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

NDMU and Microsoft have activated a self-service password reset tool for you to use when you require a Gatormail/Office 365 password reset. As a prerequisite for using the tool, you must register your notification and contact preferences. This is a **one-time registration process** that will allow you to use the self-service reset tool, anytime, anywhere.
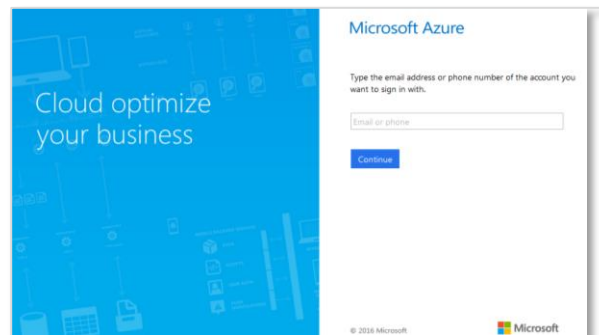
<mark>You should have a working, current Gatormail password before proceeding.</mark> Use these guidelines to continue:

A. If you have logged into your Gatormail account before, follow the registration steps below.
B. If have never logged into your Gatormail account, please do to change your initial password, then proceed with registration steps below.
C. If you do not know your username or initial password, contact the IT Help Desk at HelpDesk@ndm.edu, or call 410-532-5200.
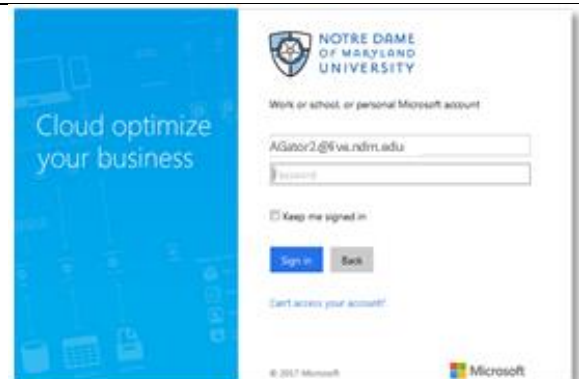
You Have Logged Into Your Gatormail Account Before

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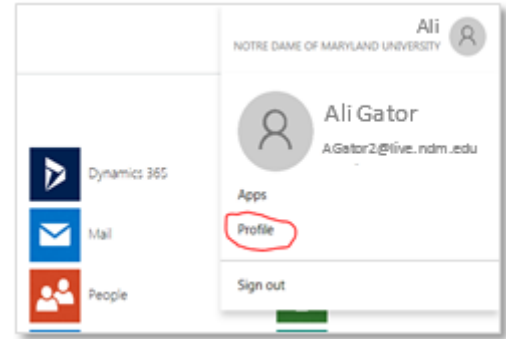   **Select Gatormail/Office 365 Password for Students.**

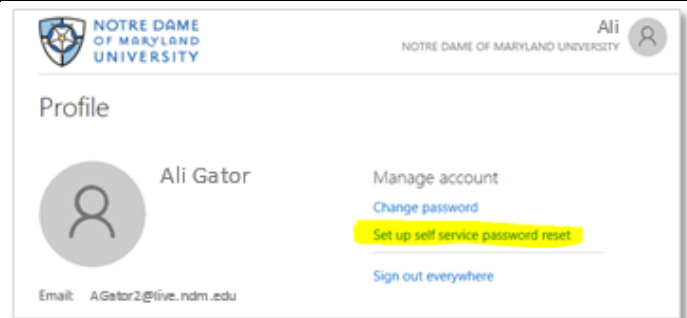   **Enter your NDMU email address** and **click Continue**.

2. **Enter your password**, then **click Sign-in**.

3. Once logged in, click on your name in upper right corner, then **select Profile**.
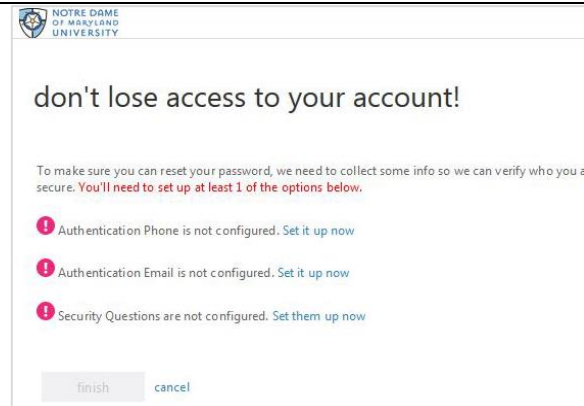
4. **Click Set up self-service password reset**

5. Choose at least one verification method:
   a) Authentication Phone
   b) Authentication Email
   c) Security Questions

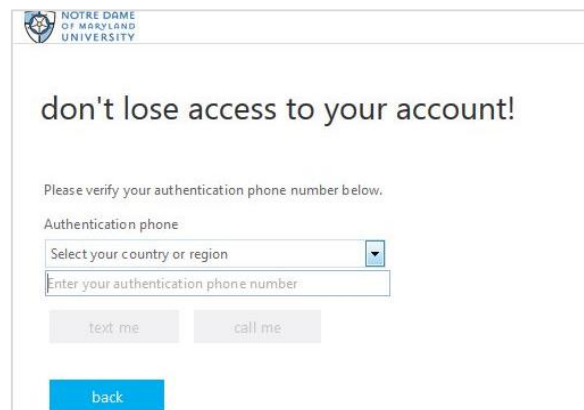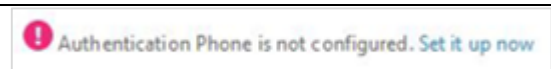   We recommend you select two authentication methods. **Click Finish**.

a) Authentication Phone

   Click Set it up now next to Authentication Phone is not configured.

   Enter desired contact phone number and choose to receive confirmation by text or phone call; a verification code will be sent via text, or phone call.

   Enter verification code received, in the textbox and **click Verify**; page will update to indicate information valid.

   From confirmation page you may change your selections, otherwise **click Finish**.

b) Authentication Email

Authentication Email is not configured. Set it up now

Click Set it up now next to Authentication Email is not configured.

Enter alternative email address (do not use NDMU Gatormail email address); **click email me.**

Login to alternative email account; open confirmation email from Microsoft and copy verification code.

Enter verification code received in the textbox and **click Verify**; page will update to indicate information is valid.

You may change your selections on the confirmation page, otherwise **click Finish**.

c) Security Questions

Click Set it up now next to Security Questions are not configured.

Select and answer at least three questions from the Security question drop-down list.

Click Save Answers.

Once your authentication methods are configured, **click Finish** to close the registration portal.

That's it - You're all set! Anytime you want to reset your forgotten, expired or compromised password, go to the NDMU Self Service Password Reset Portal at http://portal.ndm.edu and **click Gatormail/Office 365 Password Reset for students.**