in Email, phone, or Sky	/pe
No account? Create one	el
Can't access your accou	
Sign-in option	ns

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

	DASYTOMA Statie collegie
Enter your use	rname in the format firstname_lastname
sspruser1@day	tonastate.edu
1 Password	
	Enter
2 Sign in The Default Pa lowercase c) + The last five di Example: With social of 123-4	Password ssword is: Dsc (Capital D, lowercase s, Your birthdate (in MMDDY format) + gits of your social security number. a birthdate of January 1, 1990 and a 5-6789, Your default password would be

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.**

Keep your account secure				
Your organization requires you to set up the following methods of proving who you are.				
	Method 1 of 2: App			
<mark>е</mark> Арр	2 Phone			
Microsoft Authentic	Microsoft Authenticator			
Start by gettin	ig the app			
On your phone, inst	all the Microsoft Authenticator app. Download now			
After you install the	After you install the Microsoft Authenticator app on your device, choose "Next".			
i want to use a differ	Next			
I want to set up a different method	Skip setup			

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

	Method 1 o	f 2: App
	Арр	2 Phone
Microso	oft Authenticator	
) 	Set up your account	dd an account, and select "Work or school".
l want to set up	a different method	Back Next

6. You will then see the QR code screen. Stay on this screen and go to the next step.

Method 1 of 2: Ap	р
App	2 Phone
Microsoft Authenticator	
Scan the QR code	
Use the Microsoft Authenticator app to scan the QR code. app with your account.	This will connect the Microsoft Authenticator
After you scan the QR code, choose "Next".	
Can't scan image?	
	Back Next
l want to set up a different method	Skip setup

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



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</u> <u>section</u> beginning on page 21.



11. A test notification will be sent to your phone

Method 1 of 2: App			
	Дрр	2 Phone	
Microsof	t Authenticator Let's try it out Approve the notification we're sending to your app.		
I want to set up a	different method	Back Next	

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

Method 1 of 2	: Арр
Дрр	2 Phone
Microsoft Authenticator	
Notification approved	Back
I want to set up a different method	<u>Skip setup</u>

15. You will then be prompted to setup the phone method. Refer to <u>the Setting Up The Phone method</u> <u>section</u> 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 <u>for signing in to the Microsoft</u> <u>Authenticator app</u> 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.

Method 1	of 2: App
Арр	2 Phone
Microsoft Authenticator	
Scan the QR code	
Use the Microsoft Authenticator app to scan the Q app with your account.	R code. This will connect the Microsoft Authenticator
After you scan the QR code, choose "Next".	
Can't scan image? Enter the following into your app:	2
Code: 513858495 🗅	
URL: https://mobileappcommunicator.auth.microso 7 🗅	oft.com/mac/MobileAppCommunicator.svc/61348564
	Back Next
I want to set up a different method	<u>Skip setup</u>

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.

9:40 ✔ ◘ ◘ ◘ ◘ ◘ • 🛞 ☜ ₩ 90% थे		
© DANTRONA ?		
Keep your account secure		
Your organization requires you to set up the following methods of proving who you are.		
Method 1 of 2: App		
2		
Microsoft Authenticator		
app		
When finished, come back to this setup experience.		
Pair your account to the app by clicking this link.		
Back Next		
I want to set up a different method		
III O <		

- 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.

10:24 🗟 峭 峭 🗸 🖸 🔹 🔹 🕱 電子 🎘 🗐 100% 🕯		
DANYRONA ?		
Keep your account secure		
Your organization requires you to set up the following methods of proving who you are.		
Method 1 of 2: App		
2		
Microsoft Authenticator Let's try it out Approve the notification we're sending to your app. Back Next		
I want to set up a different method		

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 <u>setup the phone method</u> (steps begin on page 11 above.

10:26 🗟 🖷 🖨 🗸 🖸 🗗 🔹 🕱 응답했네 100% 🛢		
DANTTONA ?		
Keep your account secure		
Your organization requires you to set up the following methods of proving who you are.		
Method 1 of 2: App		
2		
Microsoft Authenticator		
Notification approved		
Back		
I want to set up a different method		
III O <		

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 <u>reset.daytonastate.edu</u>. 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**.





Who are you?

Next

Cancel

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	m or user@contoso.com
NON NON	¥ (1)
Enter the characters in the picture or the	e words in the audio. *

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?

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

O 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.



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:



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

verification step 1 \checkmark > verification step 2 \checkmark > **choose a new password**

* Enter new password:

* Confirm new password:

Finish Cancel