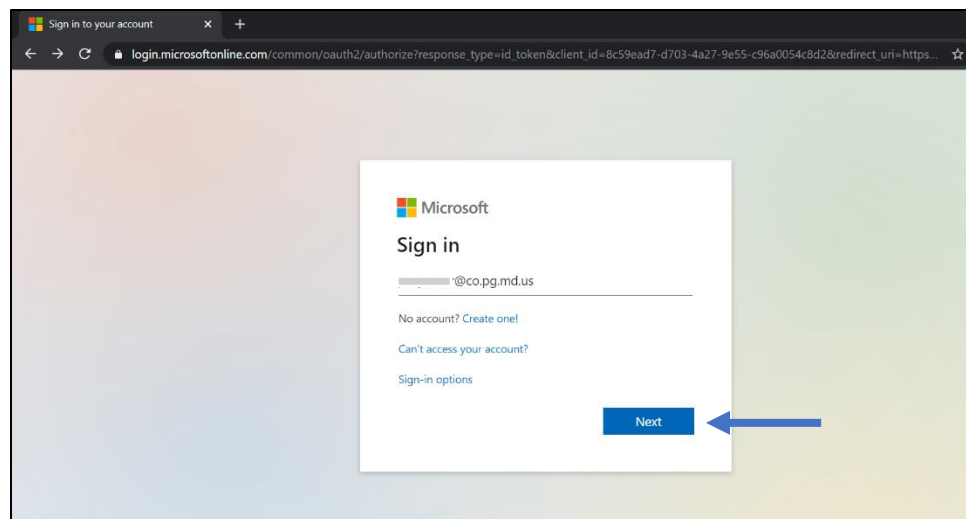


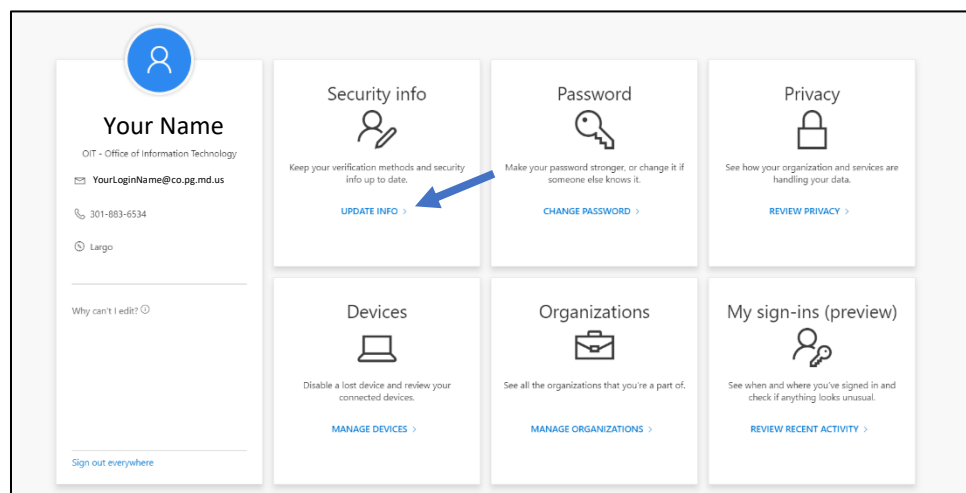
How to Register for Self-Service Password Reset and Multi-Factor Authentication

In order to add more security to your user account, OIT is making it easier than ever for you to reset your password if you ever forget. Register for Multi-Factor Authentication (MFA) and Self-Service Password Reset (SSPR) to enable the feature.

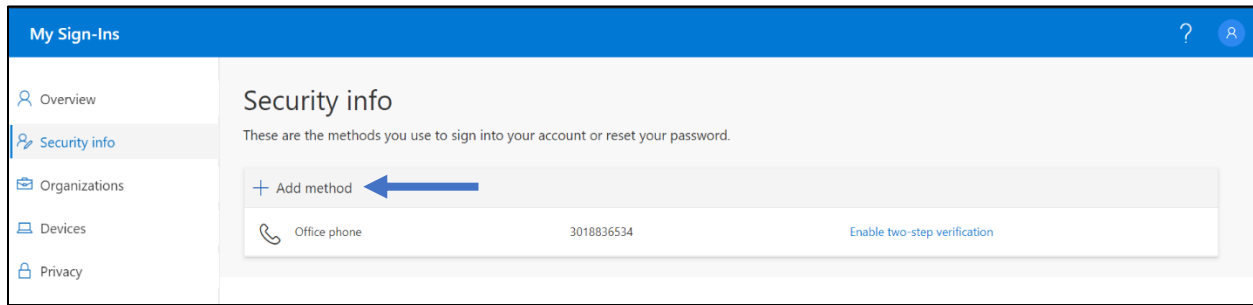
1. Using a web browser, visit <https://myworkaccount.microsoft.com/>. Sign in using your County login credentials.



