

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

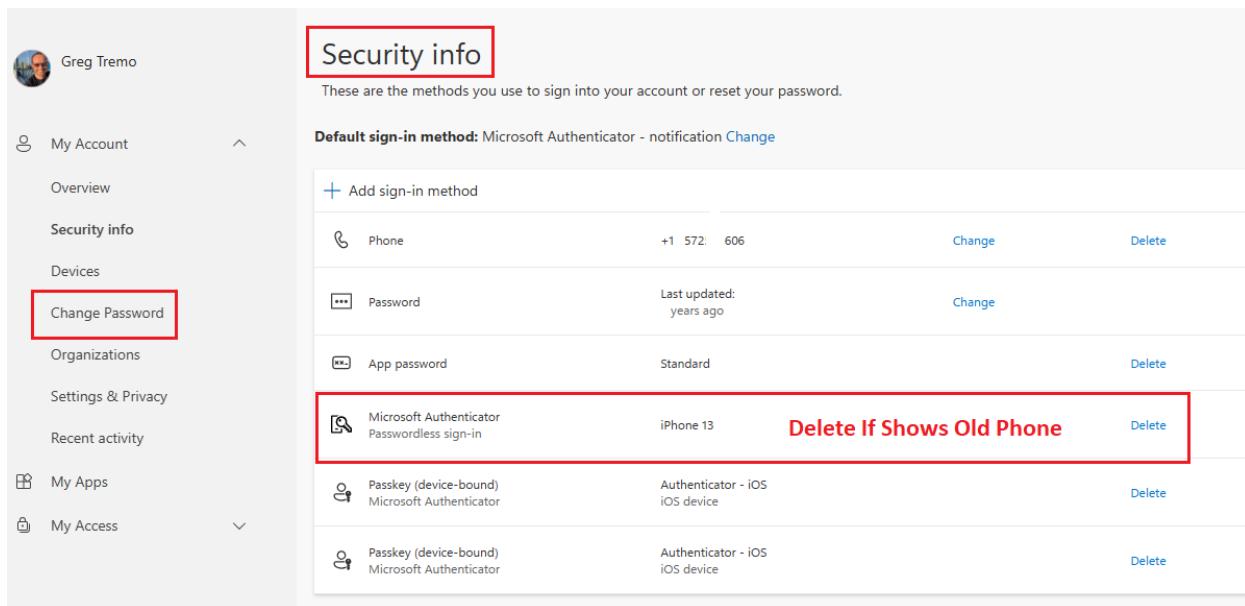
Password Resets: Submit a DAS ticket to reset your Computer or Outlook password.

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

New Cell Phone & MFA Reset Guidance: Before purchasing a new phone, please use the self-service link below to ensure a smooth transition:

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

Use this link to add a backup MFA method (such as SMS/text). This allows you to manage your authentication settings independently if you lose access to the Authenticator app, but still have the same phone number. With SMS in place, you'll be able to authenticate using your phone number, remove the old app, and set up a new method on your new phone without needing IT assistance.



The screenshot shows the Microsoft Security info page. On the left, there's a sidebar with a user profile picture and the name 'Greg Tremo'. Below the profile are several menu items: 'My Account' (with 'Overview' and 'Security info' sub-items), 'Devices' (with 'Change Password' highlighted by a red box), 'Organizations', 'Settings & Privacy', 'Recent activity', 'My Apps', and 'My Access'. The main content area is titled 'Security info' and contains a sub-header: 'These are the methods you use to sign into your account or reset your password.' Below this, it says 'Default sign-in method: Microsoft Authenticator - notification' with a 'Change' link. A table lists the sign-in methods:

Add sign-in method	
	Phone
	Password
	App password
	Microsoft Authenticator Passwordless sign-in
	Passkey (device-bound) Microsoft Authenticator
	Passkey (device-bound) Microsoft Authenticator

The 'Microsoft Authenticator' row is highlighted with a red box and has a 'Delete' link to its right. The text 'Delete If Shows Old Phone' is overlaid on this row. The other rows have 'Change' and 'Delete' links.

If you have purchased a new phone and need to reset your Multi-Factor Authentication (MFA) for your MNHC account, you can either use the self-service link above or submit a DAS ticket requesting an MFA reset for your personal device.