Initiate Multi-Factor/Self-Service Password Reset Enrollment

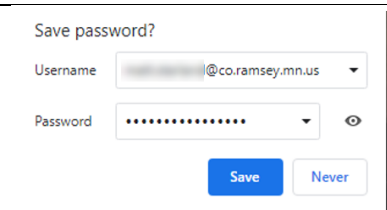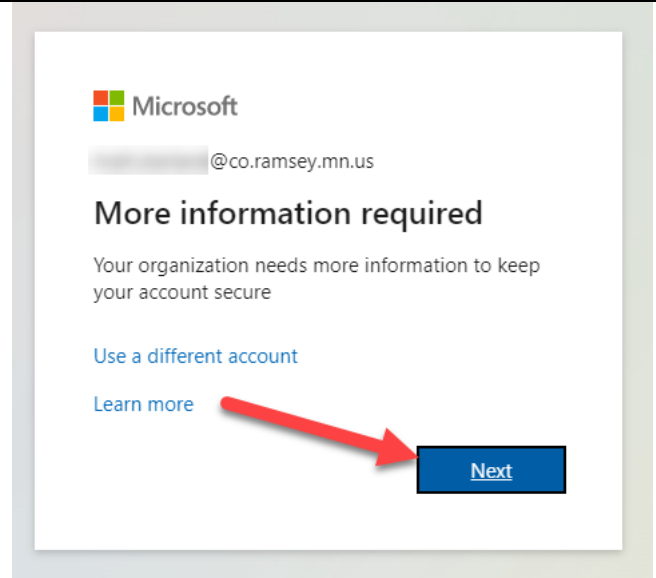|	
1. Open a web browser on your computer and browse to https://aka.ms/mfasetup	*(image: browser showing https://aka.ms/mfasetup, Microsoft Bing)*
2. Type in your Ramsey County email address when you receive the Sign In screen (i.e. firstname.lastname@co.ramsey.mn.us) a. *Ramsey County contractors, vendors, 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**	*(image: Microsoft Sign in screen with @co.ramsey.mn.us, Can't access your account?, Next button, Sign-in options)*
4. If your browser prompts you to save your password, click **No** or **Never**	*(image: Save password? dialog with Username @co.ramsey.mn.us, Password field, Save and Never buttons)*
