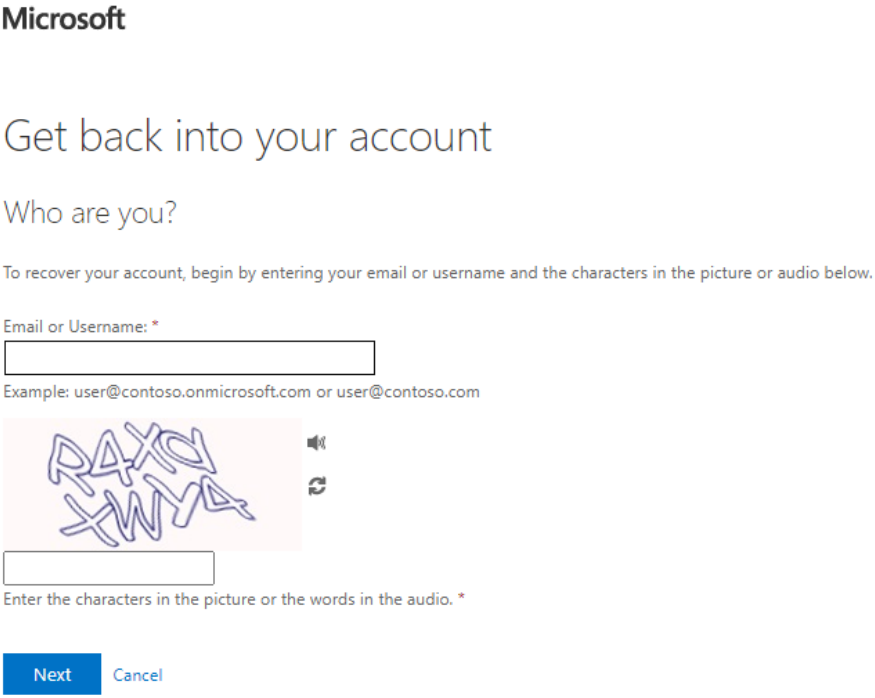

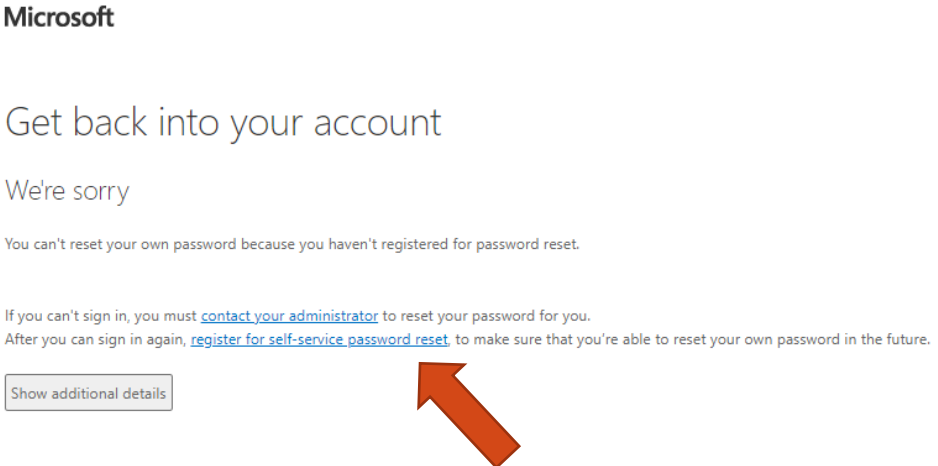





SELF SERVICE PASSWORD RESET – FIRST TIME SETUP

<ol style="list-style-type: none">1. Open a web browser and type https://aka.ms/sspr2. Type your full ATS e-mail address into the first field. Then, type the characters shown on your screen into the second field and click the Next button.	 <p>Microsoft</p> <h3>Get back into your account</h3> <p>Who are you?</p> <p>To recover your account, begin by entering your email or username and the characters in the picture or audio below.</p> <p>Email or Username: *</p> <input type="text"/> <p>Example: user@contoso.onmicrosoft.com or user@contoso.com</p>  <input type="text"/> <p>Enter the characters in the picture or the words in the audio. *</p> <p>Next Cancel</p>
<ol style="list-style-type: none">3. Click register for self-service password reset.	 <p>Microsoft</p> <h3>Get back into your account</h3> <p>We're sorry</p> <p>You can't reset your own password because you haven't registered for password reset.</p> <p>If you can't sign in, you must contact your administrator to reset your password for you. After you can sign in again, register for self-service password reset, to make sure that you're able to reset your own password in the future.</p> <p>Show additional details</p> 
<ol style="list-style-type: none">4. Click Security info page.	<h3>Set up your password reset verification method</h3> <ol style="list-style-type: none">1. Open the web browser on your device and go to the Security info page.



5. Log into your ATS account

The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it is the heading "Sign in". There is a text input field labeled "Email, phone, or Skype". Below the input field are two links: "No account? Create one!" and "Can't access your account?". A blue "Next" button is positioned at the bottom right of the sign-in area. Below the sign-in area is a section titled "Sign-in options" with a key icon.

6. A "More information required" message appears. Click the **Next** button.

The screenshot shows a "More information required" message from Microsoft. At the top left is the Microsoft logo. Below it is the email address "ssr@ats-inc.com". The heading "More information required" is followed by the text "Your organization needs more information to keep your account secure". There are three links: "Skip for now (14 days until this is required)", "Use a different account", and "Learn more". A blue "Next" button is located at the bottom right.



7. You will need to setup your verification method.

You can use your phone number to receive a call or text, or use the Microsoft Authenticator Application. This example shows using phone number and selecting to receive a text message with verification code.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: We've sent a text message to your phone at [phone number]

