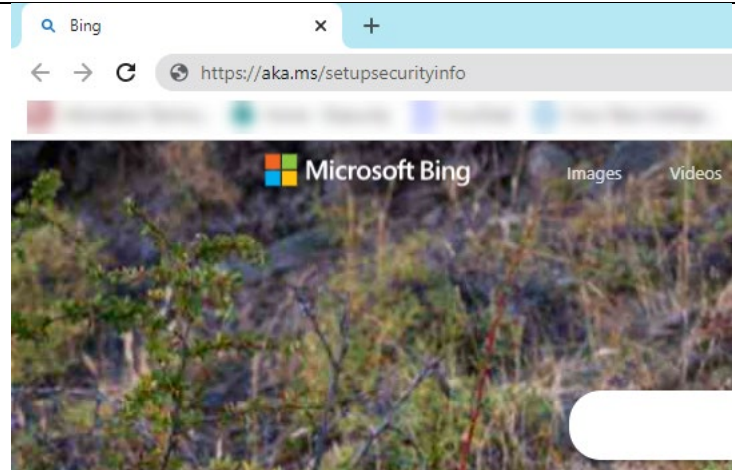
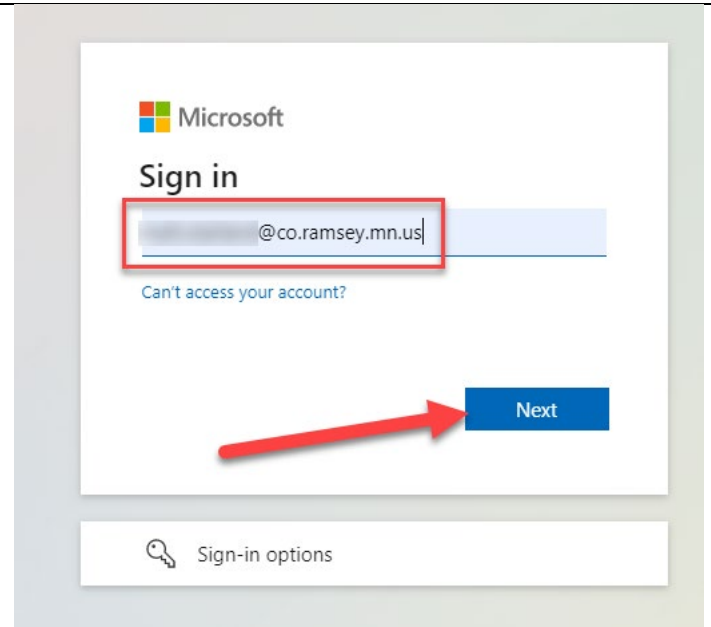


## Initiate Multi-Factor/Self-Service Password Reset Enrollment

1. Open a web browser on your computer and browse to <https://aka.ms/setupsecurityinfo>

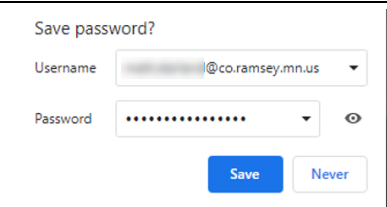


2. Type in your Ramsey County email address when you receive the Sign In screen (i.e. `firstname.lastname@co.ramsey.mn.us`)
  - a. *Ramsey County contractors, vendors, or consultants: If you do not have a Ramsey County email address, please append `@co.ramsey.mn.us` to the end of your Ramsey County username.*