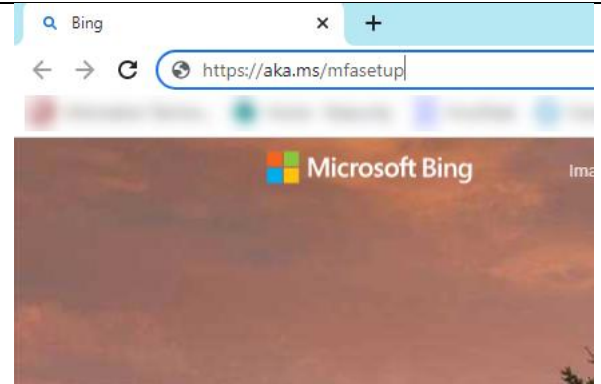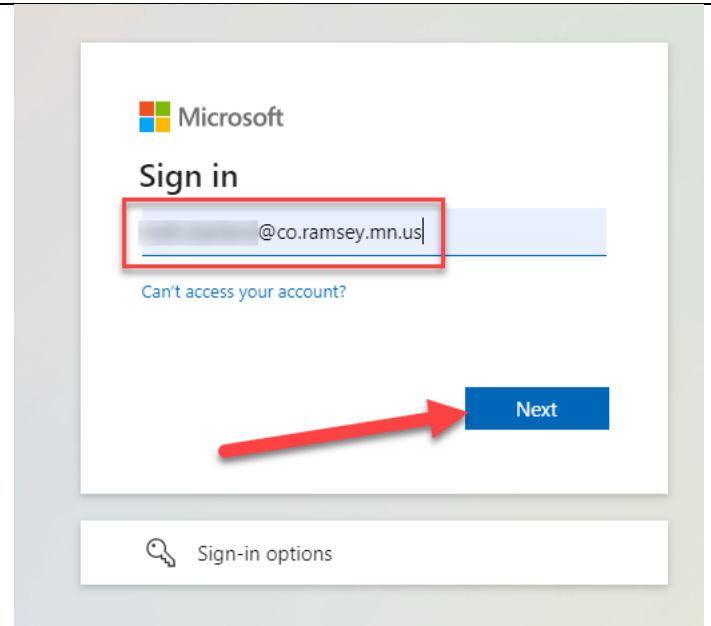
5. Click **Next** to start the enrollment wizard	
6. Click **Next**	
7. Click **Next**	
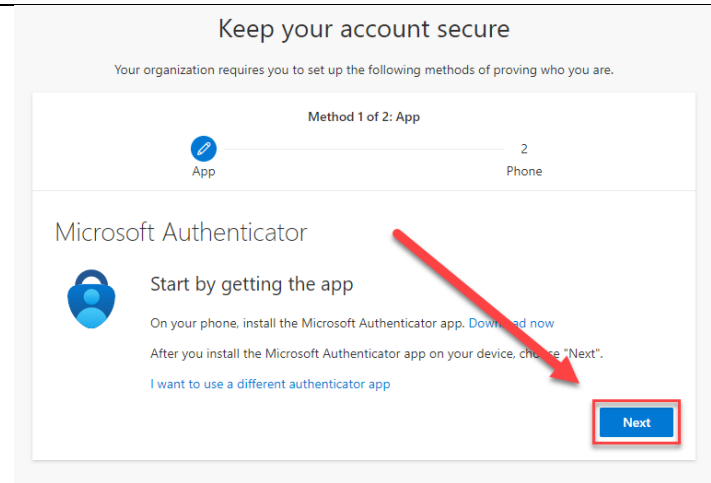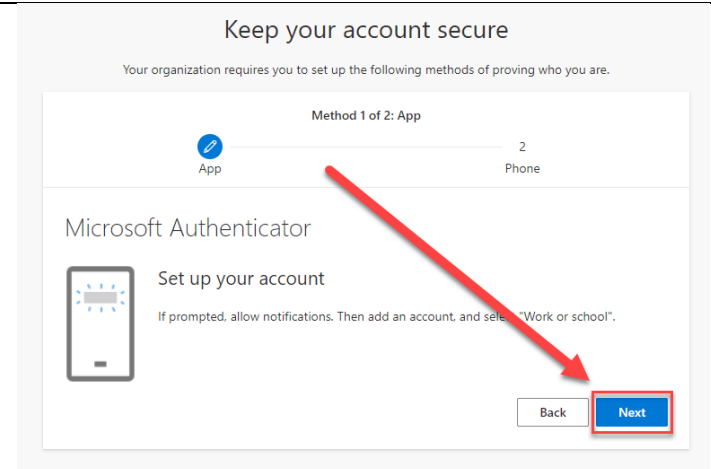
|	
8. Once you receive this screen, proceed to step 9 below...	**Keep your account secure** Your organization requires you to set up the following methods of proving who you are. Method 1 of 2: App ① App 2 Phone **Microsoft Authenticator** Scan the QR code Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account. After you scan the QR code, choose "Next". [QR code] Can't scan image? Back Next

