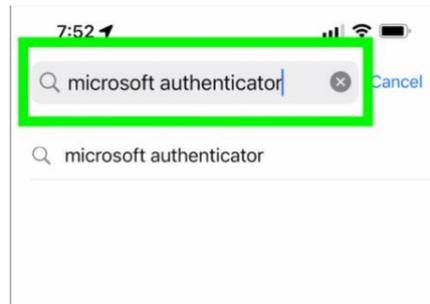# Install and setup the MS Authenticator App on your phone or tablet
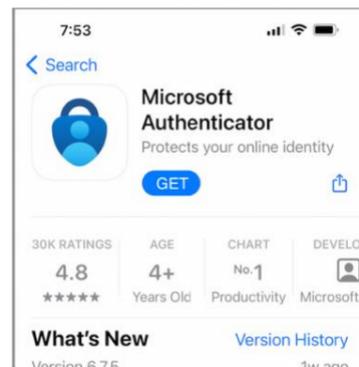
Complete the following steps.

1. On your phone or tablet (device) open the App Store. (images used are from an iPhone)

2. Using the search feature type **microsoft authenticator** and select the result.
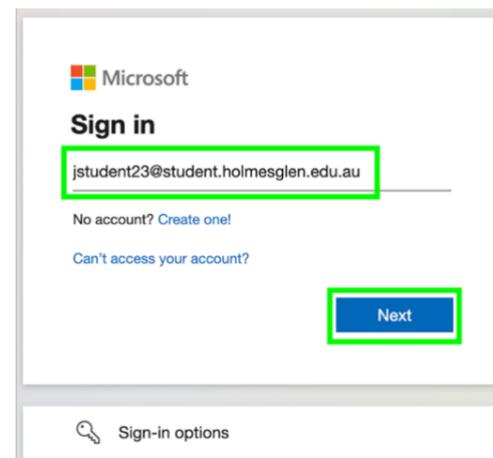
3. From the App information screen, click **GET** or **INSTALL** to install the App on your device. Do **NOT** login to the app - your account will be added via a QR code.
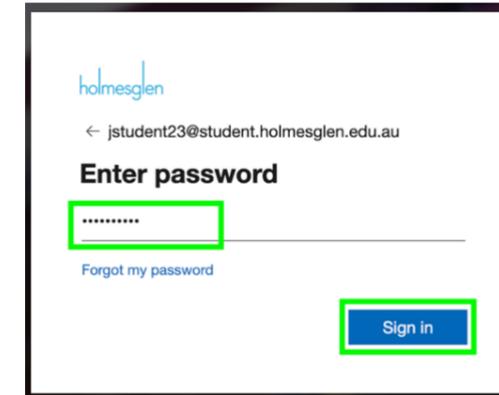
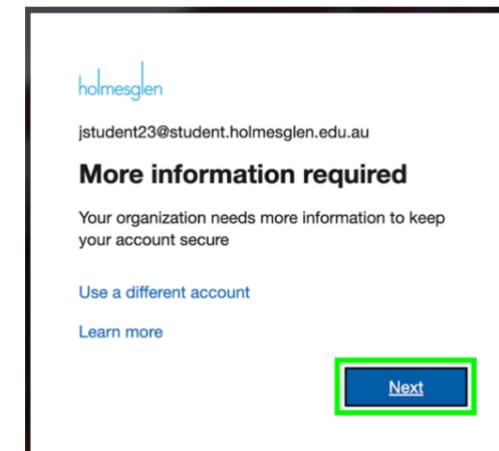4. Open a browser **on your desktop/tablet** and go to https://aka.ms/mfasetup

