

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.

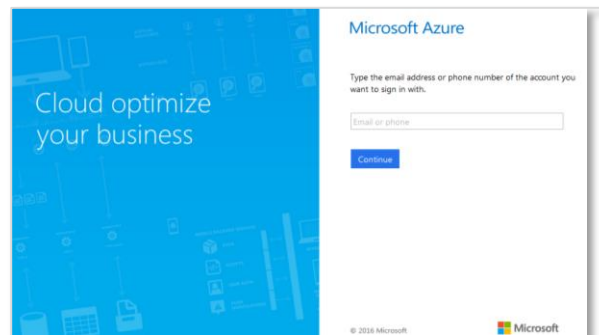
You should have a working, current Gatormail password before proceeding. Use these guidelines to continue:

- 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.

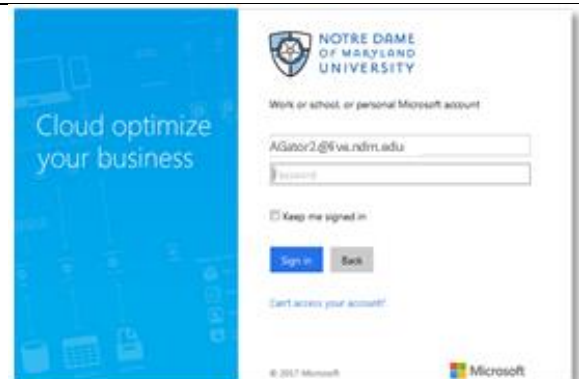
You Have Logged Into Your Gatormail Account Before

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

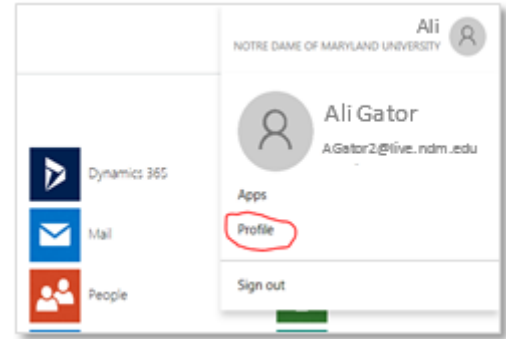
Enter your **NDMU email address** and click **Continue**.



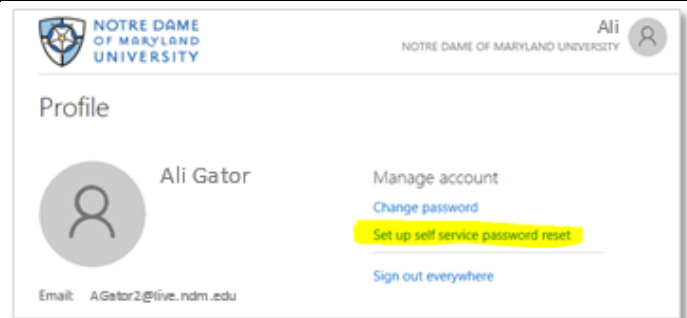
2. Enter your password, then click **Sign-in**.



3. Once logged in, click on your name in upper right corner, then **select Profile**.

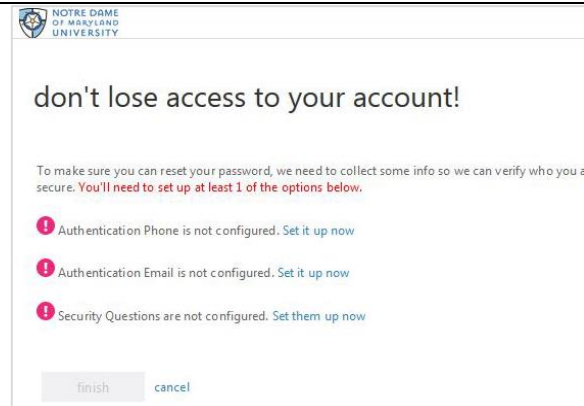


4. Click **Set up self-service password reset**



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.



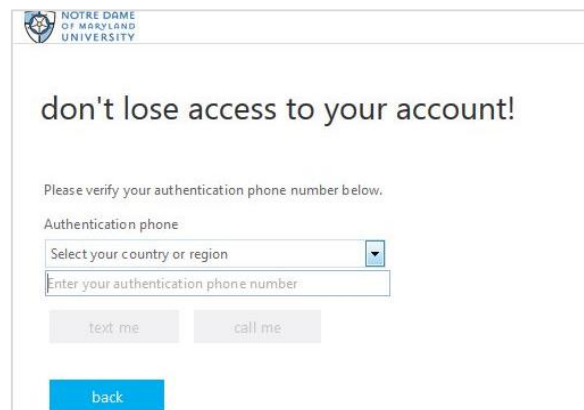
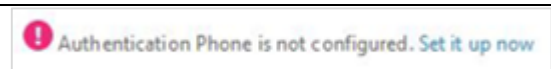
- a) Authentication Phone

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

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**.

A screenshot of a web page from Notre Dame of Maryland University. The header includes the university logo and name. The main heading is "don't lose access to your account!". Below it, a sub-heading says "Please verify your authentication email address below. Don't use your primary work or school email." There is a label "Authentication Email" above a text input field containing the placeholder "Enter your authentication email address". Below the input field is a button labeled "email me". At the bottom left is a blue "back" button.A screenshot of a web page from Notre Dame of Maryland University. The header includes the university logo and name. The main heading is "don't lose access to your account!". Below it, a sub-heading says "Thanks! We'll use the info below to recover your account if you forget your password. Click 'fi". There are two green checkmark icons with text: "Authentication Phone is set to 443-123-4567 Change" and "Authentication Email is set to pigator@yshoo.com Change". At the bottom right is a blue "finish" button.

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.

A screenshot of a web page from Notre Dame of Maryland University. The header includes the university logo and name. The main heading is "don't lose access to your account!". Below it, a sub-heading says "Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long." There are four "Security question" labels, each followed by a dropdown menu and a text input field. Each input field has a red exclamation mark icon to its right. At the bottom right is a blue "finish" button.

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](http://portal.ndm.edu) and **click Gatormail/Office 365 Password Reset for students**.