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	*Step 9 example...* **Microsoft Authenticator** Protects your online identity ★★★★★ 197K
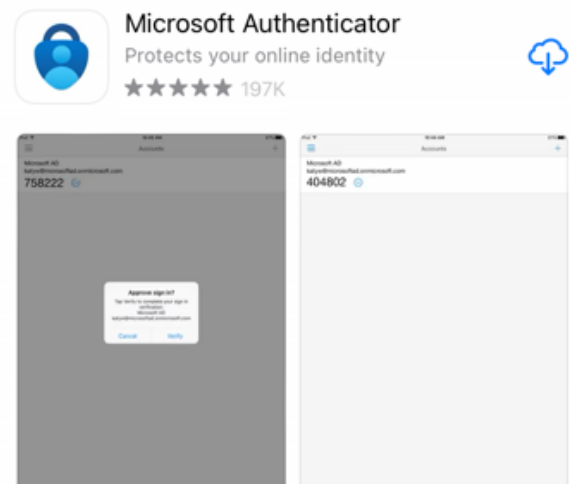
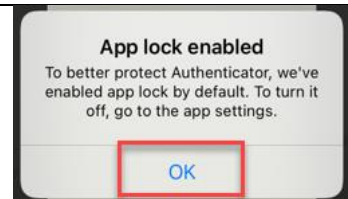|	
10. Tap the **Authenticator** app on your mobile device to open it	Step 10 example…
11. Tap **Agree**	
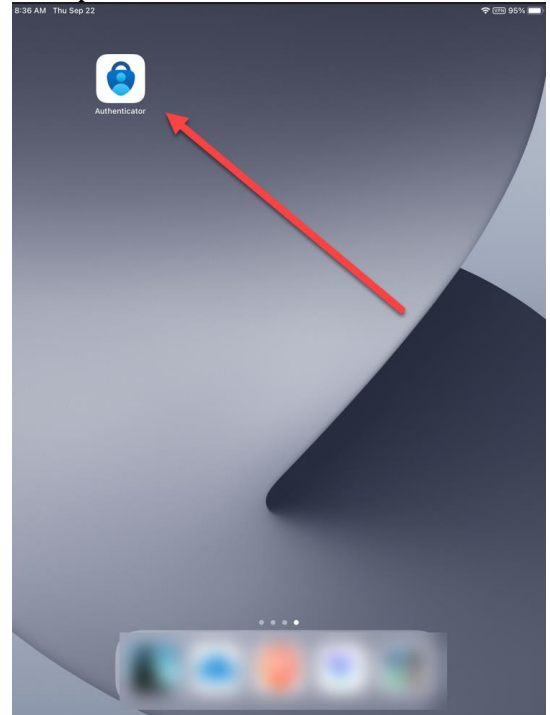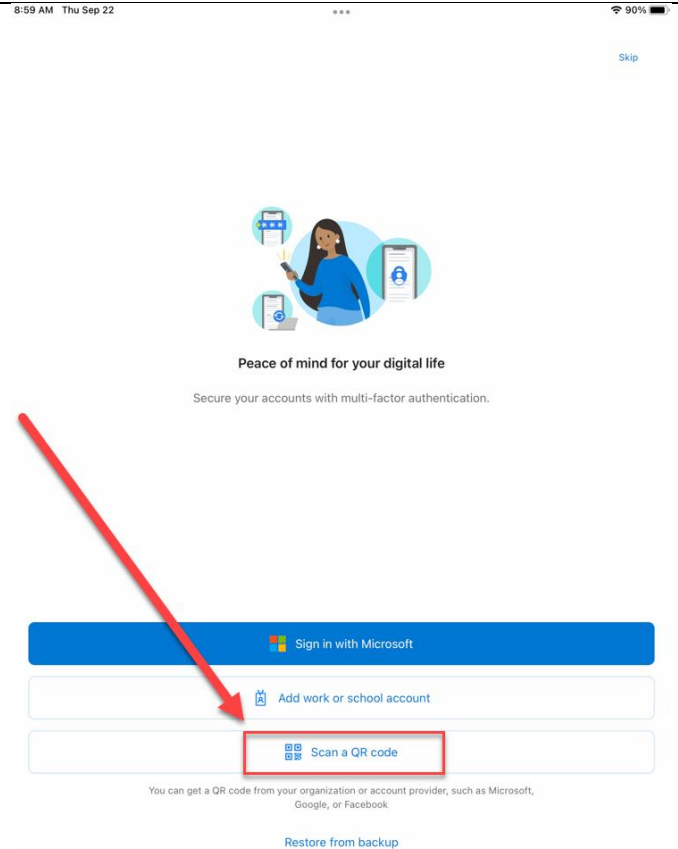
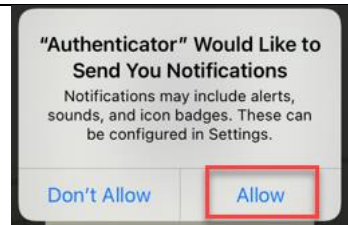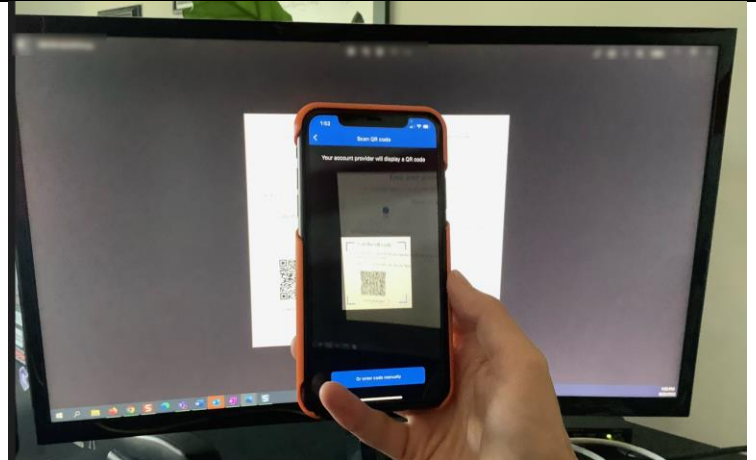|	
12. Tap **Scan a QR code**	
