

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.

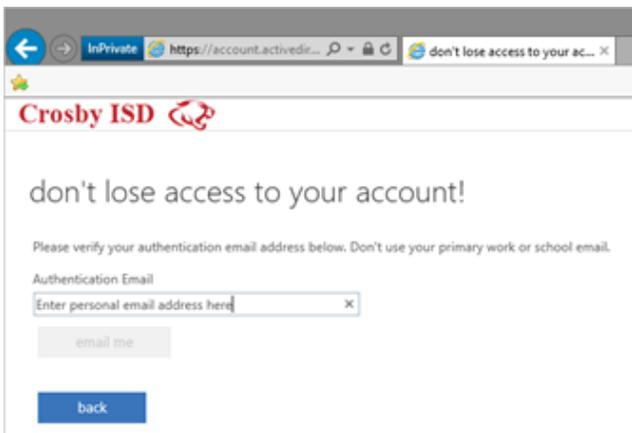
Resolution: Perform the steps below to register for the password reset feature.

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

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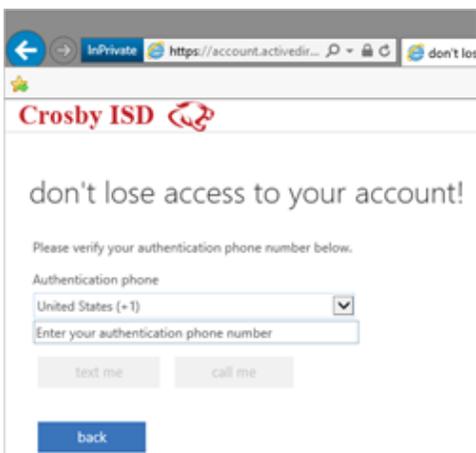
- Password Reset (1 - Registration)
- Password Reset (2 - Recovery)

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:



The screenshot shows a web browser window with the URL <https://account.activedir...>. The page header features the Crosby ISD logo. The main heading is "don't lose access to your account!". Below this, a message reads: "Please verify your authentication email address below. Don't use your primary work or school email." The form includes a label "Authentication Email" and a text input field containing "Enter personal email address here". There are "email me" and "back" buttons.

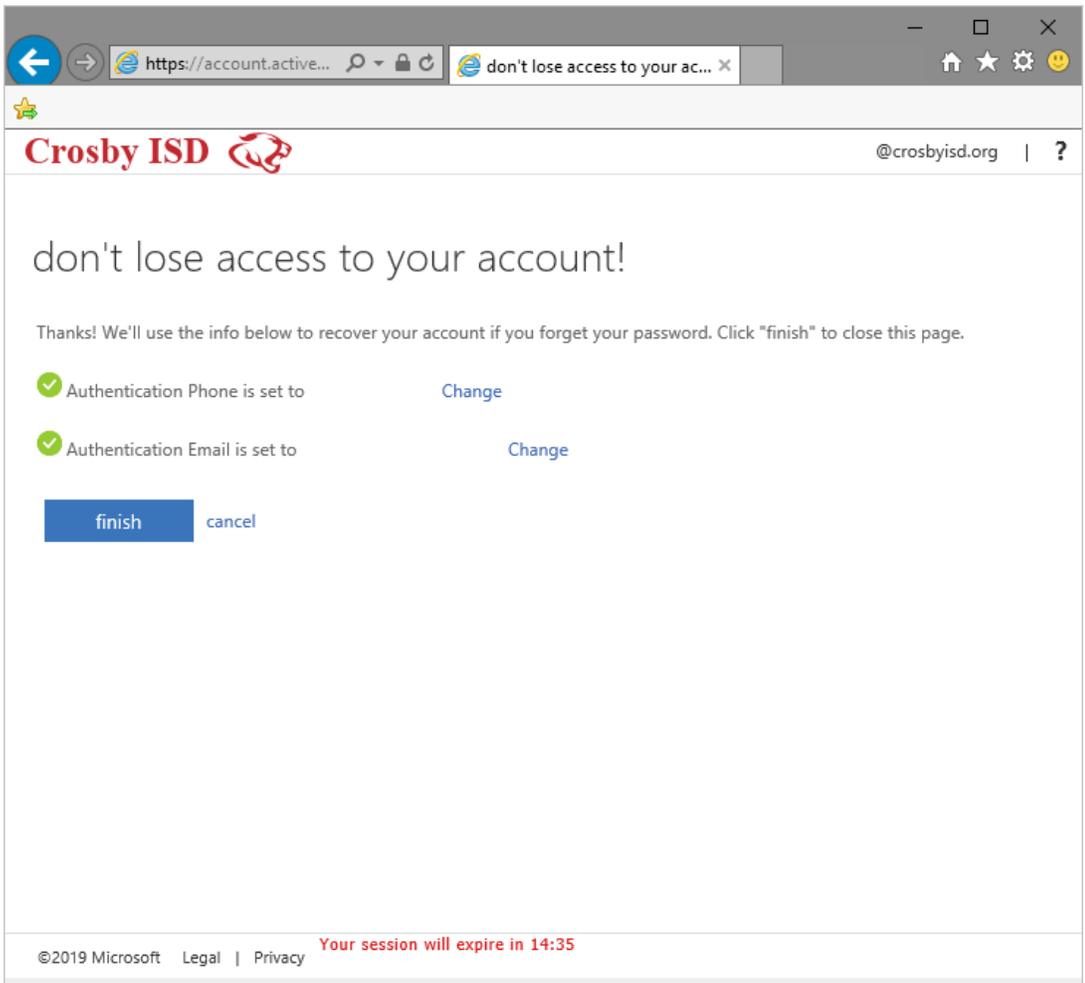
Above, the personal e-mail option. Below, the personal phone number option:



The screenshot shows a web browser window with the URL <https://account.activedir...>. The page header features the Crosby ISD logo. The main heading is "don't lose access to your account!". Below this, a message reads: "Please verify your authentication phone number below." The form includes a label "Authentication phone", a dropdown menu showing "United States (+1)", and a text input field containing "Enter your authentication phone number". There are "text me", "call me", and "back" buttons.

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.