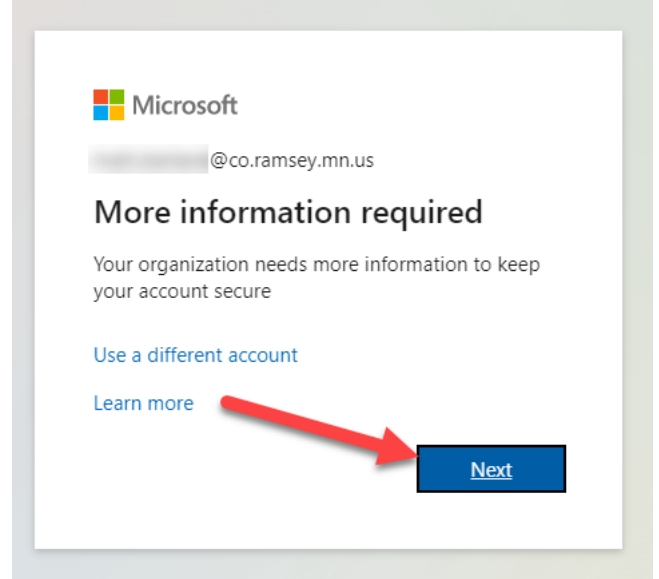
3. and click **Next**

4. If your browser prompts you to save your password, click **No** or **Never**

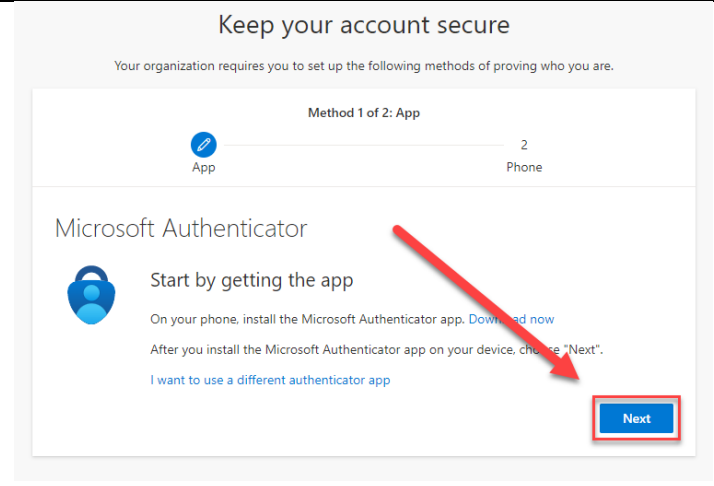


## Instructions: Enroll in Multi-Factor Authentication and Self-Service Password Reset

5. Click **Next** to start the enrollment wizard

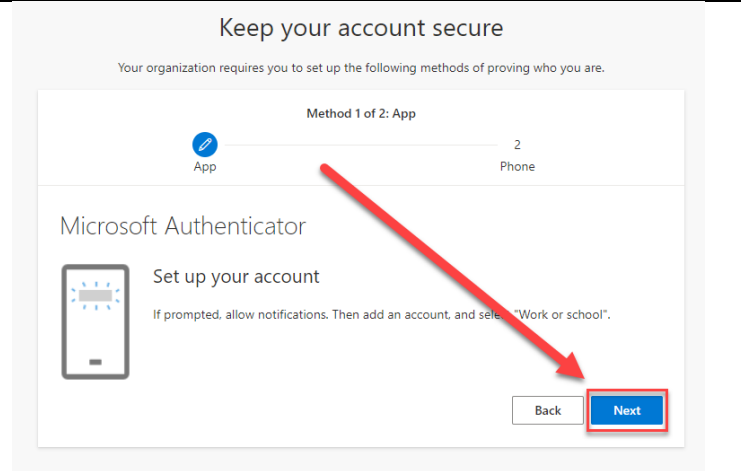


6. Click **Next**

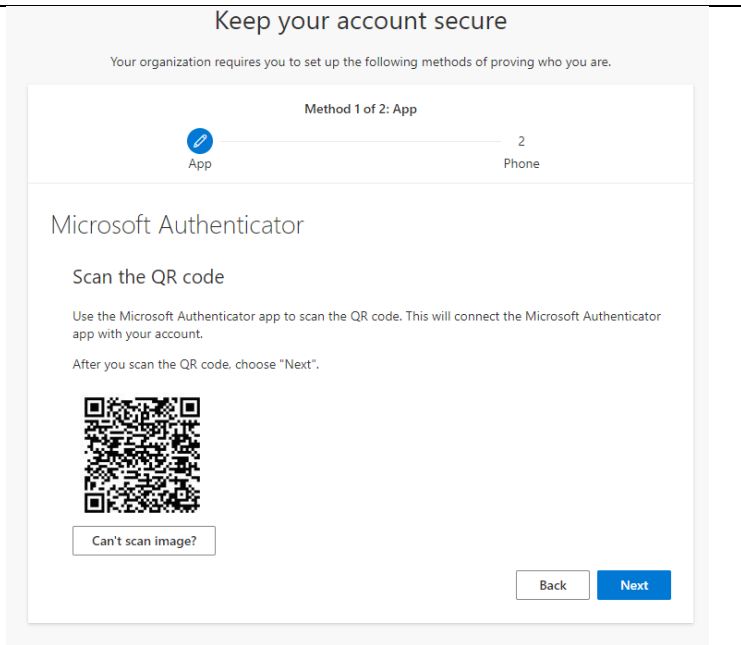


## Instructions: Enroll in Multi-Factor Authentication and Self-Service Password Reset

7. Click **Next**



8. Once you receive this screen, proceed to step 9 below...



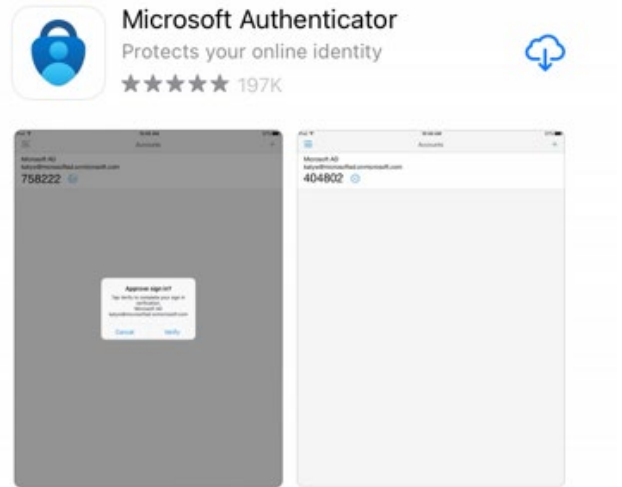
## Download and Install the Microsoft Authenticator Mobile App On Your Mobile Device