13. Tap **OK** to allow the Authenticator app to use your mobile device's camera to scan the QR code on your computer screen.	
14. Tap **OK** if you receive the App lock enabled prompt	
15. Tap **Allow**	
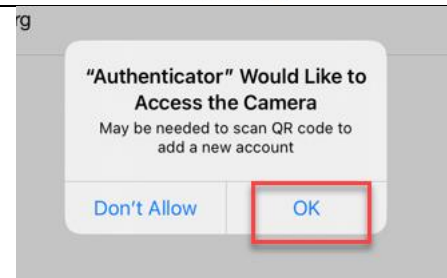
|	
16. Point your mobile device's camera at your computer screen that has the QR code window open and your mobile device will automatically recognize the code.	
17. You should now see your Ramsey County email address listed in the Microsoft Authenticator app on your mobile device	
18. Back on your computer, click the **Next** button	
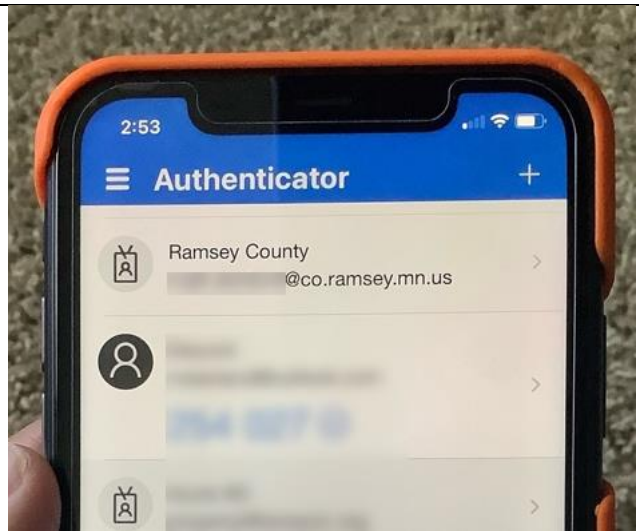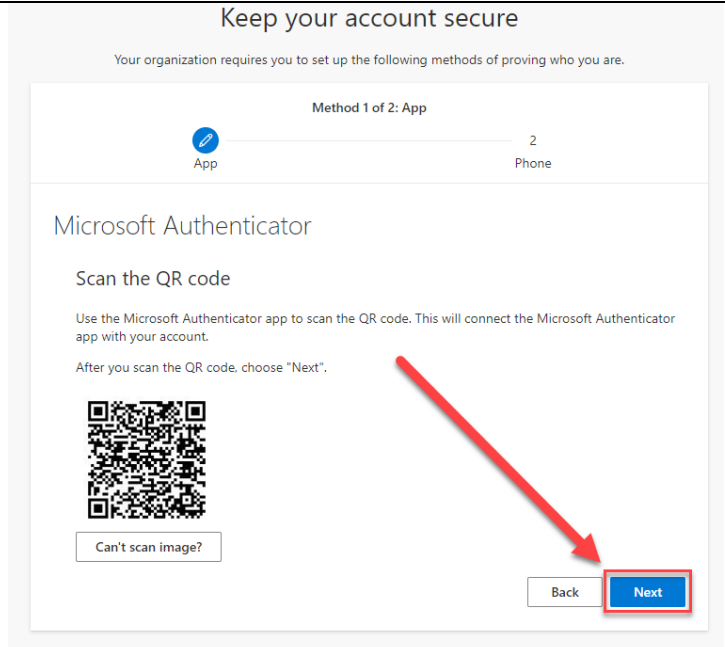
19. Microsoft will now send an Approve/Deny prompt to your Microsoft Authenticator app on your mobile device. Tap the **Allow** button on your mobile device when it appears.
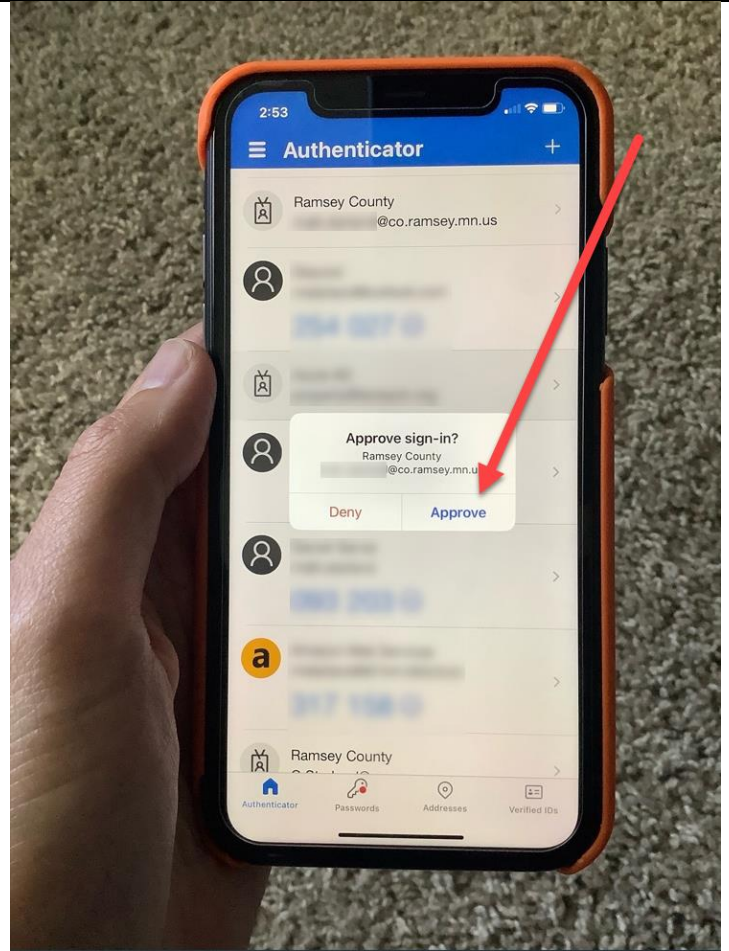
*If you receive a notification for **Touch ID**, lightly place your finger on the home button of your phone to scan your fingerprint.*
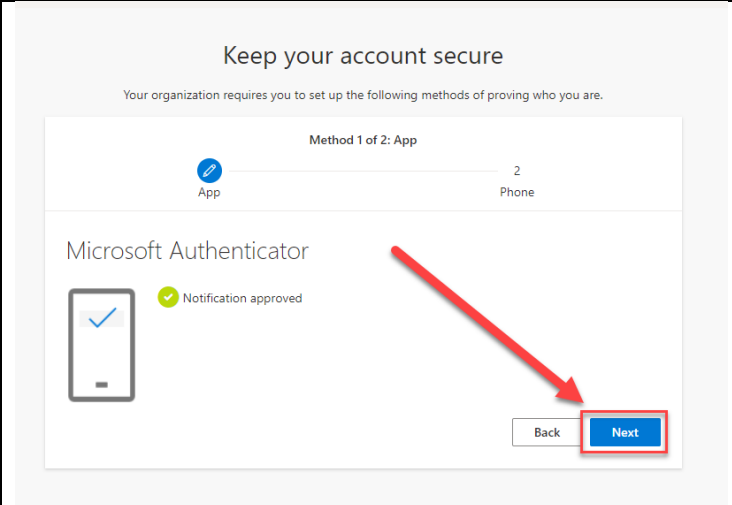
Touch ID or Face ID

