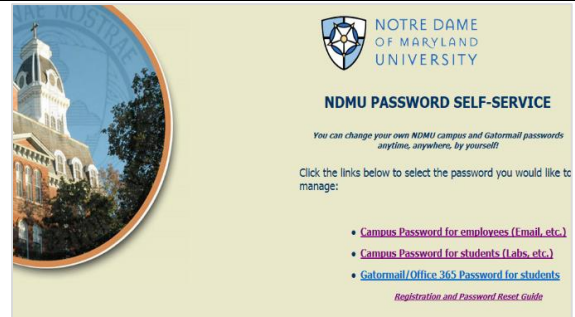


NDMU Gatormail/Office 365 Self-Service Password Reset Portal Reset Guide

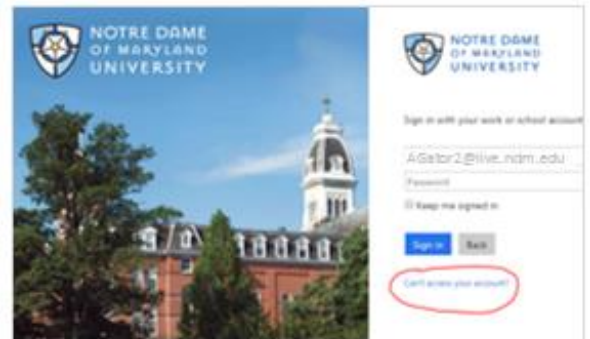
Congratulations! You have registered your notification and contact preferences. Now you can reset your password anytime, anywhere, at your convenience. Here's how:

Resetting Your Gatormail/Office 365 Password Using Self-Service Portal

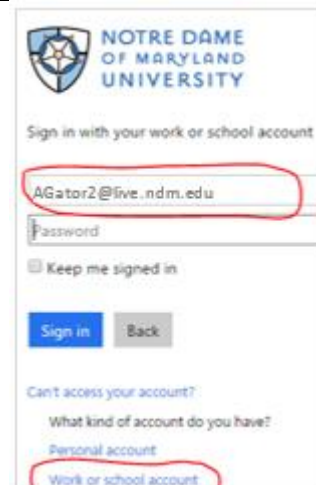
1. Go to <http://portal.ndm.edu>,
Click on **NDMU Password Self Service**.
Select **Gatormail/Office 365 Password for Students**.



2. Enter **NDMU email address** and
click "Can't access your account?"



3. Click "Work or School account."



-
4. **Enter Gatormail email address** and enter the captcha characters.

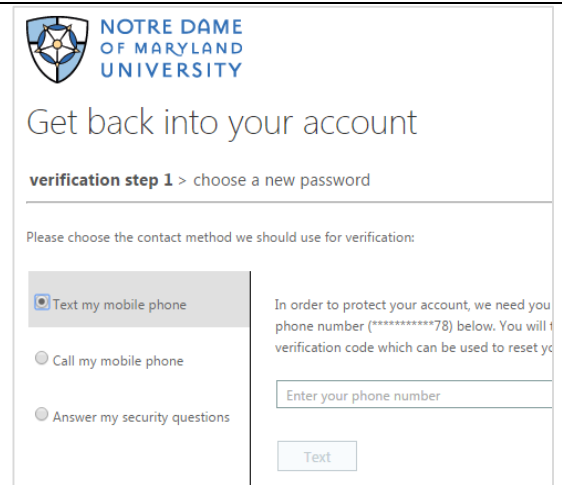
Click Next.



-
5. Verification Step 1, choose one of the verification methods you selected during registration.

Based on your selection, you might see one or more of the following choices:

- **Email my authentication email** - sends an email with a six digit code to your authentication email.
- **Text my mobile phone** – sends a text to your phone with a six digit code. (*See example below.*)
- **Call my mobil phone** – calls your authentication phone; press the # key to verify the call.
- **Answer my security questions** - displays your registered security questions for you to answer.



The “Text my mobile phone” example below provides similar sample screen shots and confirmation page for the other authentication methods. Once you are authenticated, create your new password using the [Appendix](#) below.

- **Example: "Text my mobile phone"**
If you selected this option, you'll need to verify your phone number before Microsoft will send a text.

Enter your full phone number, **click Text** to verify.
It may take a few minutes to receive the text.

NOTRE DAME OF MARYLAND UNIVERSITY

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

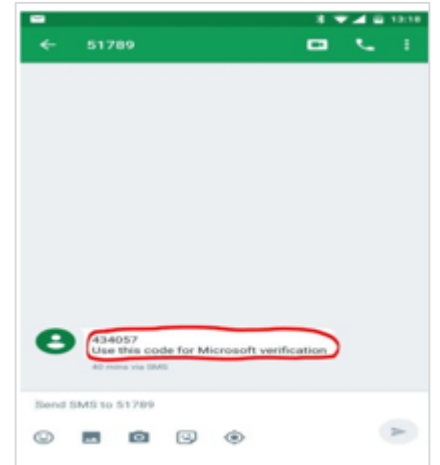
- Text my mobile phone
- Call my mobile phone
- Answer my security questions

In order to protect your account, we need your phone number (*****78) below. You will receive a verification code which can be used to re-verify your account.

112345678

Text

- Grab verification code from text sent to your mobile phone. Locate the verification code in body of the message.



- Enter the verification code into the input box and click Next.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Answer my security questions

We've sent you a text message containing your verification code.

434057

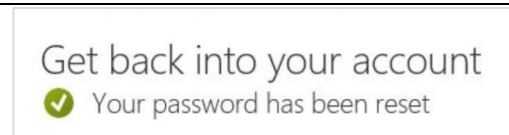
Next Try again Cor

-
- Choose a new password, following password requirements in the [Appendix](#) below.

Confirm your choice, then click Finish.

The screenshot shows a web interface titled "Get back into your account". Below the title, it says "verification step 1 ✓ > choose a new password". There are two input fields: "* Enter new password:" and "* Confirm new password:". Below the first field is a "Password strength" indicator. To the right of the input fields is a callout box with the text: "A strong password is required. Strong passwords are 8 to 16 characters and combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username." At the bottom of the form are two buttons: "Finish" (highlighted in blue) and "Cancel".

You're good to go! Sign in with your new password.



APPENDIX

NDMU Password Requirements:

1. Password must be at least 8 characters long
2. Passwords used within the last year cannot be re-used
3. Password must not contain your account name or parts of your full name
4. Password cannot exceed two consecutive characters
5. Password must contain character/s from each of the three categories:
 - Characters A through Z and a through z
 - Numbers 0 through 9
 - Non-alphabetic characters (! @ # \$ % ^ & * - _ + =)

For more information on password requirements, see [Microsoft active directory passwords policy](#).
