MCT Self Password Reset

20240207

Topic: MCT Self Password Reset
MCT Users can setup Multifactor Authentication (MFA) with their Kitsap AD Account (Windows logon on MCT) in order to then use the Self Password Reset Portal.

Overview

The Windows logons for the MCTS are in the Kitsap Domain, NOT the agency's domain. MCT users should be able to log into the Kitsap County portal on their AGENCY Computers (in addition to the MCT) to setup MFA and to reset their password when needed. This will be especially helpful if your password has expired. Please ensure you can access this portal on your AGENCY or personal computer or smartphone.
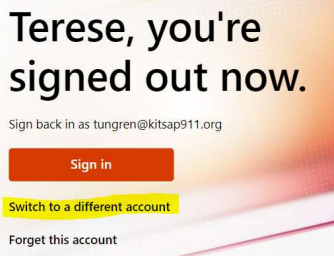
Setup Multifactor Authentication for Kitsap AD Account the FIRST TIME

1) Go to OFFICE.COM
   a. If you are currently logged on with a different account (you will know because it will show you logged in and all your available resources automatically), click on the top right icon for your profile and choose SIGN OUT.

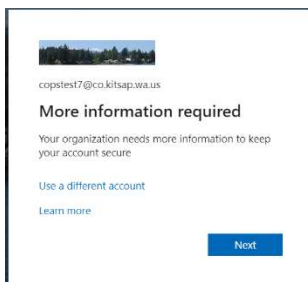   On the next screen, click on SWITCH TO DIFFERENT ACCOUNT"

   Enter your full Kitsap county email address (For example. Tungren would be tungren@co.kitsap.wa.us)

   b. If not already signed in, Enter Email address & Click SIGN IN (Or click Switch to different account)& Click Next

2) Enter password (same as Windows on your MCT) & Click SIGN IN
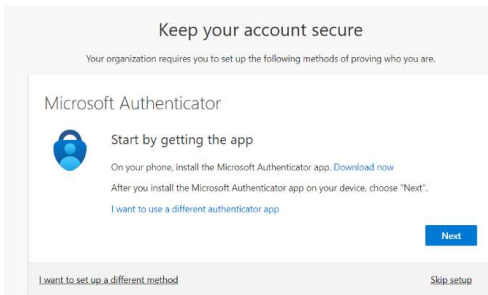3) Click **NEXT** (on screen stating more information required)

4) Click on "**I want to setup a different method**" (on the screen to KEEP YOUR ACCOUNT SECURE).

5) Choose the method you would like to use from the drop-down list. We recommend using PHONE (receive text messages via code) and if you choose to setup more than one method we recommend to choose Email too, if desired (Repeat all steps for Email once done with phone setup here). For our example we are using **Phone** & Click **CONFIRM**
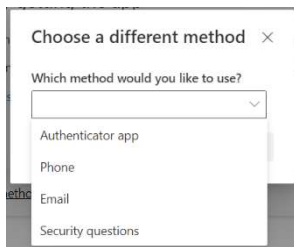
6) Enter your agency issued cell phone number, **select either "Text me a code" or "Call Me"**. For this example, we are using Text me a code. Then click **NEXT**
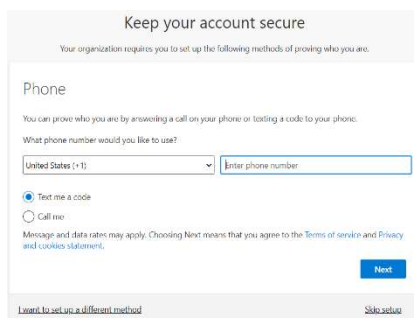
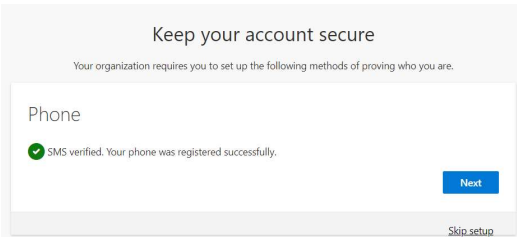**7)** You will receive a text message with the authentication code. Enter that code in the next box & click NEXT
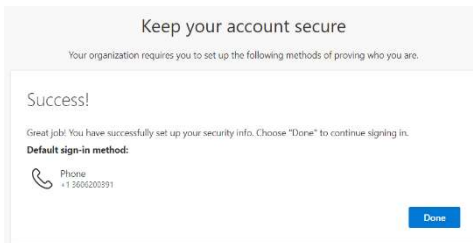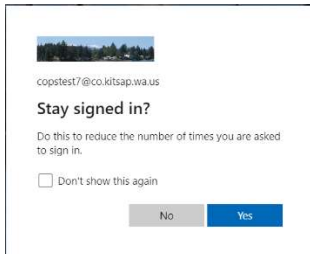
8) Click NEXT on the next screen which confirms that your phone is setup for multifactor authentication now.

