

Jamf Connect: Password Reset via Login Screen

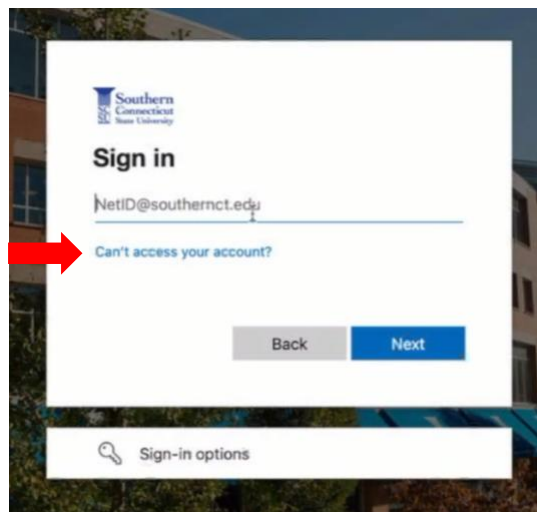
Introduction	1
Password Reset	1

Introduction

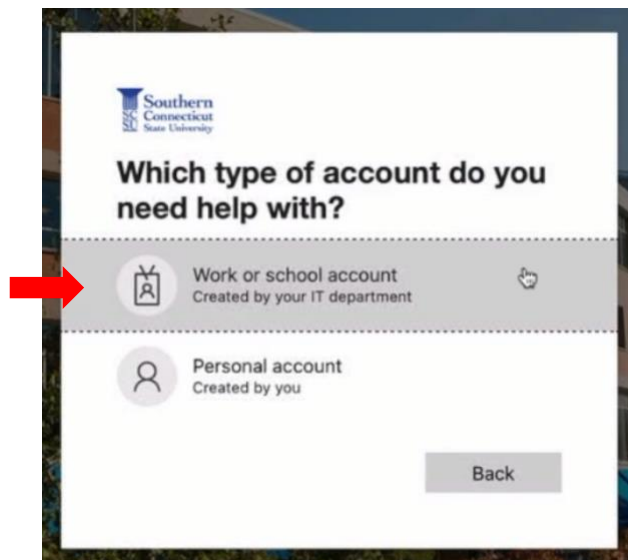
This guide details how to reset your password on the login screen of a university-issued Mac computer, using the Jamf Connect.

Password Reset

1. On the Microsoft log in window for the Mac, select “Can’t access your account?”.



2. Select “Work or school account”.



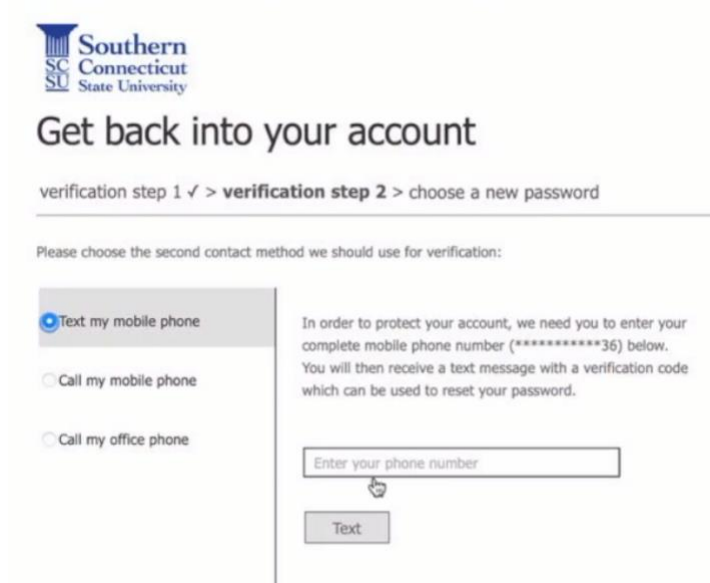
3. Enter your full SCSU email address, the captcha text below, then select “Next”.

The screenshot shows the Microsoft account recovery interface. At the top, it says "Microsoft" and "Get back into your account". Below that, it asks "Who are you?". A sub-instruction reads: "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There are three red octagonal callouts with white numbers and arrows: "1" points to the "Email or Username:" input field, "2" points to the captcha image, and "3" points to the "Next" button. The "Next" button is blue and labeled "Next", with a "Cancel" link next to it.

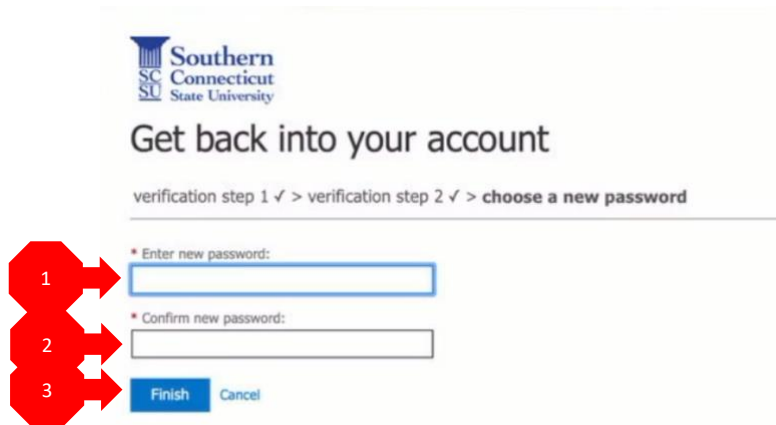
4. Select which method to authenticate with first and follow the instructions for that method.