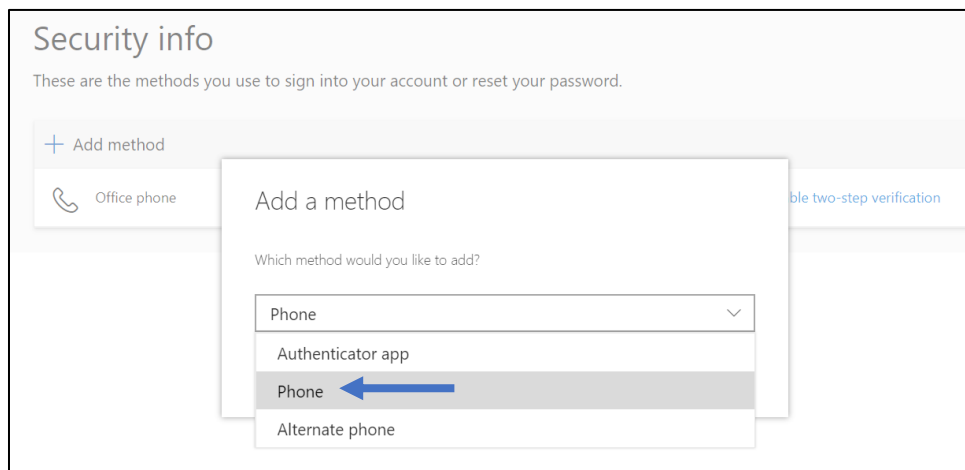
2. Click "Update Info" under Security Info.



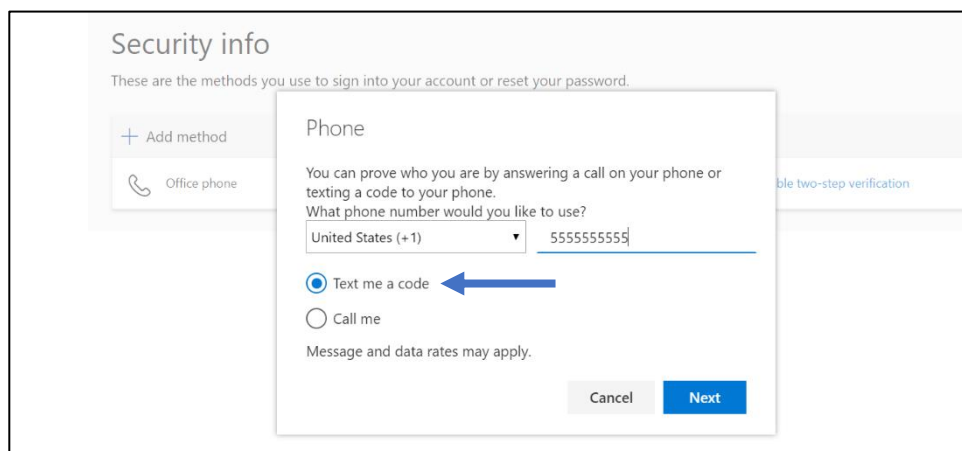
3. Click “Add a method.”



4. Select “Phone.”



5. Select “Text me a code.”



6. Enter the 6 digit code that was texted to the phone number you entered.

The screenshot shows the 'Security info' page with the heading 'These are the methods you use to sign into your account or reset your password.' Below this, there is a '+ Add method' button and a list of methods: 'Phone' and 'Office phone'. A modal window titled 'Phone' is open, displaying the message: 'We just sent a 6 digit code to +1 xxx-xxx-xxxx Enter the code below.' There is a text input field with the placeholder 'Enter code' and a blue arrow pointing to it. Below the input field is a 'Resend code' link. At the bottom of the modal are 'Back' and 'Next' buttons.

