

DAS -MNHC Password Resets, New Cell Phone & 2MFA Reset

Password Resets: Submit a DAS ticket to reset your Computer or Outlook password.

Users are unable to perform a password reset via self-service portals.

New Cell Phone & 2MFA Reset: The Self-Service Link Below Should be Used Before Purchasing a New Phone for Best Success

"We recommend using this Link

(<https://mysignins.microsoft.com/security-info>)

to set up a backup MFA method (e.g. SMS) to allow users to self-manage their authentication methods in the event that they lose their phone (but retain their same cell phone number). They would be able to MFA with their phone number then remove the old Authenticator App and set up a new method independently."

MNHC Account: If you purchase a new phone and want your 2 MFA—Multi-Factor Authentication Reset for MNHC Account—Try the Self-Service Link Above or Submit a DAS Ticket requesting a reset for your personal device.