The screenshot shows the Southern Connecticut State University account recovery interface. At the top, it features the university logo and the text "Southern Connecticut State University". Below that, it says "Get back into your account". A progress indicator shows "verification step 1 > verification step 2 > choose a new password". The main instruction is: "Please choose the first contact method we should use for verification:". There are four radio button options: "Email my alternate email" (which is selected), "Text my mobile phone", "Call my mobile phone", and "Call my office phone". To the right of these options, there is explanatory text: "You will receive an email containing a verification code at your alternate email address (X*****@aol.com)." Below this text is a blue "Email" button. At the bottom left, there is a "Cancel" link.

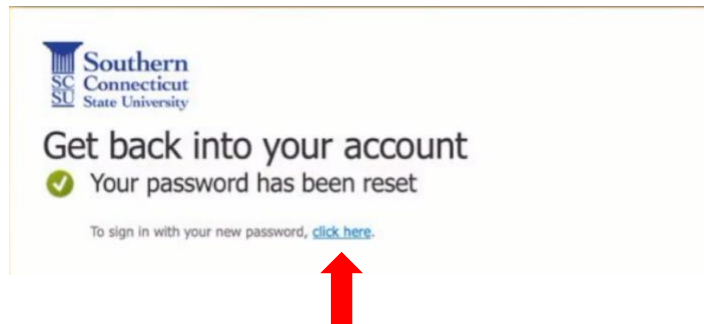
5. Select the second method of authentication and again, follow the instructions for that method.



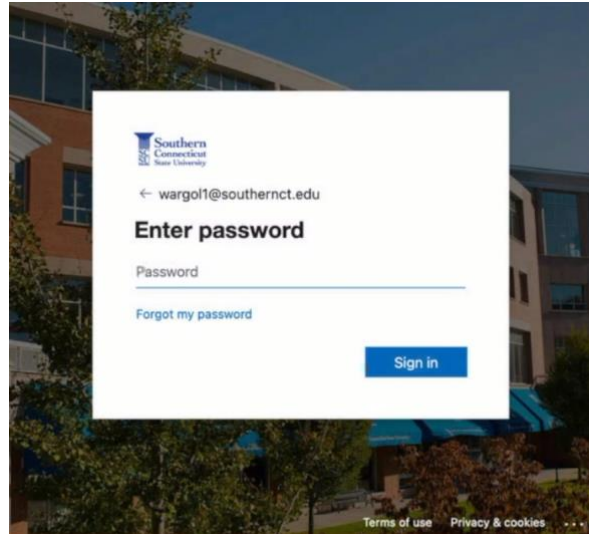
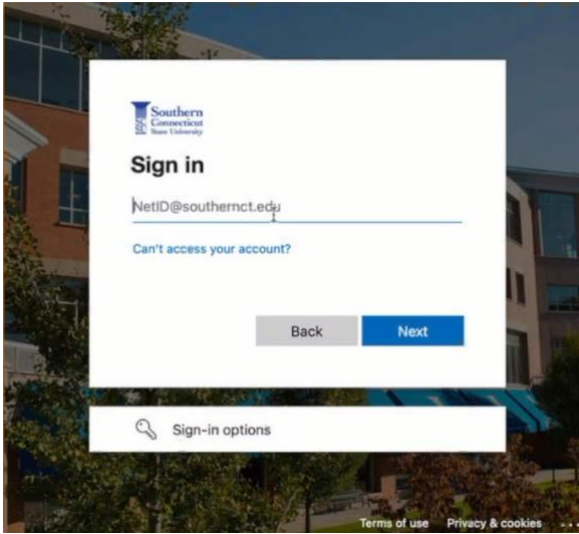
6. Enter a new password in the two boxes provided and select "Finish".



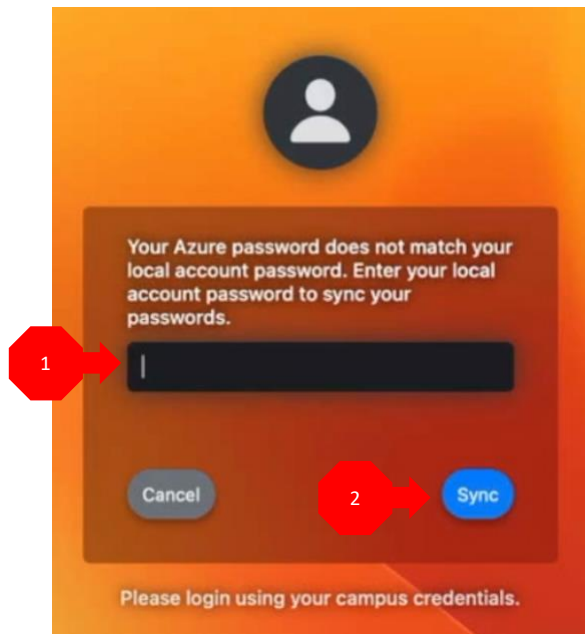
7. Select "click here" to sign in with the new password.



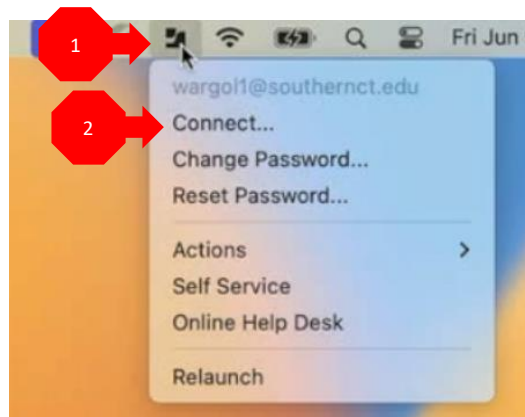
8. Sign in using your full SCSU email address and the new password created.



9. You will receive a notice that the Azure password and local password no longer match. Enter your **old password**, then “Sync”.



10. Once you are logged in, select the Jamf Connect icon from the top toolbar, then “Connect”.



11. Enter your new password and select "Sign in".