5. Enter your Holmesglen email address and click **Next** to start the sign in process.
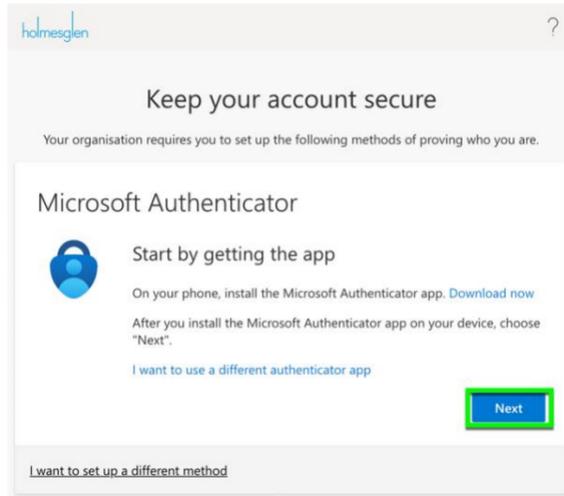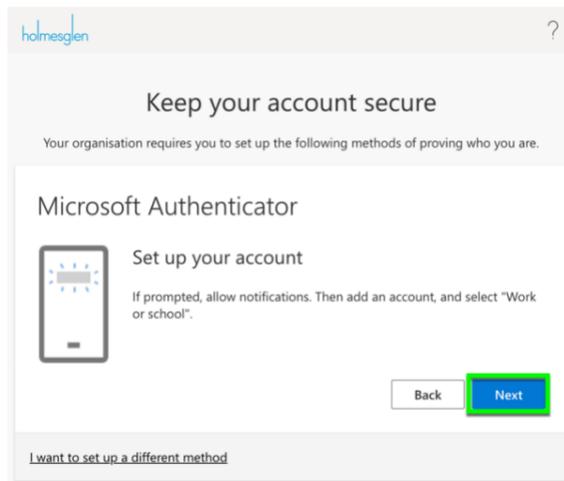
6. Enter your password and click **Sign in**.

7. You will be prompted that more information is now required to access the application or device. Click **Next**.

8. If you have installed Microsoft Authenticator on your device, click **Next**.
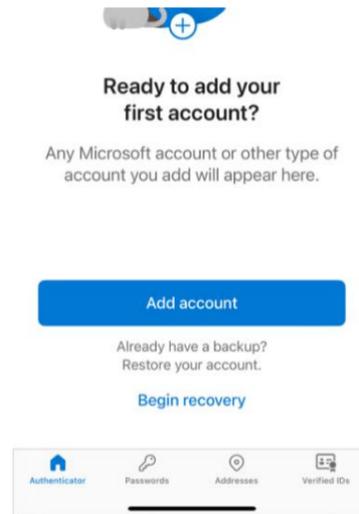
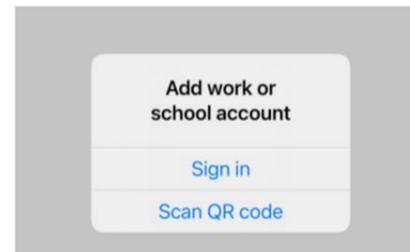9. On the Set up your account screen, click **Next**.

10. A QR code will be displayed on the screen. Scanning the QR code will automatically set up your Holmesglen account in the Microsoft Authenticator App.
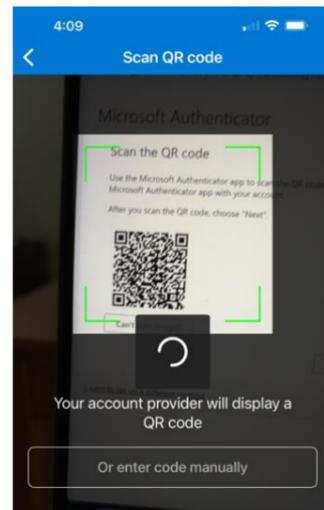
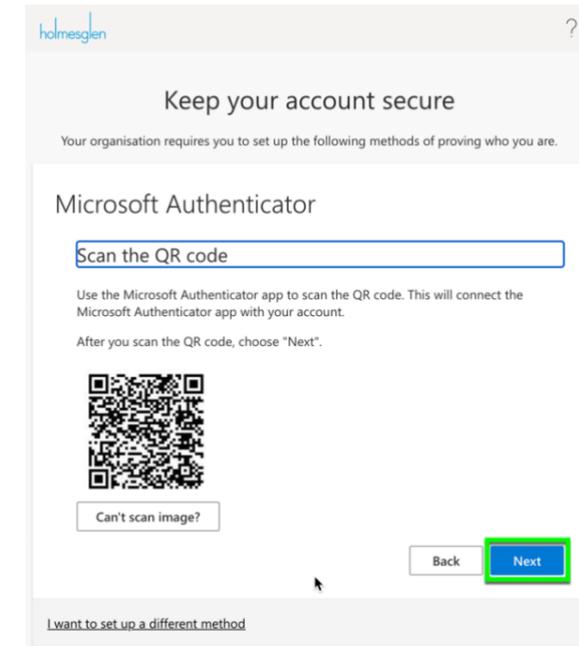Open the Microsoft Authenticator App on your device.

