



## Downingtown Area School District Technology Division

### Using Self Service Password Reset

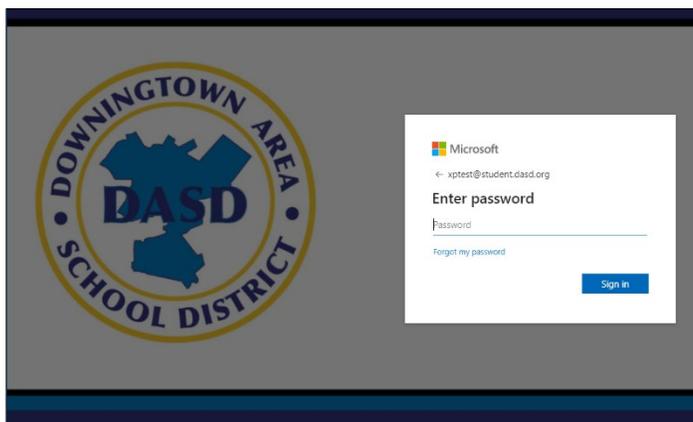
Self service password reset allows you to reset your own password in the event you do not remember it. To enable this functionality, you must select five secret questions and provide your personalized answers. The questions and answers should be information that ***only you know***. Do not choose answers that can be easily guessed by anyone else.

**AS OF JULY 30, 2021, SELF SERVICE PASSWORD RESET IS ENABLED FOR STUDENTS IN GRADES 9-12 AND ALL STAFF.**

**This feature will be expanded to additional student grades in the near future**

1. Visit <https://aka.ms/mysecurityinfo>. Sign in with your current DASD username and password.

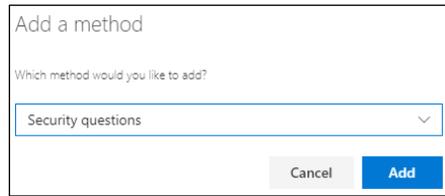
A screenshot of the Microsoft sign-in page. It features the Microsoft logo at the top left, followed by the text "Sign in". Below this is a text input field containing "username@student.dasd.org". Underneath the input field are two links: "Can't access your account?" and "Sign in with a security key?". At the bottom right of the page is a blue "Next" button.



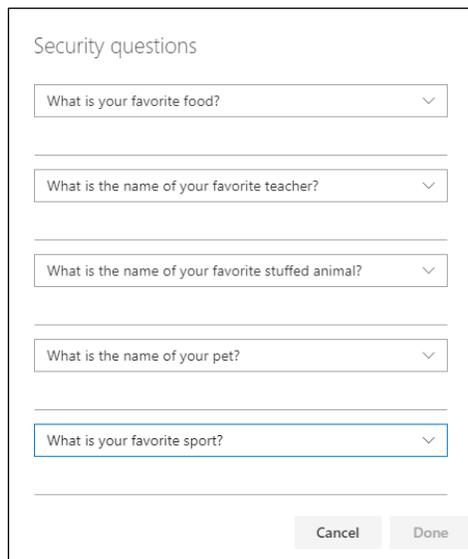
2. Click the 'Security info' tab on the left side of the page. Next, click the '+ Add method' button.

A screenshot of the Microsoft "Security info" page. On the left side, there is a navigation menu with the following items: "Overview", "Security info" (highlighted with a blue bar and a blue arrow pointing to it), "Organizations", "Devices", and "Privacy". The main content area is titled "Security info" and contains the text "These are the methods you use to sign into your account or reset your password." Below this text, it says "Default sign-in method: Microsoft Authenticator - notification" with a "Change" link. There is a "+ Add method" button with a blue arrow pointing to it. Below the button, there are two rows of information: "Phone" and "Microsoft Authenticator". Each row has a blue "Change" button and a blue "Delete" button. At the bottom of the page, there is a link that says "Lost device? Sign out everywhere".