Please wait while we save your security verification settings.

Verify

8. When finished verifying your information, click the **Done** button

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: We've sent a text message to your phone at [phone number]

Verification successful!

Done

9. You are now asked to Stay signed in? If this computer is used by multiple people, click **No**. This keeps your ATS account secure and prevents others from logging into your account.



ssr@ats-inc.com

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

Don't show this again

No

Yes



<p>10. Verify your phone number, authenticator application, or setup security questions. Complete one of these to continue.</p>	<p>Don't lose access to your account!</p> <p>To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 1 of the options below.</p> <p> Authentication Phone is set to +1 [redacted] Verify</p> <p> Security Questions are not configured. Set them up now</p> <p><input type="button" value="finish"/> <input type="button" value="cancel"/></p>
<p>11. Now that you are registered go to https://aka.ms/sspr and type in your email address. You will be asked for verification information again. Type the verification information you previously entered. <u>In this example phone number is entered.</u></p>	<p>Get back into your account</p> <p>verification step 1 > choose a new password</p> <p>Please choose the contact method we should use for verification:</p> <p><input checked="" type="radio"/> Text my mobile phone</p> <p><input type="radio"/> Call my mobile phone</p> <p>In order to protect your account, we need you to enter your complete mobile phone number (*****18) below. You will then receive a text message with a verification code which can be used to reset your password.</p> <p><input type="text" value="Enter your phone number"/></p> <p><input type="button" value="Text"/></p>
<p>12. Type a new password. The password must:</p> <ul style="list-style-type: none">- Include uppercase and lowercase letters- Include a symbol- Include at least one number- Be a minimum 8 characters	<p>Get back into your account</p> <p>verification step 1 ✓ > choose a new password</p> <p>* Enter new password:</p> <p><input type="text"/></p> <p>* Confirm new password:</p> <p><input type="text"/></p> <p><input type="button" value="Finish"/> <input type="button" value="Cancel"/></p>




13. When “Your password has been reset” appears, you can log into your account using the new password.

NOTE: If logging into VPN or Citrix wait 5 minutes to sync up with the local Active Directory.

Microsoft

Get back into your account

 Your password has been reset