11. Click **Add account** and select **Work or school**. Select **Scan QR code**. If prompted, allow Authenticator to access the camera.
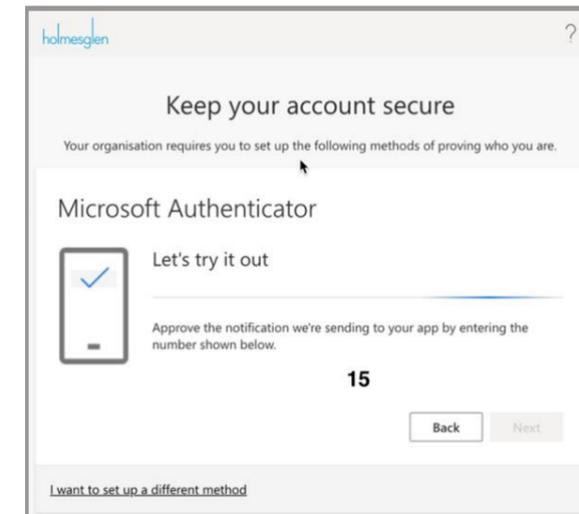

12. Position the device's camera over the computer screen to read the QR code. Your account will be automatically setup in the App.
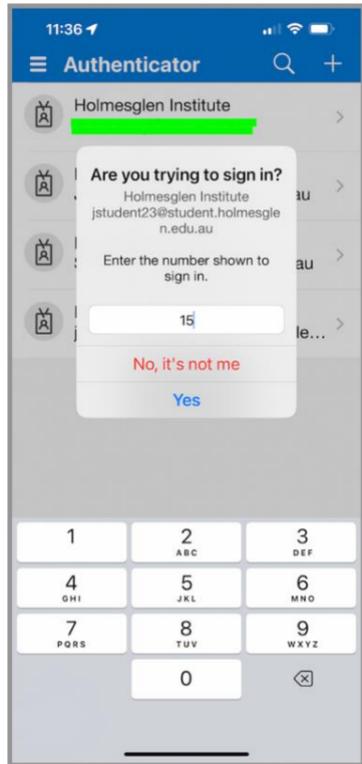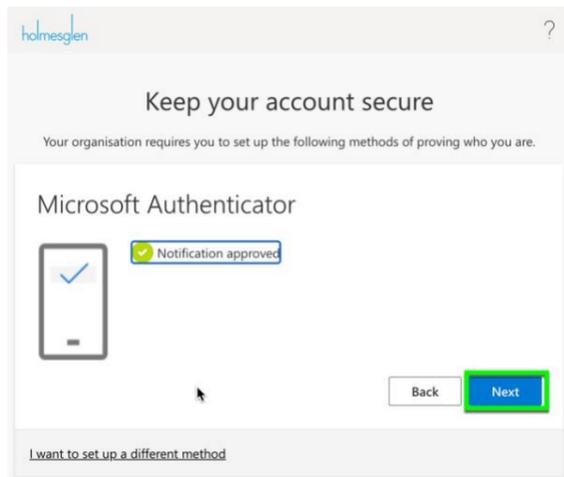

13. On the QR code screen, click **Next**.

14. Microsoft will send an approval request to your mobile device.
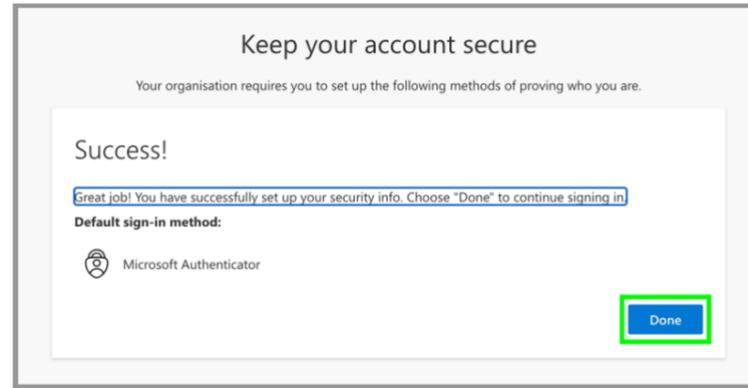

15. On your mobile device, type in the number displayed on your computer screen and click **Yes**.

16. Your computer screen will then display an approval message. Click **Next** to continue.

17. A success screen will be displayed, indicating you have correctly setup the Authenticator App. Click **Done**.


18. Signing in will proceed. You have now setup the Self-Service Password Reset service on your Holmesglen account.

## Reset your forgotten password or unlock your account

If you have forgotten your password or your account is locked, you can reset it.