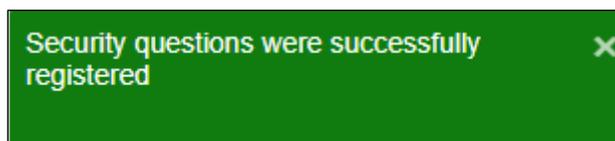
3. Select **'Security questions'** from the list of methods. Click **'Add.'**



4. Use the drop down boxes to select questions. You must select five questions and provide five answers. Remember, these questions and answers should be information that ***only you know*** and cannot be easily guessed by others. In the event you forget your password, you will be able to reset it on your own by answering these questions to regain access to your account.



5. When you have selected five questions and provided five answers, click the **'Done'** button. The message below will be displayed.



6. To update your personal security questions and answers, visit <https://aka.ms/mysecurityinfo> at any time.

In the event you forget your password, follow the steps below to reset it.

**NOTE:** If you complete the reset process from home or anywhere outside the DASD network, your DASD provided laptop password **may not** be updated. Passwords to applications such as Infinite Campus, Google apps, Schoology and ClassLink **will** be updated. Your **new** password will then be used to logon to your DASD provided laptop the next time you are on site at a DASD school.

1. Visit <https://passwordreset.microsoftonline.com/>.
2. Enter your email address and answer the security validation question. Click the **'Next'** button when you are finished.

Microsoft

## 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



wvqlw3

Enter the characters in the picture or the words in the audio.

Next Cancel

3. Provide the answers to your security questions. Click the **'Next'** button when you are finished.

Microsoft

## Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Answer my security questions

What is your Mom's cell phone number?

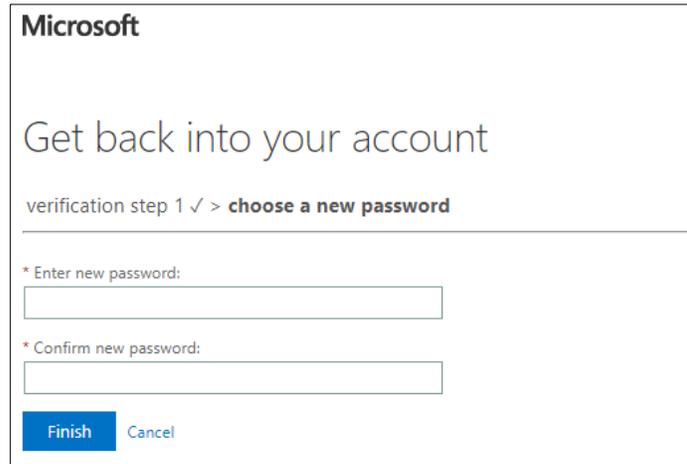
What is the name of the street where you live?

What is your favorite food?

Next Contact your administrator

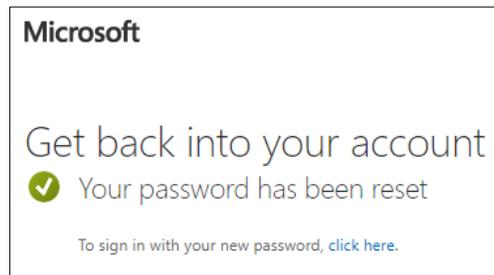
Cancel

4. If the answers to your questions are correct, you will be prompted to enter a new password. Note that your password must meet DASD password complexity requirements – minimum of 12 characters, upper case letters, lower case letters, numbers and special characters. Your new password cannot be the same as your previous passwords and cannot contain parts of your name.



The screenshot shows the Microsoft account recovery interface. At the top left is the Microsoft logo. Below it, the heading reads "Get back into your account". Underneath, it indicates "verification step 1 ✓ > choose a new password". There are two input fields: the first is labeled "\* Enter new password:" and the second is labeled "\* Confirm new password:". At the bottom, there are two buttons: a blue "Finish" button and a "Cancel" link.

5. If you are successful in resetting your password, the message below will be displayed. If you receive an error message, read the message carefully and try again. You may now use your new password to login to DASD applications.



The screenshot shows the success message from Microsoft. At the top left is the Microsoft logo. Below it, the heading reads "Get back into your account". Underneath, there is a green checkmark icon followed by the text "Your password has been reset". At the bottom, there is a link that says "To sign in with your new password, [click here.](#)"