

Self-Service Password Reset – How to Use Self-Service Password Reset

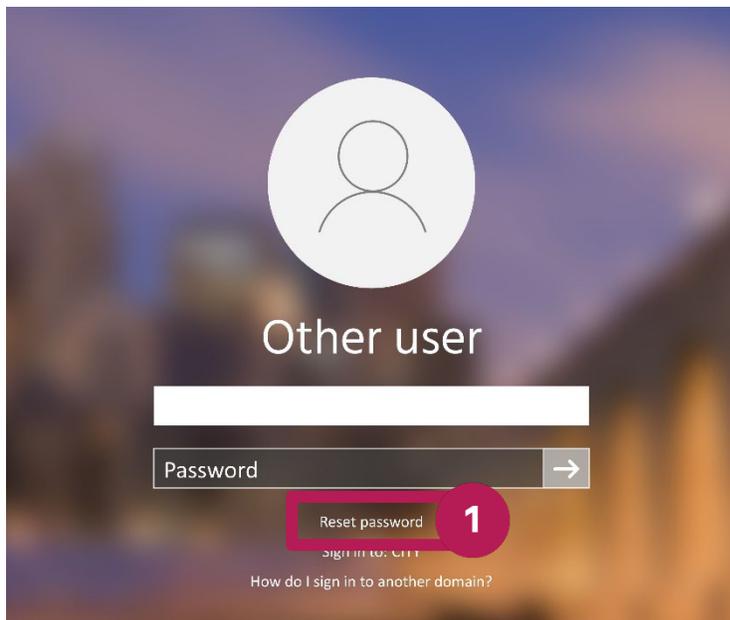
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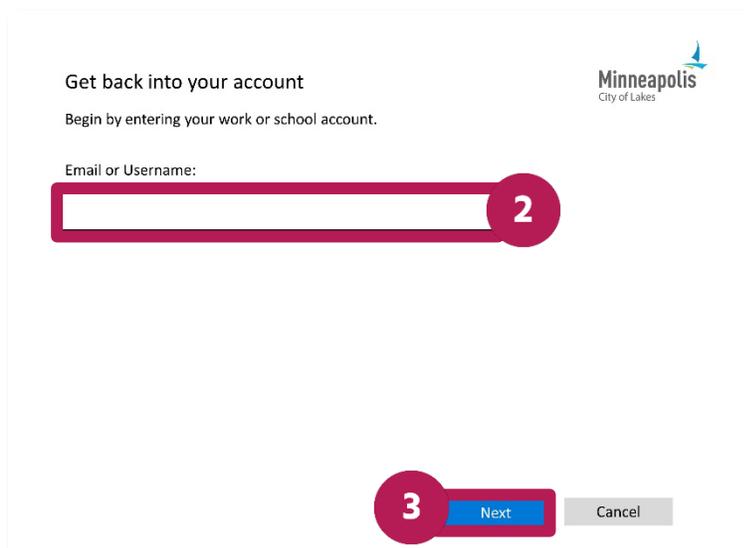
Self-Service Password Reset allows you to reset your password without having to call the IT Service Desk. Password Reset even allows you to unlock your City computer if you ever get locked out of it.

This training assumes you are [enrolled in Self-Service Password Reset](#). It's also recommended that all employees set up the Microsoft Authenticator App. At the City, we use this app to add an extra layer of security to our accounts, including email and OneDrive. Visit CityTalk's Anytime Learning section to learn how to set up the Microsoft Authenticator App.

1. From your City computer's login screen, click **"Reset password"**.



2. Enter your email – include @minneapolismn.gov.
3. Click the **"Next"** button.



4. Choose how you want to receive your verification code. The options are:
 - a. Email my alternate email (set be default)
 - b. Text my mobile phone
 - c. Call my mobile phone
 - d. Answer my security questions
5. Click the “Next” button.

Get back into your account

Minneapolis
City of Lakes

Please choose the contact method we should use for verification:

Email my alternate email

4

What email would you like to use for verification?

*****@email.com

You will receive an email containing a verification code at your alternate email address (*****@email.com).

5 Next Cancel

6. Once you’ve received your verification code, enter it in the lower field.
7. Click the “Next” button.

Get back into your account

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Please choose the contact method we should use for verification:

Email my alternate email

We've sent an email message containing a verification code to your inbox.

6

Enter your verification code

7 Next Cancel

8. Enter your new password.
9. Re-enter your password.
10. Click the “Next” button.

Get back into your account

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Create a new password

Enter new password:

8

Confirm new password:

9

10 Next Cancel

11. Click the “**Finish**” button.

Get back into your account

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Your password has been reset

11 Finish

12. You will be redirected to the login screen. Be sure to enter your new password.