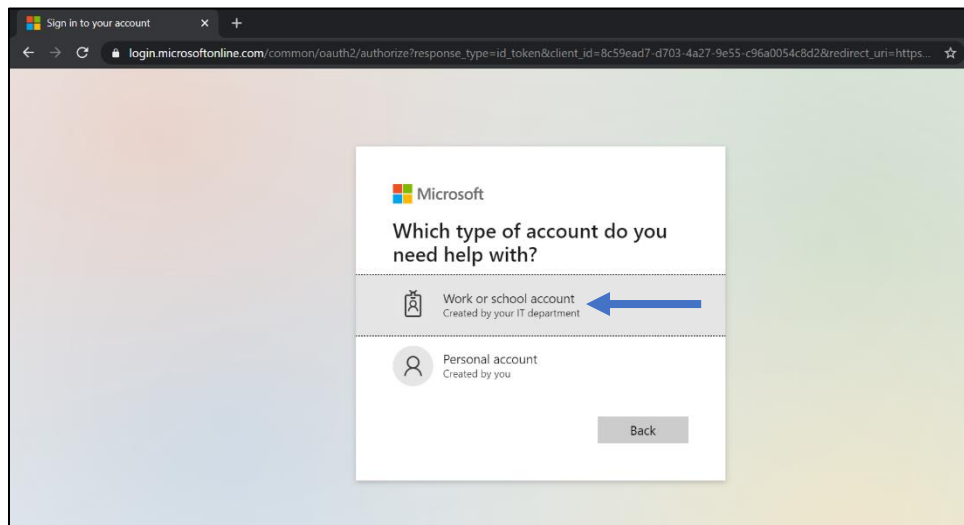
7. Click “Done.” You have successfully completed Multi-Factor Authentication!

The screenshot shows the 'Security info' page with the heading 'These are the methods you use to sign into your account or reset your password.' Below this, there is a '+ Add method' button and a list of methods: 'Phone' and 'Office phone'. A modal window titled 'Phone' is open, displaying a green checkmark icon and the message: 'SMS verified. Your phone was registered successfully'. Below the message is a blue 'Done' button. In the background, the 'Phone' method is listed with 'Change' and 'Delete' links.

8. If you forgot your password, click “Can’t access your account?”

The screenshot shows a web browser window with the address bar displaying 'login.microsoftonline.com'. The page title is 'Sign in to your account'. The main content area shows the Microsoft logo and the text 'Sign in'. Below this, there is a text input field with the placeholder '@co.pg.md.us'. There are three links: 'No account? Create one!', 'Can't access your account?' (with a blue arrow pointing to it), and 'Sign-in options'. At the bottom right is a blue 'Next' button.

9. Select “Work or school account.”



10. Enter County email address, including “@co.pg.md.us” and complete the following prompt.



Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

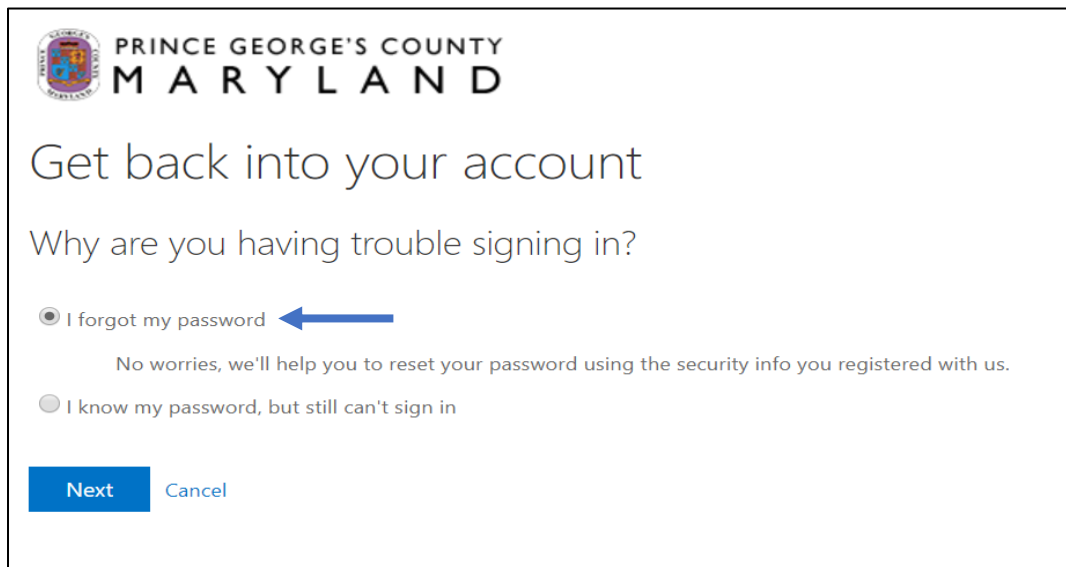
Example: user@contoso.onmicrosoft.com or user@contoso.com



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

[Next](#) [Cancel](#)


11. Select "I forgot my password."



PRINCE GEORGE'S COUNTY
MARYLAND

Get back into your account

Why are you having trouble signing in?