*The following screenshots and steps are for iPhones. Androids will be similar.*

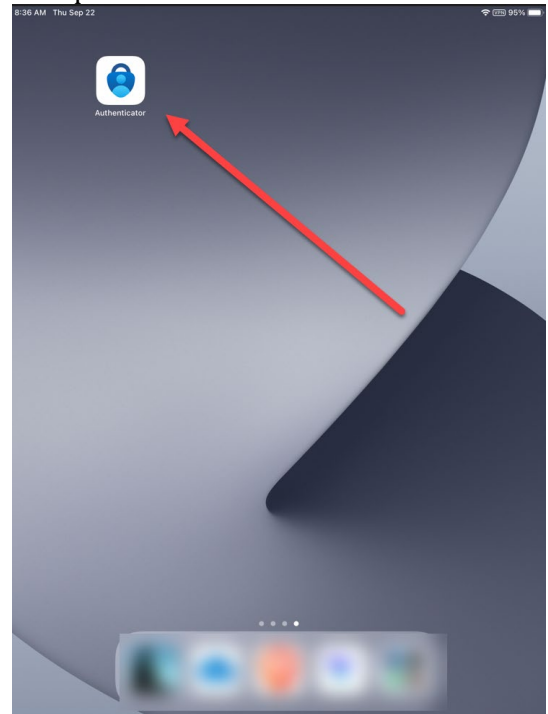
*If you already have the Microsoft Authenticator app installed on your mobile device, please open the app, add a new account, and proceed to step 16.*

9. Go to the **app store** on your mobile device and search for the **Microsoft Authenticator** application and install it
  
  
  
  
  
  
  
  
  
  
10. Tap the **Authenticator** app on your mobile device to open it

Step 9 example...

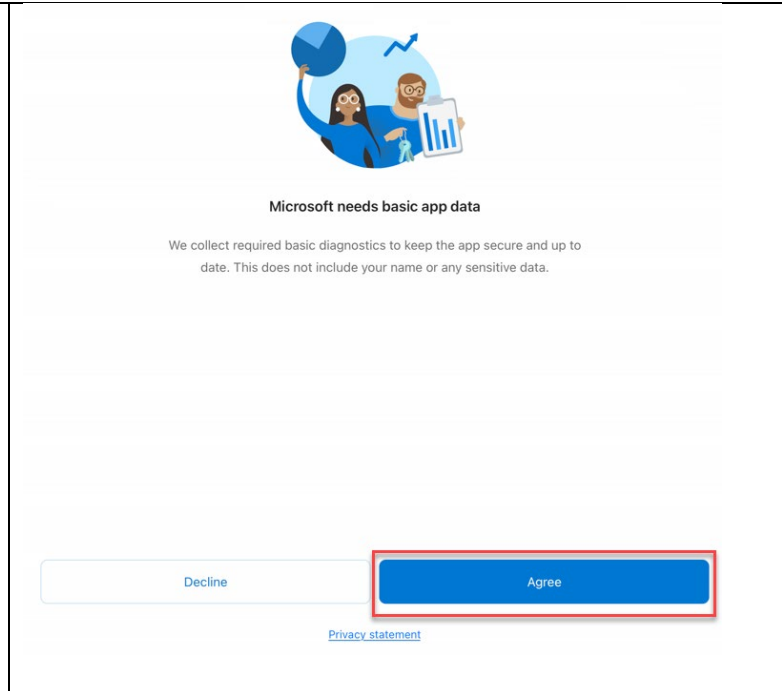


Step 10 example...

