

Unlocking Your County User Account

If you receive an error message while trying to log into your County User account, you may have locked it out by trying to sign in with an incorrect password three (3) times. Use this method to keep your existing password and unlock your account so you can sign in again.

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 know my password, but still can't sign in** 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.

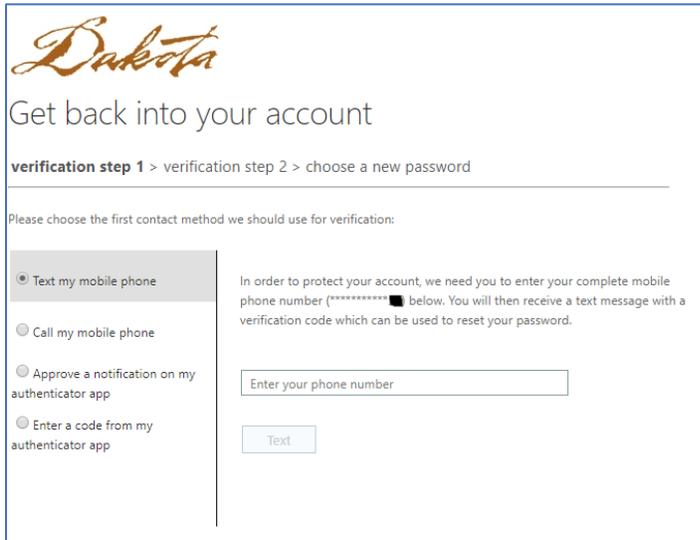
I know my password, but still can't sign in

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.

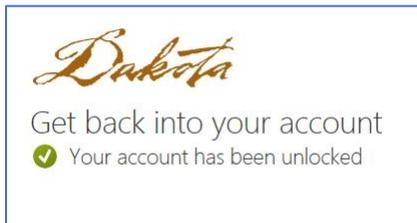


4. Select two methods to verify your identity through Multi-Factor Authentication (MFA). These are the methods you chose during MFA enrollment (e.g., text message to your mobile phone, phone call, authenticator app, security questions).



The screenshot shows the Dakota logo at the top left. Below it, the text reads "Get back into your account". Underneath, a progress indicator shows "verification step 1 > verification step 2 > choose a new password". A horizontal line separates this from the main content. Below the line, it says "Please choose the first contact method we should use for verification:". On the left, there are four radio button options: "Text my mobile phone" (which is selected), "Call my mobile phone", "Approve a notification on my authenticator app", and "Enter a code from my authenticator app". To the right of these options, there is explanatory text: "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." Below this text is a text input field labeled "Enter your phone number" and a "Text" button.

5. Once you have confirmed your identity, you will see a confirmation message that your account has been unlocked:



If you run into any problems please contact the IT Help Desk via email (helpdesk@co.dakota.mn.us) or by phone at (651) 438-4346.