*If you receive a notification for **Face ID**, look at your phone's screen so it can scan your face.*
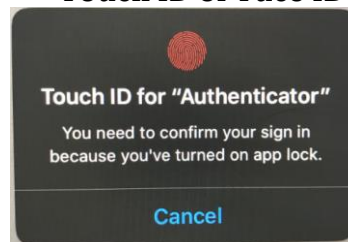
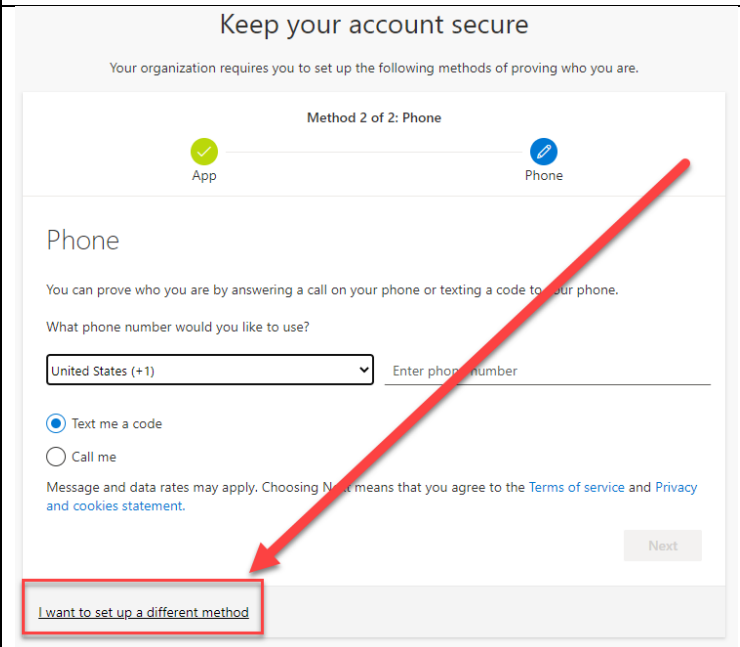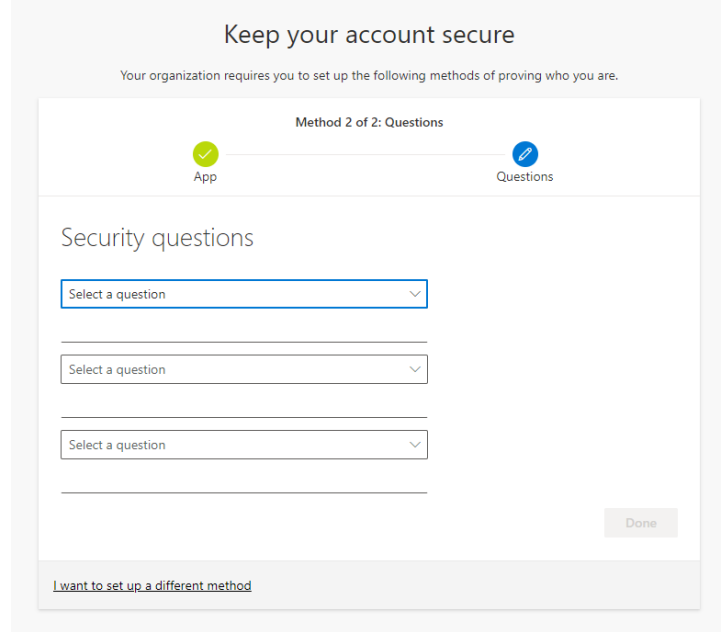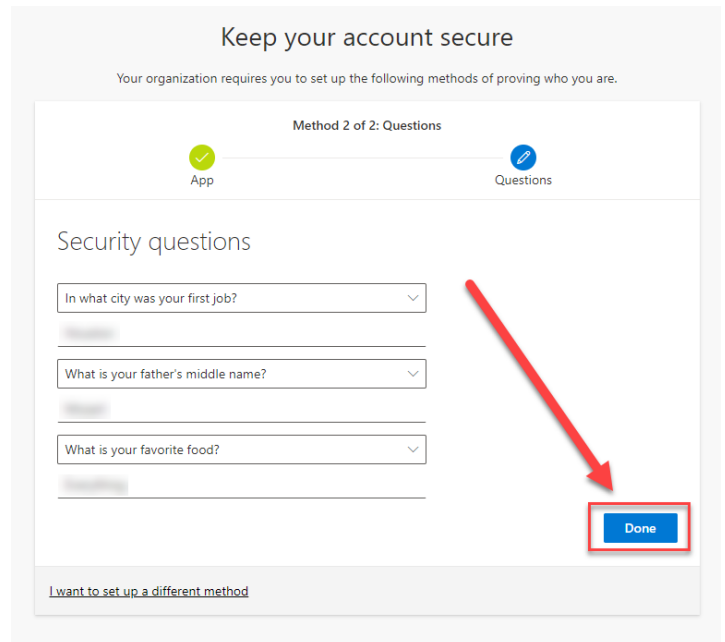|	
20. Back on your computer, click the **Next** button	Keep your account secure Your organization requires you to set up the following methods of proving who you are. Method 1 of 2: App App — 2 Phone Microsoft Authenticator ✓ Notification approved Back Next
21. The remaining set of steps will ask for 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. 22. 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.	Keep your account secure Your organization requires you to set up the following methods of proving who you are. Method 2 of 2: Phone App — Phone Phone You can prove who you are by answering a call on your phone or texting a code to your phone. What phone number would you like to use? United States (+1) ⌄ Enter phone number ⦿ Text me a code ◯ Call me Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement. Next I want to set up a different method

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

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Questions

App — Questions

Security questions

Select a question

Select a question

Select a question

Done

I want to set up a different method

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

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Questions

App — Questions

Security questions

In what city was your first job?

What is your father's middle name?

What is your favorite food?

Done

I want to set up a different method

25. Click **Done**	
26. 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 and look under "For Employees" at the bottom of the page. One of the menu items is self-service password reset.*	

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 approve a sign-in and are not in the process of accessing Office 365 (aka OWA), Citrix, or My Summit, you should tap the Deny button since someone else is trying to log in with your account. Make sure to report the incident to the Service Desk.