

Resetting your forgotten County user account password

These instructions only apply to County users who:

- ✓ **Have forgotten the password on their Dakota County user account.** If you know your password and need to change it, please follow the “Changing County Password...” instructions on the [County User Account website](#).
- ✓ **Have properly enrolled in Multifactor Authentication (MFA) with two methods of verification.** Instructions to enroll in MFA can be found [Enrolling in Multifactor Authentication \(MFA\)](#).
- ✓ **Have access to a web browser on a computer or mobile device.** If you need to reset your password it probably means that you can't log into your County computer. Fortunately, you can reset your password from another computer—or even your smart phone.

This entire process may take 15 – 30 minutes.

* * **YOU MAY NEED TO REFERENCE THESE INSTRUCTIONS THROUGHOUT THE PROCESS** * *

INSTRUCTIONS

1. From any browser on a computer or mobile device, **navigate to the [Self-Service Password Reset \(SSPR\)](https://aka.ms/sspr) website (<https://aka.ms/sspr>).**
2. Enter your Dakota County email address (in the format of first.last@co.dakota.mn.us), confirm the “captcha” information, and click *Next*.



Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

first.last@co.dakota.mn.us

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *



3. Select “**I forgot my password**” and click *Next*.



Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

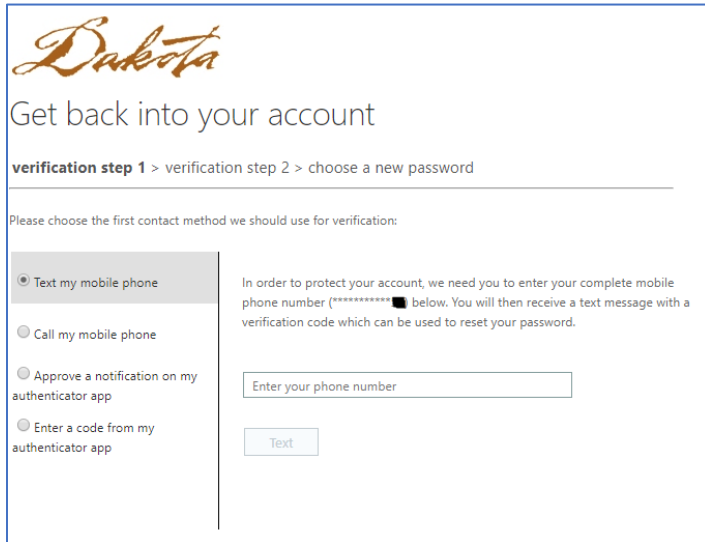
I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.



4. Select two methods to verify your identity through Multi-Factor Authentication (MFA). These are the methods you chose during MFA enrollment (e.g., text message to your mobile phone, phone call, authenticator app, security questions).



Dakota
Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

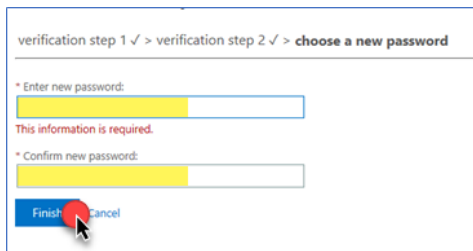
- Text my mobile phone
- Call my mobile phone
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (***** below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

5. Enter your new password and click *Finish*. For your reference, click here for [Password Rules & Guidelines](#).



verification step 1 ✓ > verification step 2 ✓ > choose a new password

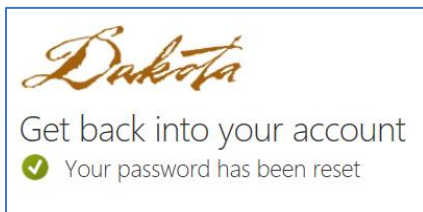
* Enter new password:

This information is required.

* Confirm new password:

Finish Cancel

- a. If your **password reset was successful**, you will receive this confirmation (and you may close the window):



- b. If your **proposed new password was rejected**, you must repeat step 5 until you've chosen a password that is acceptable per county standards.

6. **WAIT 15 MINUTES!** This gives your password time to synchronize across the network. **During this time:**

- **DO NOT try to log in ANYWHERE with your Dakota County User ID**
- **DO NOT access County email or calendars from your mobile device**

7. **IMMEDIATELY UPDATE your password in other applications or devices.** This can include your mobile device, OneDrive, OneNote, Zoom, Skype, Teams, etc.

For instructions on how to update your password refer to the [County User Account site on DCWorks](#) or the [Dakota County website](#). If you've updated your password everywhere you can yet still get prompted to enter your password unexpectedly—or your account gets locked out for no reason—some application, device or website may be attempting to automatically connect using your old password.

If you have problems or any related questions, feel free to contact the IT Help Desk via email (helpdesk@co.dakota.mn.us) or by phone at (651) 438-4346.