19. Open a browser **on your device** and go to https://passwordreset.microsoftonline.com.

20. Enter your Holmesglen email account and complete the character verification, then press **Next**.
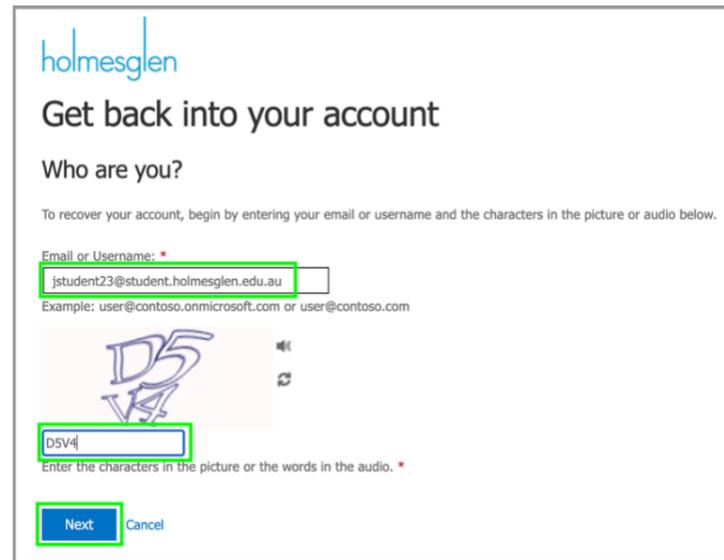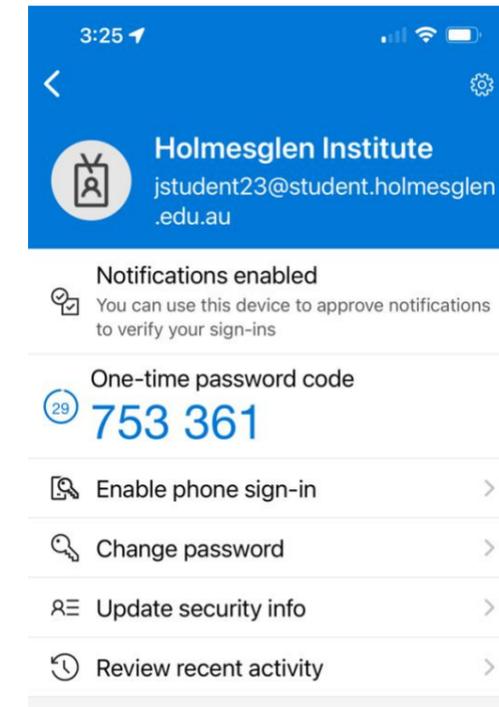

