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 10-15 minutes.

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

INSTRUCTIONS

1. From any browser on a computer or mobile device, **open a private browsing window (using keyboard shortcut Ctrl+Shift+N)** in your Google Chrome or Microsoft Edge browser. This helps prevent issues during the process.

2. Navigate to the Self-Service Password Reset (SSPR) website: https://aka.ms/sspr

3. Enter your Dakota County email address (in the format of first.last@co.dakota.mn.us), confirm the "captcha" information, and click *Next*.

4. Select "**I forgot my password**" and click *Next*.

5. 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).
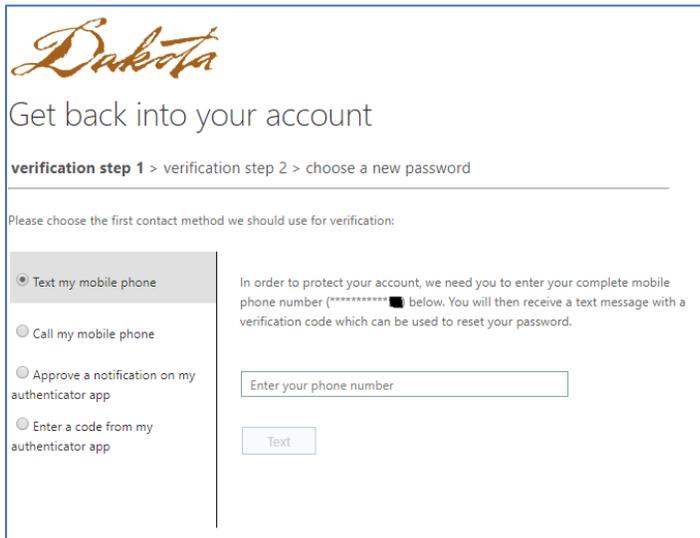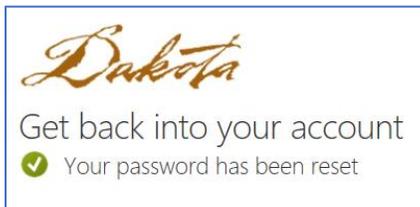

6. **Enter your new password** and click *Finish*. For your reference, click here for [Password Rules & Guidelines](#).
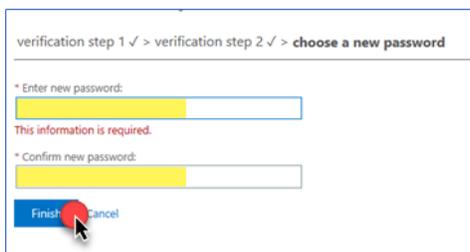
   o   If your **password reset was successful**, you will receive this confirmation (and you may close the window):

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

7. **WAIT 10 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**

8. **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.