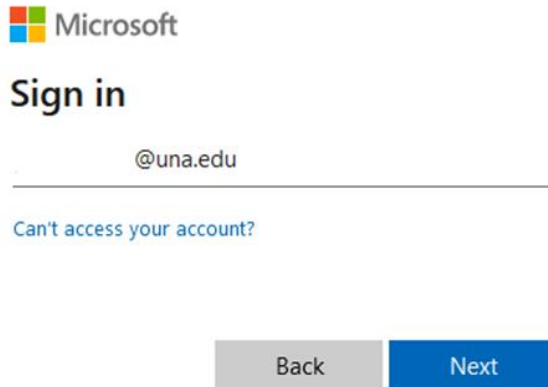


Self-Service Password Reset Instructions

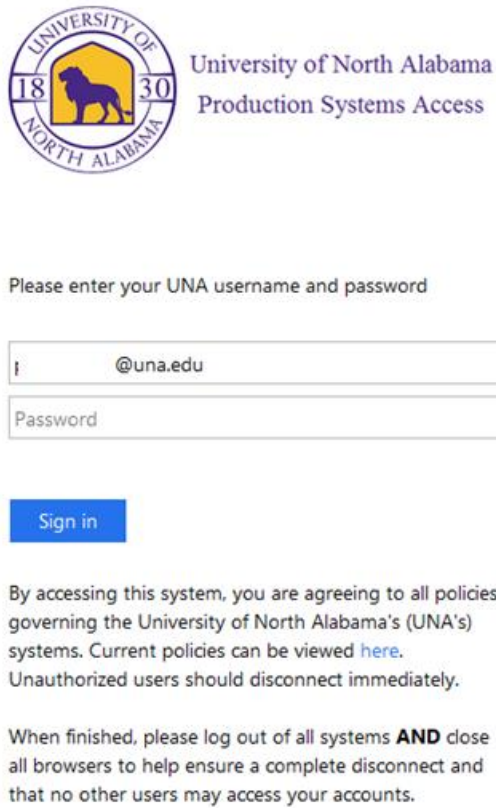
To enroll in the self-service password reset system, follow the steps below:

1. Visit <https://mysignins.microsoft.com/security-info> to sign in with your UNA credentials
2. Enter your e-mail address and click Next



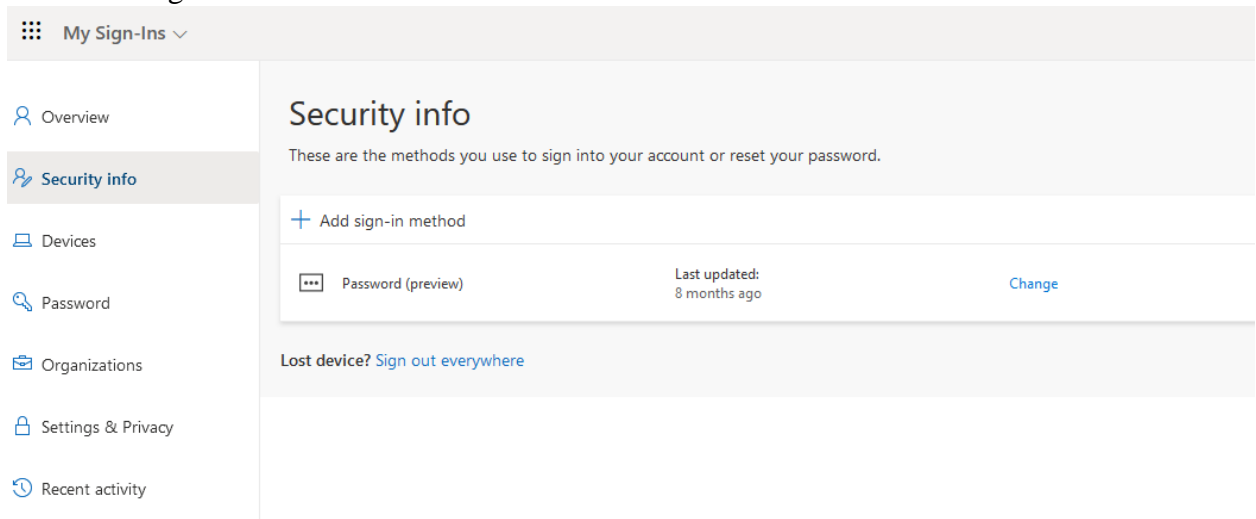
The image shows the Microsoft Sign in interface. At the top is the Microsoft logo. Below it is the text "Sign in". There is a text input field containing "@una.edu". Below the input field is a link that says "Can't access your account?". At the bottom are two buttons: "Back" (grey) and "Next" (blue).

3. Enter your password on the UNA site and authenticate with DUO

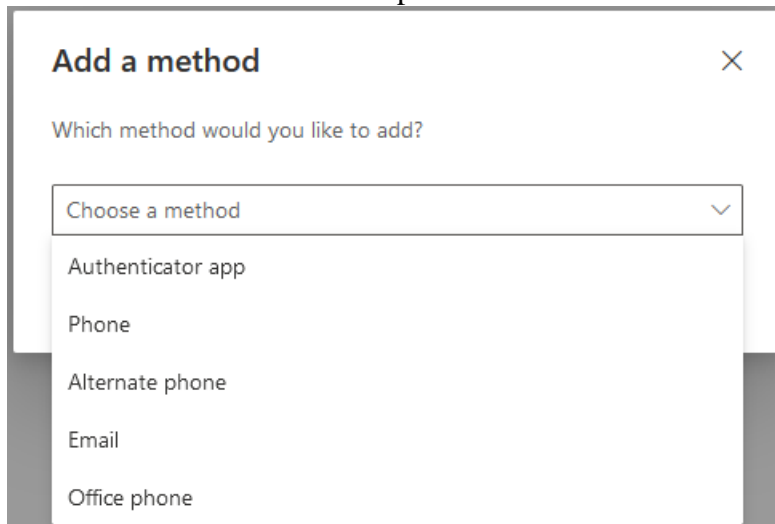


The image shows the University of North Alabama Production Systems Access login screen. At the top is the University of North Alabama logo, which is a circular seal with a lion and the text "UNIVERSITY OF NORTH ALABAMA" and "1830". To the right of the logo is the text "University of North Alabama" and "Production Systems Access". Below this is a prompt: "Please enter your UNA username and password". There are two input fields: the first contains "@una.edu" and the second is labeled "Password". Below the input fields is a blue button labeled "Sign in". At the bottom, there is a paragraph of text: "By accessing this system, you are agreeing to all policies governing the University of North Alabama's (UNA's) systems. Current policies can be viewed [here](#). Unauthorized users should disconnect immediately." and another paragraph: "When finished, please log out of all systems **AND** close all browsers to help ensure a complete disconnect and that no other users may access your accounts."

4. Click Add sign-in method



5. Choose a method from the drop-down list and click Add



6. Recommended methods are

- Phone – Can receive a call or text with a verification code
- Email – Receive verification code at alternate e-mail address
- Security Questions – Answer previously chosen questions.