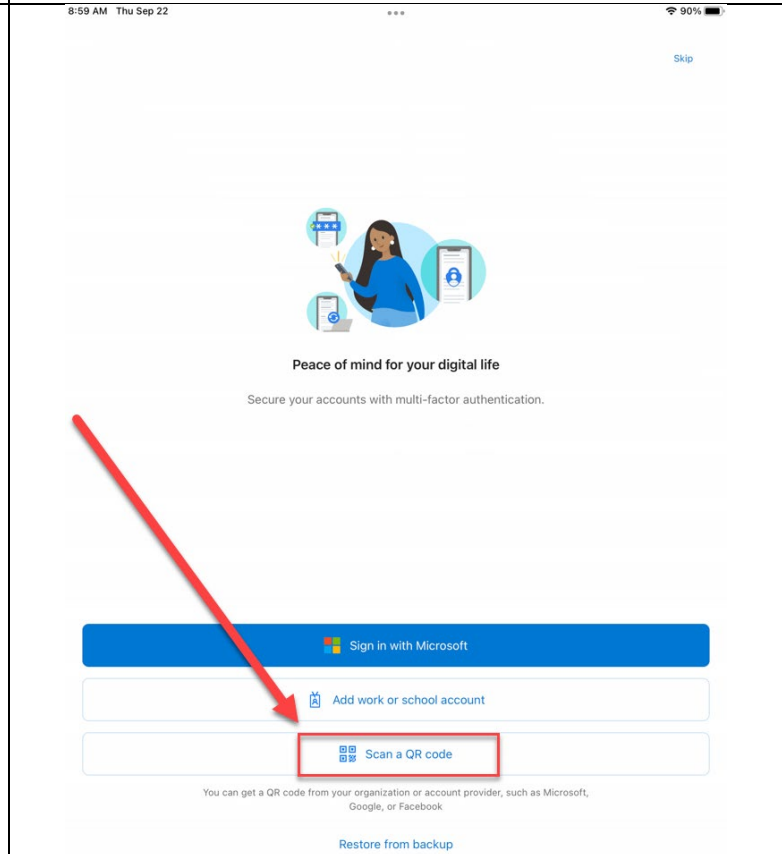


## Instructions: Enroll in Multi-Factor Authentication and Self-Service Password Reset

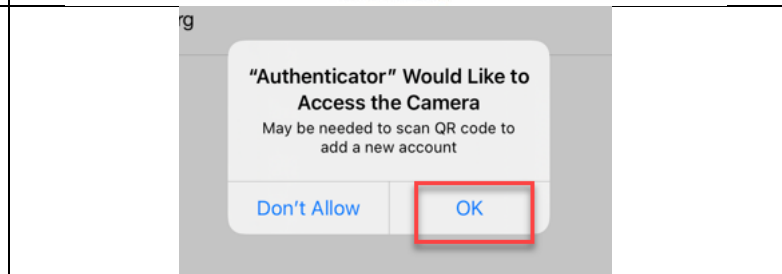
11. Tap **Agree**



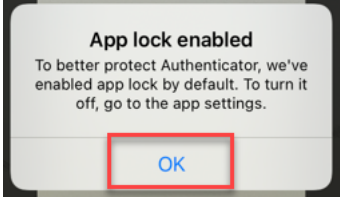
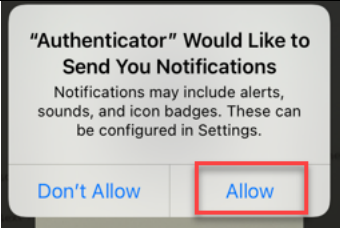
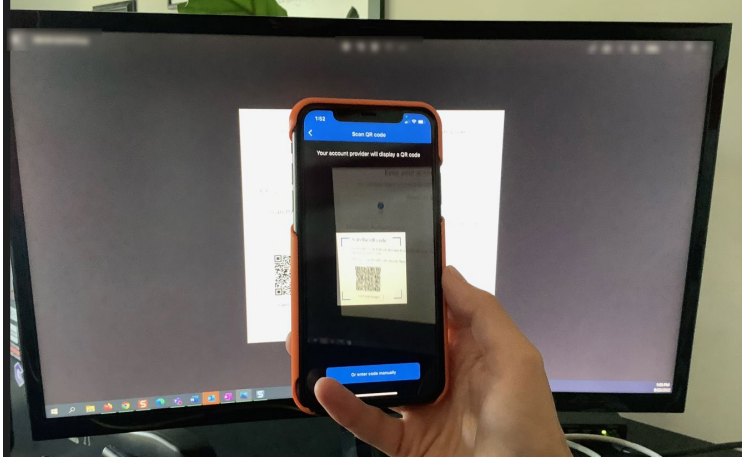
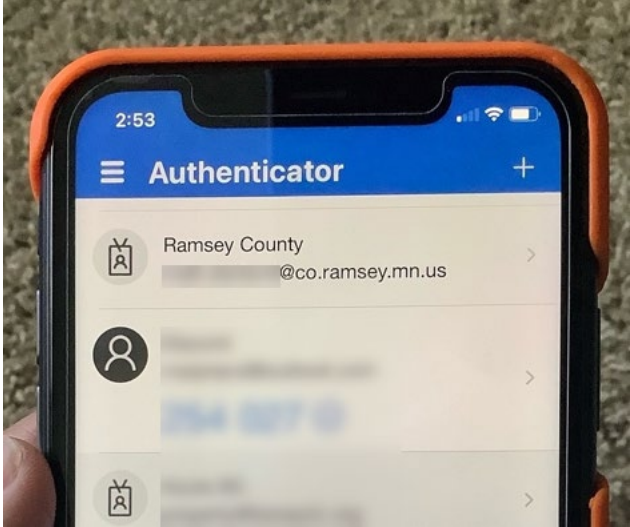
12. Tap **Scan a QR code**



13. Tap **OK** to allow the Authenticator app to use your mobile device's camera to scan the QR code on your computer screen.