21. Select **I forgot my password** if you have forgotten your password or **I know my password, but still can't sign in** if your account is locked. Press **Next**.
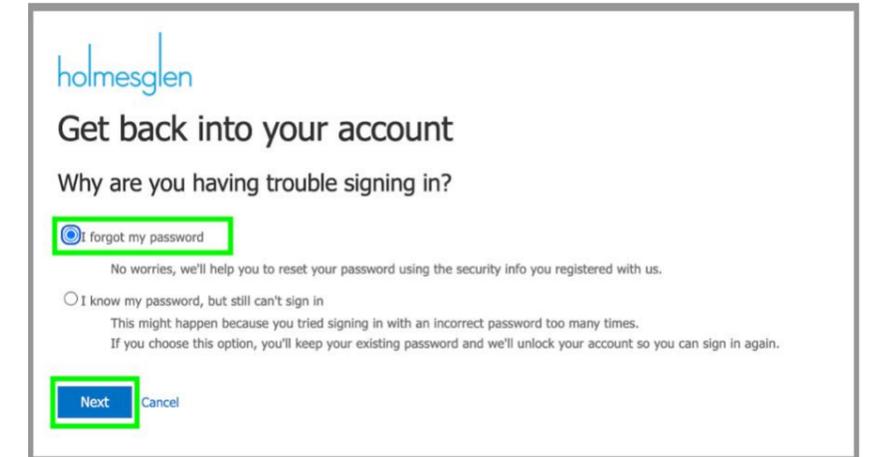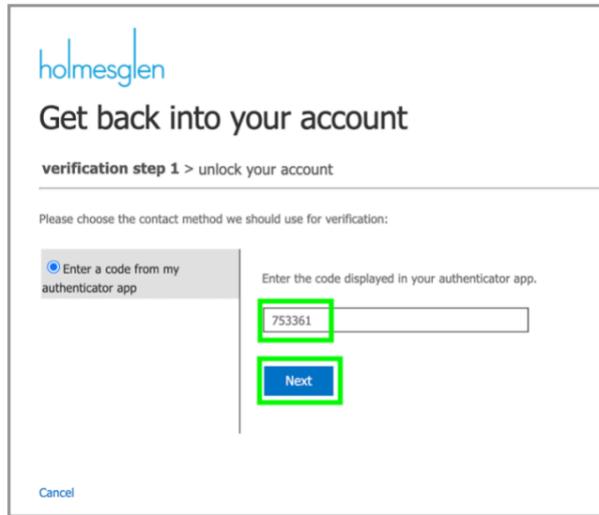

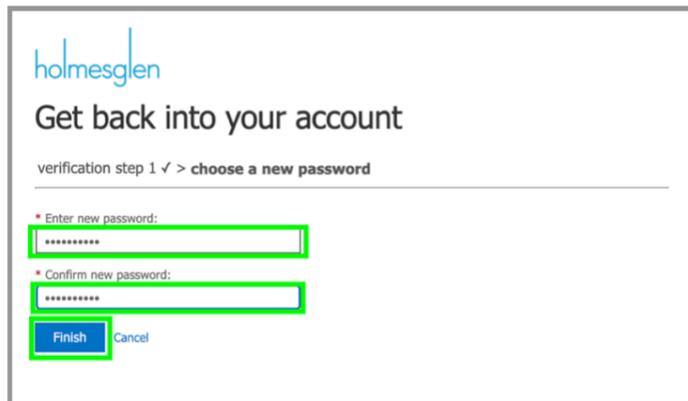22. You will now need to open up the MS Authenticator App on your phone/tablet.

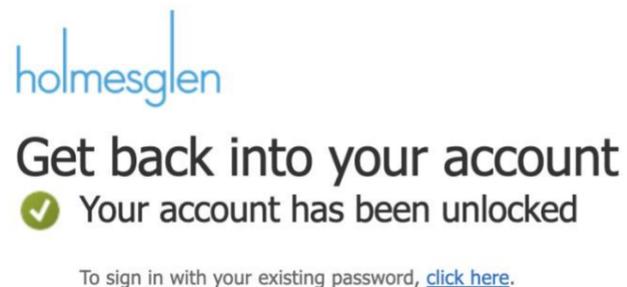23. Click on your Holmesglen account to view the one time password code.

24. Type the one time password code in to the **Get back into your account** screen and press **Next**.

25a. If you have forgotten your password you will be prompted to set a new password. Press **Finish** to set the password.

25b. If you needed to unlock your account, your account should now be unlocked.

26. Press **click here** to sign in to your account.

Changing your password

You can change your password via the Microsoft Authenticator app or you can change it via the Microsoft portal.

Changing your password via the MS Authenticator app

27. Open the MS Authenticator app on your device, select **Change password** and create and confirm your new password.

28. Your password has been changed.

Changing your password via a browser

29. Open a browser **on your device** and sign in to https://myaccount.microsoft.com

30. Select **Change password** on the Password tile.

33. Enter your current password and create and confirm your new password, then click **Submit**.

34. Your password has been changed and you can close the browser.

Note: **Student** Passwords must:

· include at least one capital letter (A .. Z)

· include at least one lower case letter (a .. z)

- include at least one symbol character (!,@,#, etc)

· include at least one number (0 .. 9)

· must NOT contain your first or last name

· must be at least 8 characters long

· cannot be your previous 2 passwords

Need help?

Submit a service desk incident or contact the TSD Servicedesk on 9564 1625