# Crosby ISD Information Systems
## Registration For Self-Service Network Password Reset

*Issue*: Crosby ISD users need to register a personal e-mail or phone number for reset ability to be available when an account lockout occurs.

*Insight*: Crosby ISD uses Microsoft 365 for self-service password resets.

*Resolution*: Perform the steps below to register for the password reset feature.

1. Go to Crosby ISD's home page, then Staff, and finally the *Password Reset (1 – Registration)* link:

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   - Password Reset (1 - Registration)

   - Password Reset (2 - Recovery)

2. Setup a personal e-mail address or phone number by clicking Set it up now next to either option. Depending on your selection, you'll have one of the two windows below:
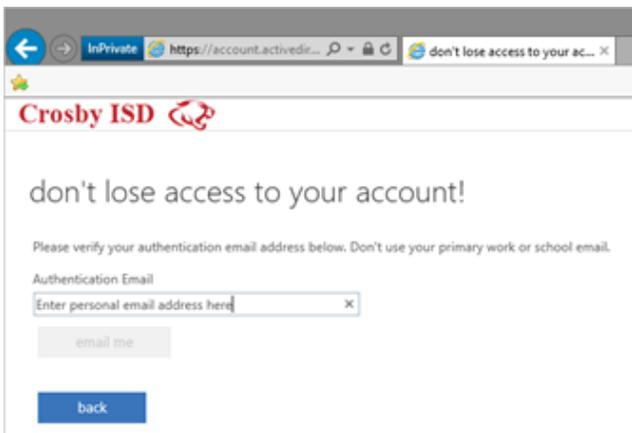


**Above, the personal e-mail option. Below, the personal phone number option:**
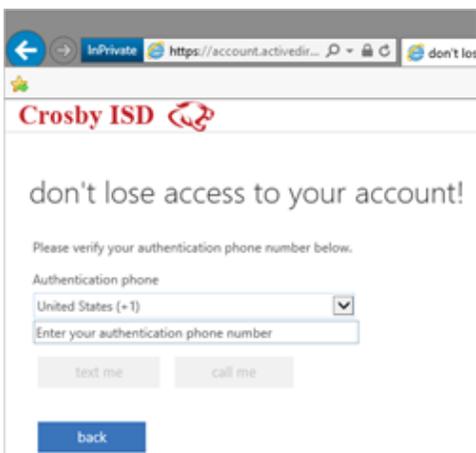


Enter in your personal e-mail address or phone number and perform the verification (the phone call, text, or e-mail Microsoft sends to your personal account to verify).

3. If you've successfully registered, you'll have a green checkmark next to the option you successfully setup:
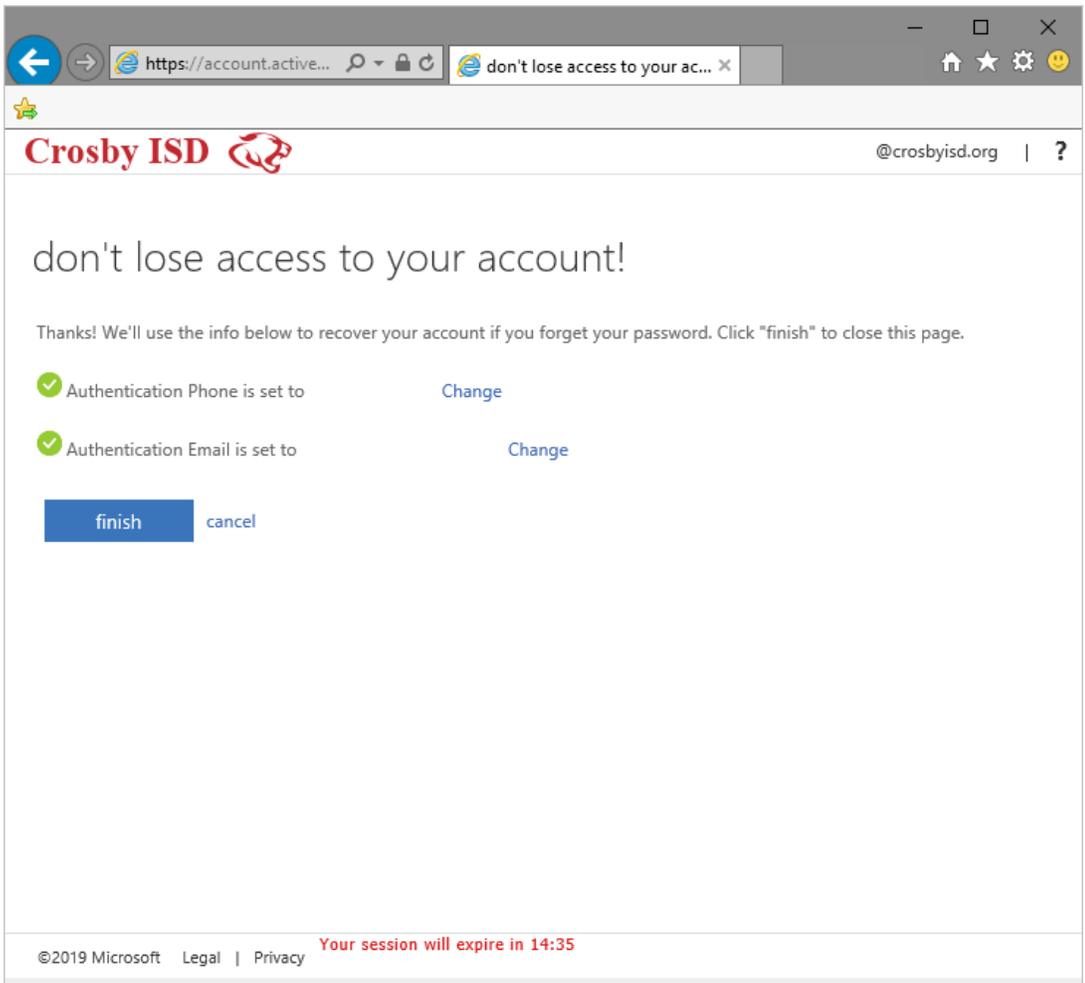


Once verified, click finish.

**NOTE**: Occasionally you'll be asked to verify this information when logging into webmail. Again, registering a personal e-mail address or phone number will only be used for password recovery; it will **not** be used for any other communication.