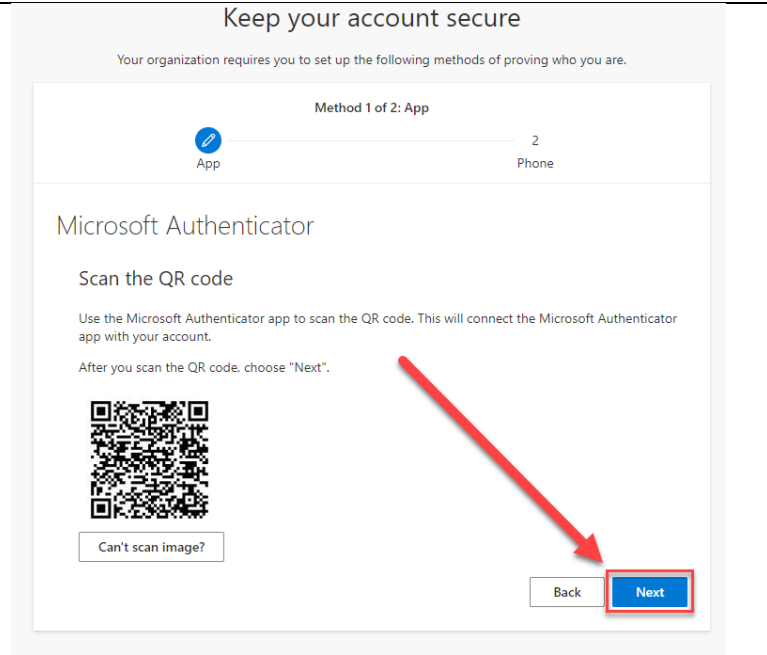


## Instructions: Enroll in Multi-Factor Authentication and Self-Service Password Reset

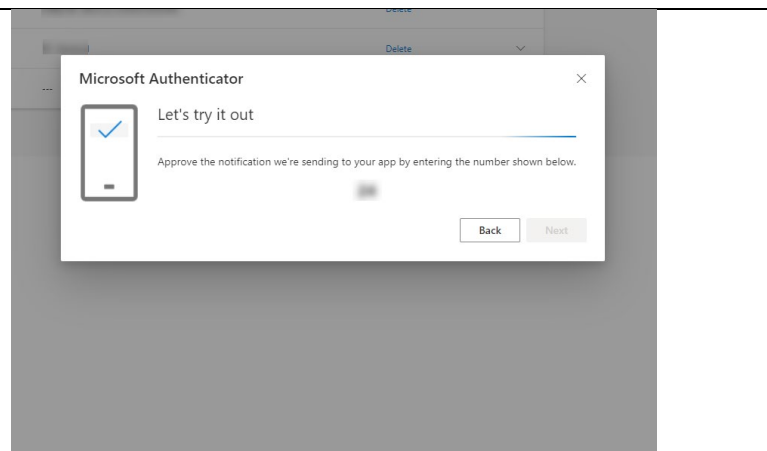
<p>14. Tap <b>OK</b> if you receive the App lock enabled prompt</p>	 <p>The screenshot shows a notification box with the title "App lock enabled". Below the title, it says "To better protect Authenticator, we've enabled app lock by default. To turn it off, go to the app settings." At the bottom of the box is a blue button labeled "OK", which is highlighted with a red rectangular border.</p>
<p>15. Tap <b>Allow</b></p>	 <p>The screenshot shows a notification box with the title "'Authenticator' Would Like to Send You Notifications". Below the title, it says "Notifications may include alerts, sounds, and icon badges. These can be configured in Settings." At the bottom of the box are two buttons: "Don't Allow" and "Allow". The "Allow" button is highlighted with a red rectangular border.</p>
<p>16. Point your mobile device's camera at your computer screen that has the QR code window open and your mobile device will automatically recognize the code.</p>	 <p>A photograph showing a person's hand holding a smartphone with an orange case. The phone's camera is pointed at a computer monitor. The monitor displays a QR code on a webpage. The phone's screen shows the QR code being scanned.</p>
<p>17. You should now see your Ramsey County email address listed in the Microsoft Authenticator app on your mobile device</p>	 <p>The screenshot shows the Microsoft Authenticator app interface on a smartphone. The top bar is blue with the word "Authenticator" in white. Below the bar, there is a list of accounts. The first account is "Ramsey County" with the email address "@co.ramsey.mn.us" and a right-pointing arrow. Below it, there are two more accounts, one of which is partially obscured by a blurred area.</p>

