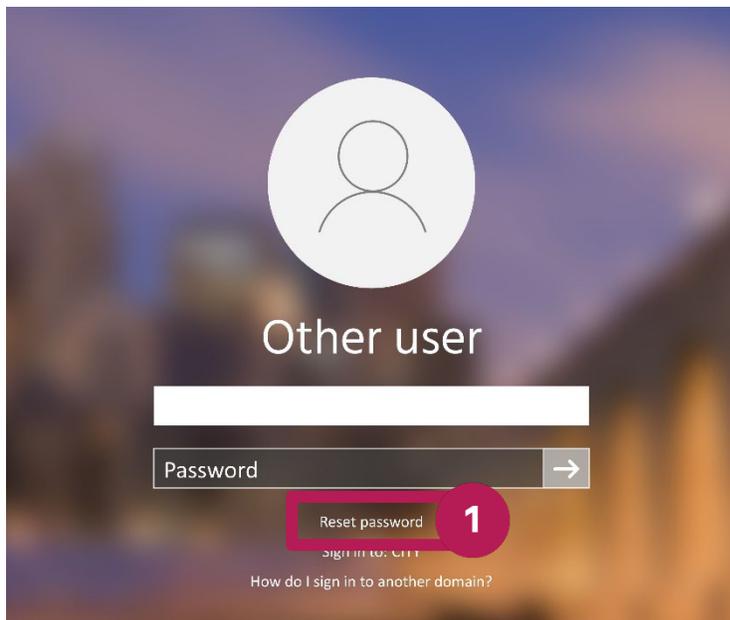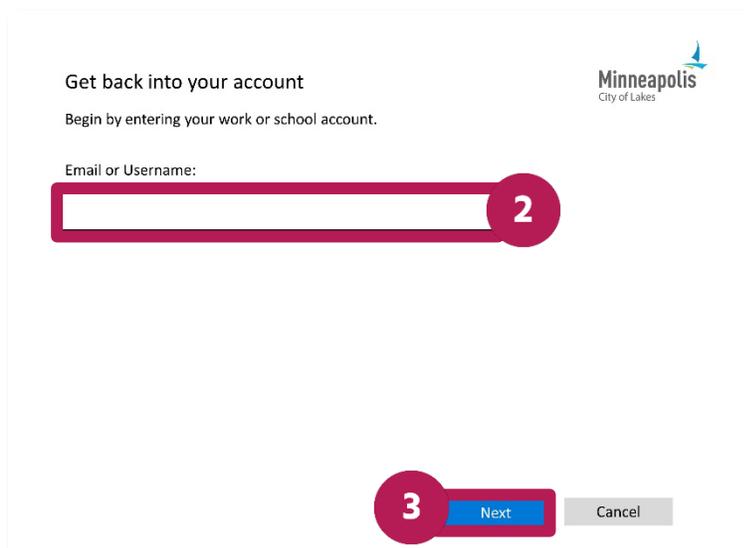Self-Service Password Reset allows you to reset your password without having to call the IT Service Desk. Password Reset even allows you to unlock your City computer if you ever get locked out of it.

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.

6. Once you've received your verification code, enter it in the lower field.
7. Click the "**Next**" button.

8. Enter your new password.
9. Re-enter your password.
10. Click the "**Next**" button.

Get back into your account

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

Your password has been reset

[11] Finish

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