



## Set up Your TigerNetID SSPR Portal Recovery Methods

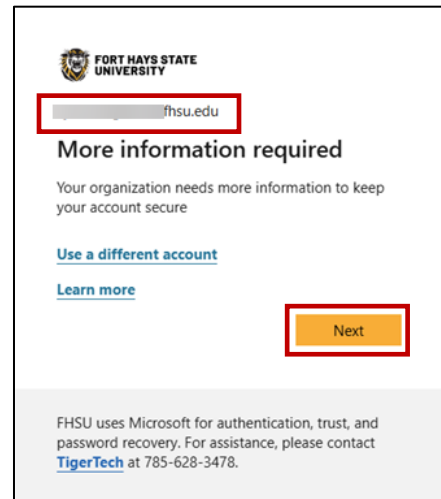
FHSU now has a new **Self-Service Password Reset (SSPR)** portal, where you can reset your TigerNetID password or unlock your account. **Microsoft Authenticator** is used for password recovery. This replaces the old system which used security questions.

### NOTE:

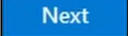
- This password recovery setup process does NOT change your TigerNetID password.
- Microsoft Authenticator does NOT replace Duo. It is used **only** for password recovery.

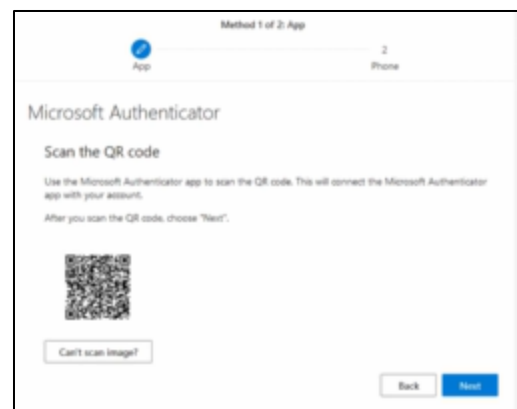
**All TigerNetID accounts are required to set up recovery methods for the portal:**

1. Go to the **Microsoft Account Management Portal** at <https://myaccount.microsoft.com/> and sign in with your **TigerNetID email address and password**.
2. You will see a "**More information required**" prompt. **Verify** that your account information is correct at the top of the window, and then click **Next**.



3. You will see a Microsoft Authenticator set up window. **Using the Microsoft Authenticator app as one of your recovery methods is recommended**, but optional. In these instructions, it will be set up as the first recovery method:

- a. 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**.

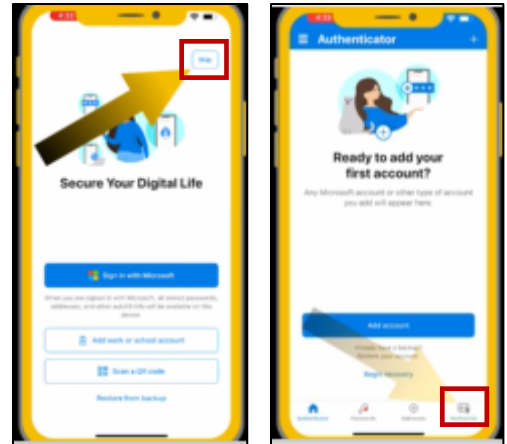
- c. Search for and then download the **Microsoft Authenticator** app.





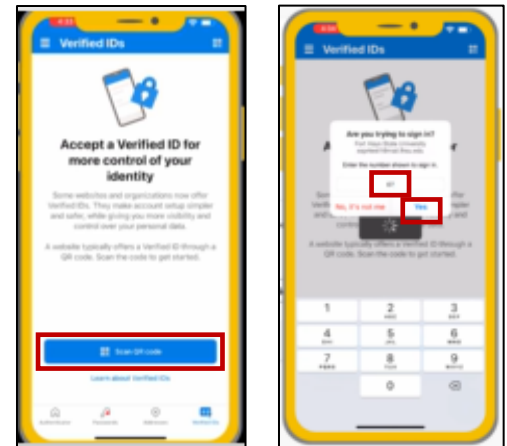
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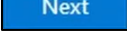
- d. **Open the app and follow the prompts** until you reach the sign-in screen. On the sign-in screen, tap **Skip** in the top right corner. Then on the next screen, click **Verified IDs** from the lower right menu.

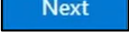



- e. Click **Scan a QR Code**, and allow Authenticator to use your camera if needed.

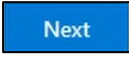
- f. **Scan the QR Code.** This will take you back to the *Verified IDs* page.



- 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.

- 4. We strongly recommend setting up a second recovery method. To do so, click **Next** . Select **I want to set up a different method** at the bottom of the window. Select your preferred method, and then click **Confirm** .

**NOTE:** If you wish to use an email address, you MUST use a **personal email address**, **NOT** an FHSU email address!

- 5. **Enter your contact information.** You will receive a code by your preferred method. Type the **code** into the field provided. **Verify** that it is typed correctly, and then click **Next** .

- 6. You have now successfully set up your recovery methods for the TigerNetID password recovery portal! 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**.