9) Click DONE On the next screen.

10) On the next screen you will be asked if you would like to stay signed in. Click No and close the window.

If you have already finished setting up your MFA method(s) you can click on the Icon for your profile in the upper right corner (Grey circle with your first and last initial) and Choose Sign Out.

Kitsap County Information Services – Password Complexity Guidelines

1) The password **MUST CONTAIN** characters from **three** of the following categories:

- **Uppercase letters** of European languages (A through Z, with diacritic marks, Greek and Cyrillic characters)
- **Lowercase letters** of European languages (a through z, sharp-s, with diacritic marks, Greek and Cyrillic characters)
- **Base 10 digits** (0 through 9)
- **Non-alphanumeric characters** (special characters): (~!@#$%^&*_-+=`|\(){}[];:"'<>,.?/) Currency symbols such as the Euro or British Pound aren't counted as special characters for this policy setting.

- Any **Unicode character** that's categorized as an alphabetic character but isn't uppercase or lowercase. This group includes Unicode characters from Asian languages.

2) The password **CANNOT CONTAIN** any of the following:
   a. Dictionary words by themselves, phrases or patterns that make it easily guessable.
   b. Any of your previous 10 passwords
   c. Your Username or Full name

Reset Password (whether or not its expired)

1) Go to https://passwordreset.microsoftonline.com
2) Enter your full Kitsap County active directory account (example: copstest@co.kitsap.wa.us), enter the captcha characters, then Click **NEXT**
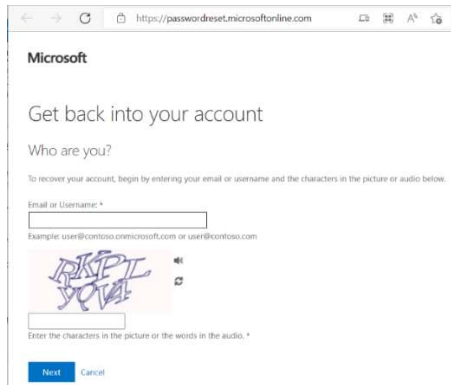
3) On the next screen it will default to "**Email my alternate email**". If you choose this option click the blue **EMAIL** button to the right.
   If you would like to use text instead (Recommended), Click on the **Text my mobile phone** option instead. On the right, **enter your phone number** then click the blue button **TEXT**.