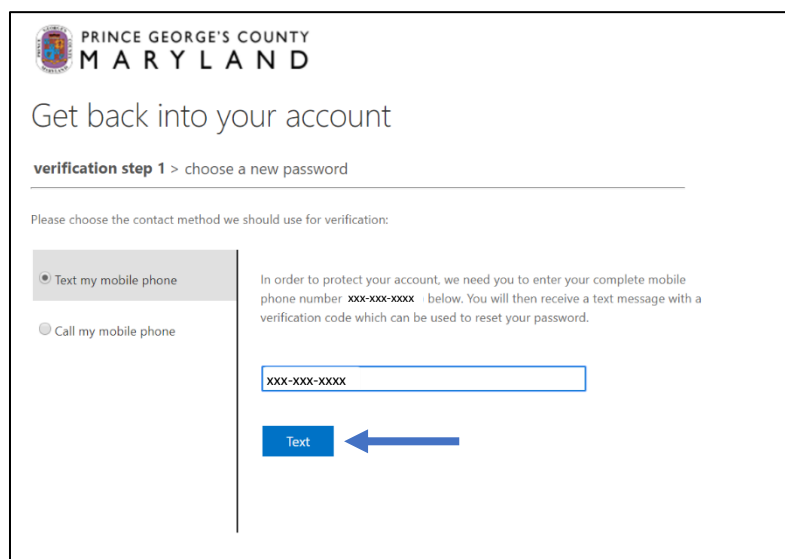
☒ I forgot my password 

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

[Next](#) [Cancel](#)

12. Enter your phone number that was previously registered and click "Text."



PRINCE GEORGE'S COUNTY
MARYLAND

Get back into your account


verification step 1 > choose a new password

Please choose the contact method we should use for verification:

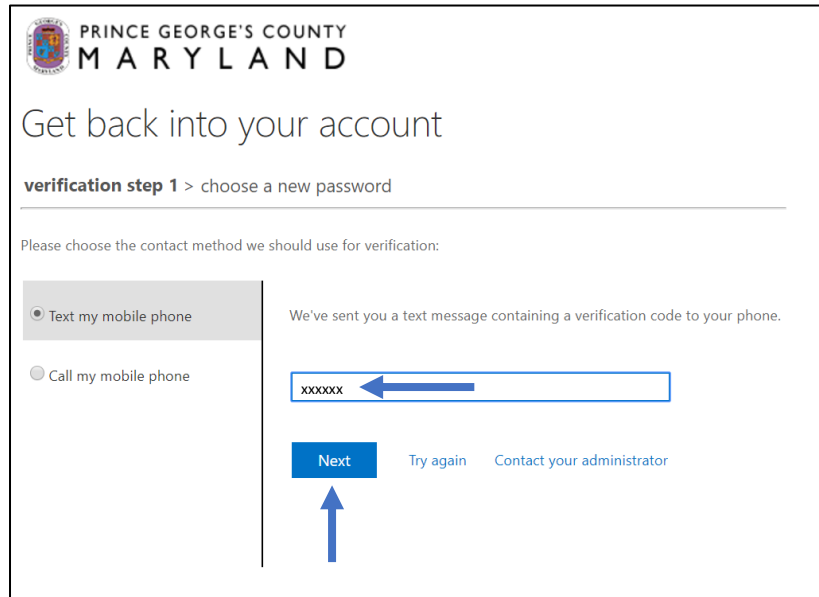
☒ Text my mobile phone

☐ Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number **xxx-xxx-xxxx** below. You will then receive a text message with a verification code which can be used to reset your password.

[Text](#) 

13. After entering the verification code, click “Next.”



PRINCE GEORGE'S COUNTY
MARYLAND

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Text my mobile phone

☐ Call my mobile phone

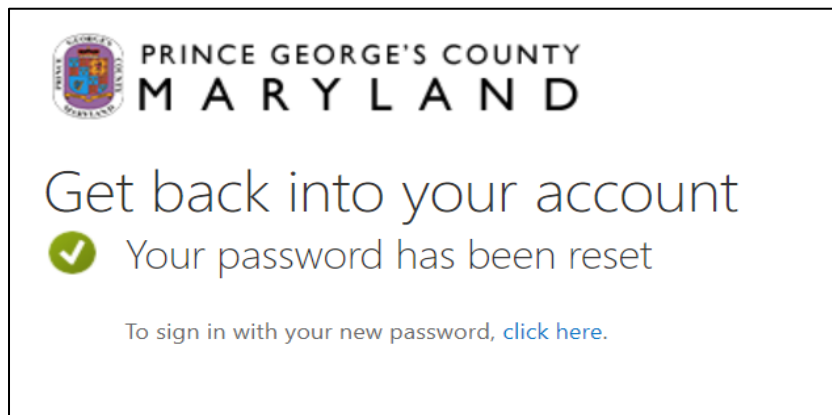
We've sent you a text message containing a verification code to your phone.

Next

Try again

Contact your administrator

14. Your password has been reset!



PRINCE GEORGE'S COUNTY
MARYLAND

Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).