## Instructions: Enroll in Multi-Factor Authentication and Self-Service Password Reset

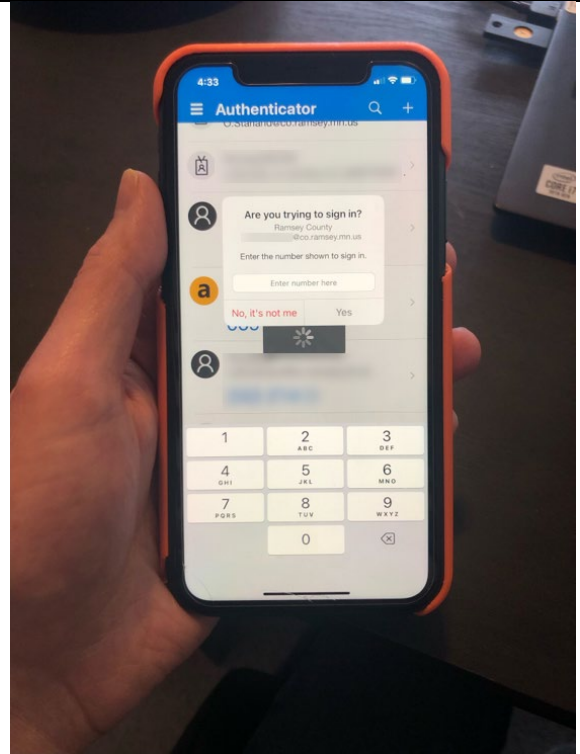
18. Back on your computer, click the **Next** button



19. Your computer screen will now display a two digit code.

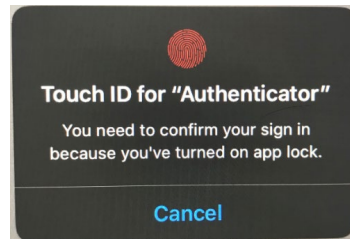


20. The Microsoft Authenticator app on your mobile device will prompt you to type in the two digit code that is displayed on your computer screen. Type the code in to your mobile device and tap the **Yes** button.

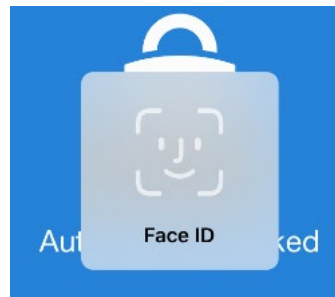


*\*If you receive a notification for **Touch ID**, lightly place your finger on the home button of your phone to scan your fingerprint.*

**Touch ID or Face ID**



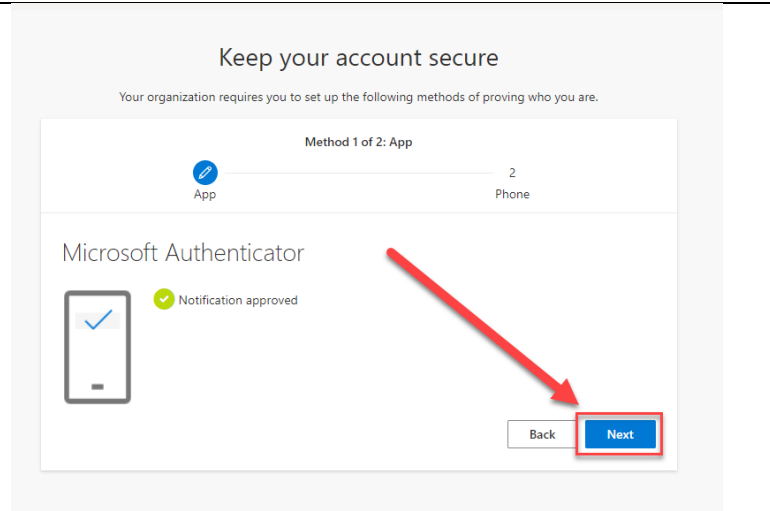
*\*If you receive a notification for **Face ID**, look at your phone's screen so it can scan your face.*





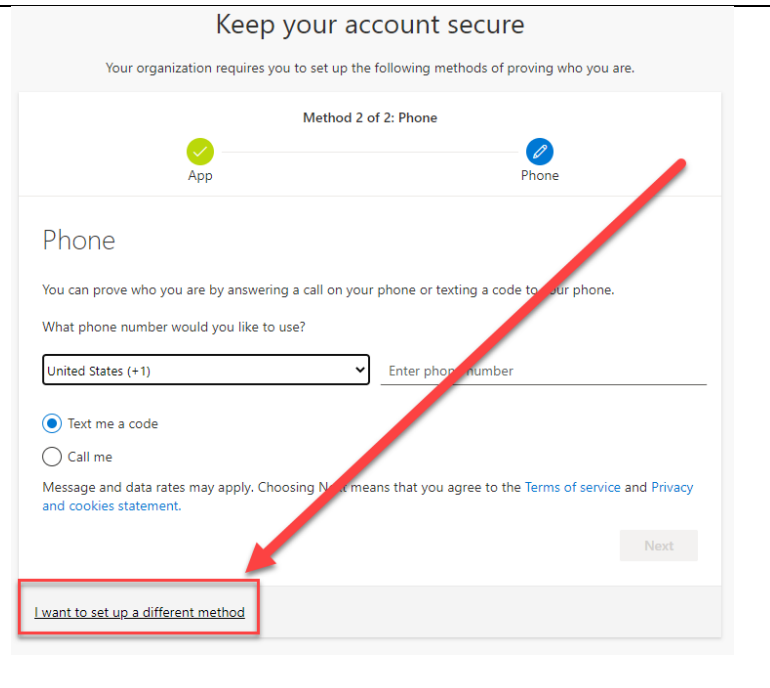
## Instructions: Enroll in Multi-Factor Authentication and Self-Service Password Reset