**4)** You will receive a text message with the authentication code. Enter that code in the next box & click NEXT
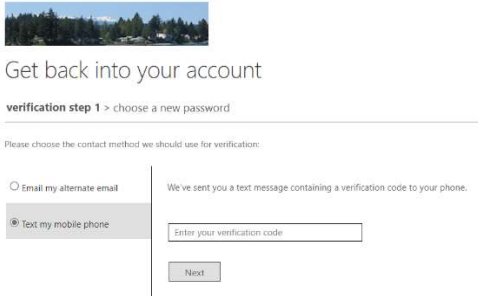
5) Enter your new password in both fields & Click Finish
(See the previous section for password complexity if you are having trouble selecting a new password)
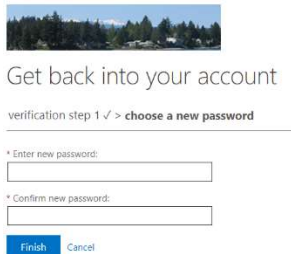
6) The confirmation screen will appear once you have successfully created a new password. You can now **close this window**.
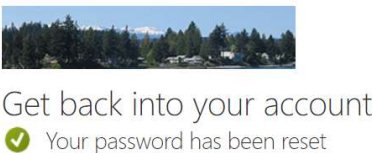
7) In the upper right corner click on the icon for your account and choose Sign Out then close the window.

Add/Change Multifactor Authentication for Kitsap AD Accounts

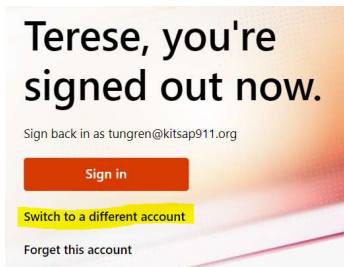**1)** Go to OFFICE.COM & Log In
   a. <u>If you are currently logged on</u> with a different account (you will know because it will show you logged in and all your available department resources automatically), click on the top right icon for your profile and choose SIGN OUT.

   i. On the next screen, click on SWITCH TO DIFFERENT ACCOUNT"

ii. If prompted to Pick an Account – Choose your account above if shown, or click on Use Another account.

iii. Enter your full Kitsap county email address ([For example. Tungren would be tungren@co.kitsap.wa.us)](#)

iv. If prompted, choose "Work or School Account", not Personal Account

v. Enter password (same as Windows on your MCT) & Click SIGN IN

b. If not already signed in, Click on "Switch to a different account"
   i. Click on Switch to a different account.
   ii. Enter Email address & Click SIGN IN
   iii. If prompted, choose "Work or School Account", not Personal Account
   iv. Enter password (same as Windows on your MCT) & Click SIGN IN

2) Add or change MFA Method
  a. In the upper right corner click on the grey icon with your initials for your account and choose **View Account**
  b. On the left, go to **Security Info**
  c. On the Verify Your Identity popup, Click on Either **Text or Call for the phone number**
  d. **Enter the code** you received on your phone
  e. Click on **NO to staying sign in**, if prompted
  f. Click on Plus next to "Add Sign-in Method" (you will only be given choices for methods you don't already have setup. If you need to change or delete a current method you can do that below on the actual method).
    i. On the popup, choose email (for example) & Click ADD
    ii. Type in your email address & Click NEXT
    iii. Enter the code that was just sent to your email & Click Next (you will see a green popup stating that your email was successfully registered.
  g. Click on **Change** next to your phone number
    iv. On the popup, type in a new phone number (Receive a code is the default)
    v. Click NEXT

vi. Type in the 6 digit code that was sent to this phone & click NEXT (You will get a popup stating that verification is complete and your phone was registered successfully.

Phone ✕

✅ Verification complete. Your phone has been registered.
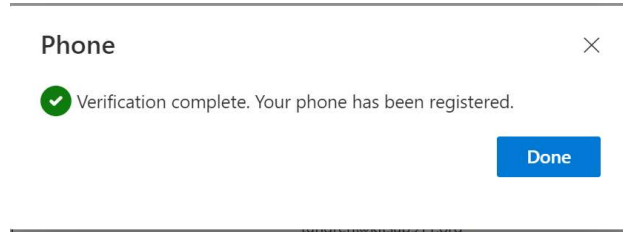
Done

vii. Click DONE

8) In the upper right corner click on the icon for your account and choose Sign Out then close the window.