



## Manage Your TigerNetID SSPR Portal Recovery Methods

FHSU uses Microsoft technology for TigerNetID password management/recovery. After completing the initial TigerNetID [activation](#) process, you can use the [Account Management Portal](#) to manage your recovery methods for FHSU's Self-Service Password Reset (SSPR) process.

- **Always add** new recovery method(s) **before deleting** existing/old recovery method(s).
- We recommend using the **Authenticator** app, along with another secondary recovery method.
- If you wish to use an email address, you MUST use a personal email address, NOT an FHSU email address!

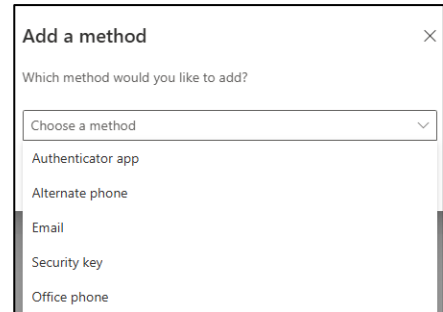
### STEPS:

1. Go to <https://mysignins.microsoft.com/security-info> and sign in with your **TigerNetID email address** and **password**. This will take you to the *Security info* section of the Account Management Portal.

2. Click **Add sign-in method** to add a new recovery method.



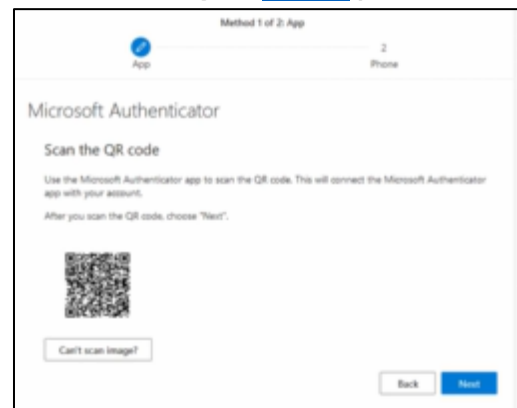
3. Select your preferred **method**, and then click **Add**.



4. **Follow these steps for the Authenticator app: (For other methods, skip to [Step 5.](#))**

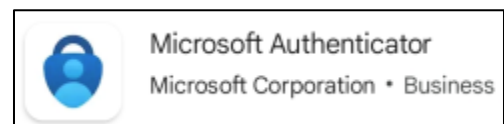
a. You will see a Microsoft Authenticator set up window.

Click **Next** until you reach the screen with a QR code. Now we will move to your smartphone or mobile device before proceeding.



b. Next, you will download the app to your device. On your smartphone or mobile device, **open the app store**.

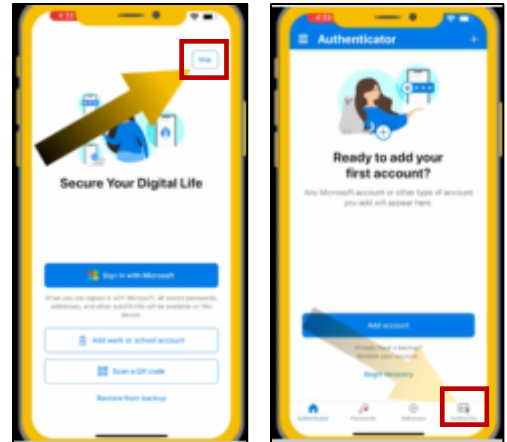
c. Search for and then download the **Microsoft Authenticator** app.





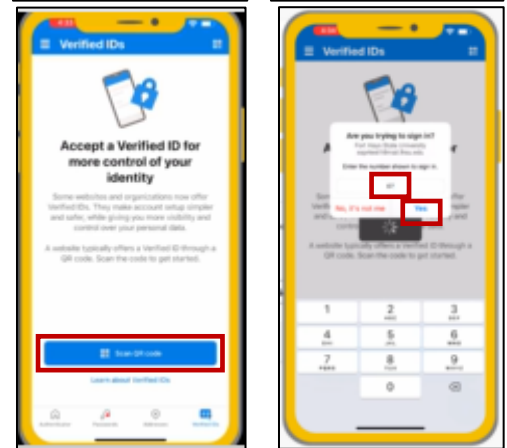
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- d. **Open the app and follow the prompts** until you reach the sign-in screen. On the sign-in screen, tap **Skip** in the top right corner. Then on the next screen, click **Verified IDs** from the lower right menu.



- e. Click **Scan a QR Code**, and allow Authenticator to use your camera if needed.

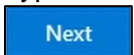
- f. **Scan the QR Code.** This will take you back to the *Verified IDs* page.

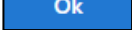


- g. On your computer, click **Next** . A number will be generated for you on the screen. **Type the generated number** into your mobile device and click **YES**. This completes the setup of your first recovery method. You can now close the Authenticator app on your mobile device.

### 5. For other recovery methods:

- a. Follow [Steps 2 - 3](#) to select a different recovery method.
- b. Enter your contact information. You will receive a code by your preferred method.
- c. Type the code into the field provided. Verify that it is typed correctly, and then click Next



- 6. To **remove** a recovery method, click **delete** next to that method, and then click **Ok**  to confirm the deletion.

- 7. To **sign out** of the Account Management Portal, click on your **profile icon (or picture)** in the top right corner of the window and then choose **Sign out**.