21. Back on your computer, click the **Next** button



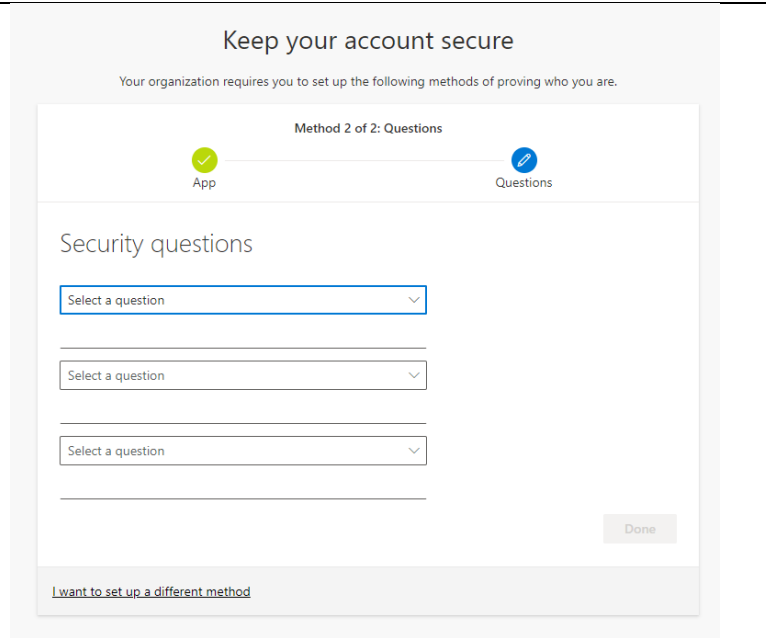
22. The remaining set of steps will ask for information that will be used in the event that you need to unlock your account or need to reset your password using the Self-Service Password Reset tool.

23. You do not need to provide a phone number, but will instead provide answers to security questions. Click the **I want to setup a different method** link.

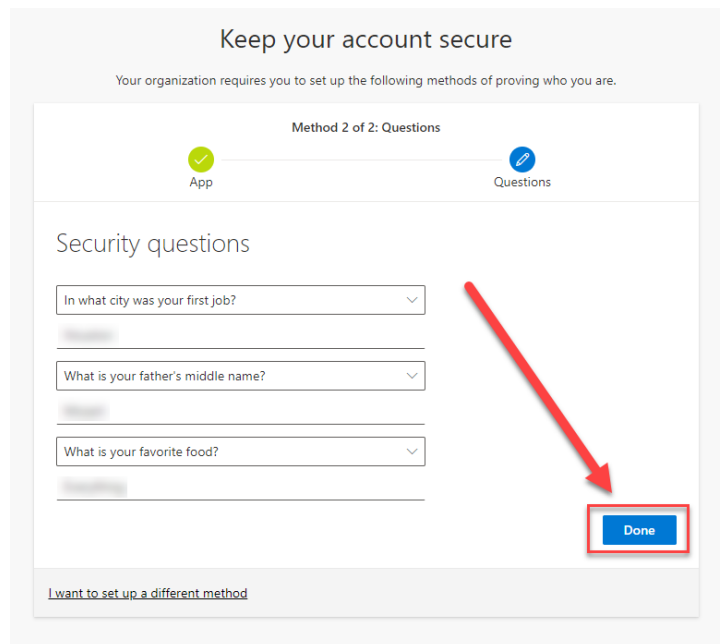


## Instructions: Enroll in Multi-Factor Authentication and Self-Service Password Reset

24. Select questions from the three drop down menus and provide answers that you will most likely remember.

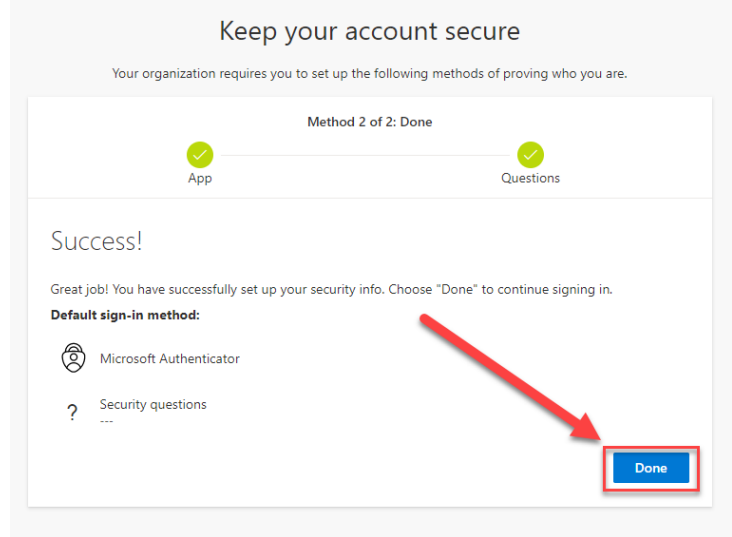


25. Once you are finished selecting questions and providing answers, click **Done**



## Instructions: Enroll in Multi-Factor Authentication and Self-Service Password Reset

26. Click **Done**



27. This completes your registration, you can now close the browser window on your computer and close the Authenticator app on your mobile device. Please also make sure to read the tips below regarding MFA and using the Self-Service Password reset tool.

The next time you forget your Ramsey County network password or need to unlock your Ramsey County network account, open up a web browser from any device with an Internet connection and browse to <https://ramseycounty.us/passwordreset>. Then click the **Reset network password** button to get back into your account by approving the phone call/text and answering the security questions.

If you have a mobile handheld device (aka smart phone), we recommend bookmarking the website: <https://ramseycounty.us/passwordreset>

*Employees can also access the website by going to [ramseycounty.us](https://ramseycounty.us) and look under "For Employees" at the bottom of the page. One of the menu items is self-service password reset.*

### Password Self-Service Reset

The self-service reset tool will allow employees to reset their computer password, without having to contact the IS Service Desk. Once the user enrolls, the tool is available from any browser, even on external computer networks.

#### Enroll in self-service reset

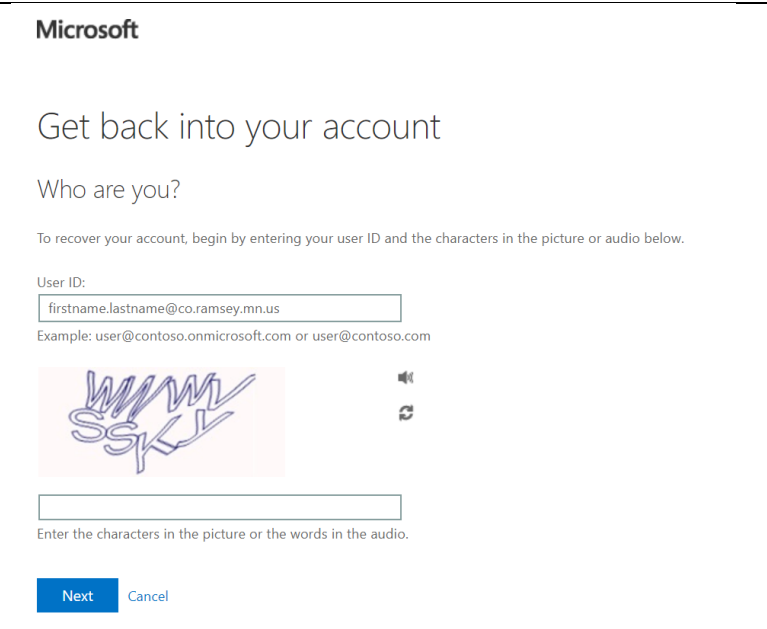
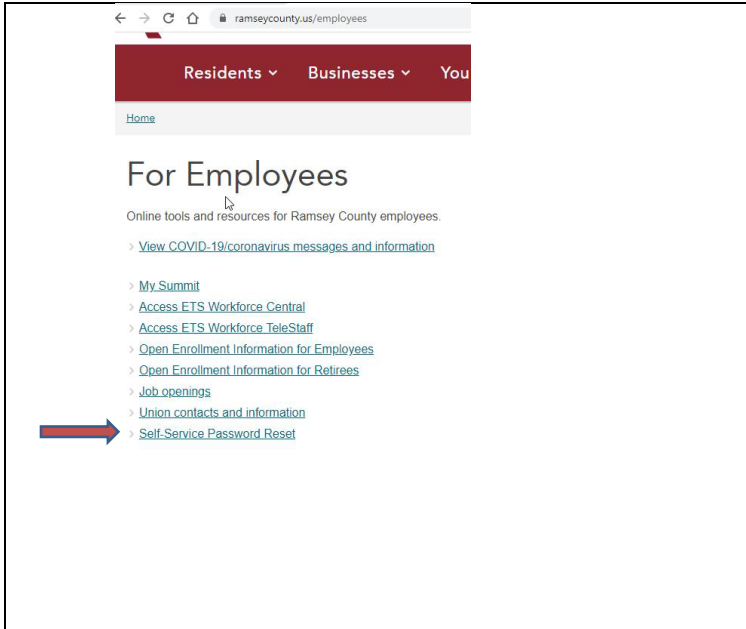
Employees must enroll in self-service password reset before using the tool to reset passwords.

[Enroll in self-service password reset](#)

#### Reset network password

Once enrolled, an employee can reset their password from any device.

[Reset network password](#)



The next time you log into Office 365 (aka OWA), Citrix, or My Summit using a web browser from a non-Ramsey County network, the mobile device you configured for multi-factor authentication will prompt you to approve your sign-in.

If you ever receive the prompt to verify a sign-in and are not in the process of accessing Office 365 (aka OWA), Citrix, or My Summit, you should tap the "No, it's not me" button since someone else is trying to log in with your account. Make sure to report the incident to the Service Desk.

