Southern Connecticut State University

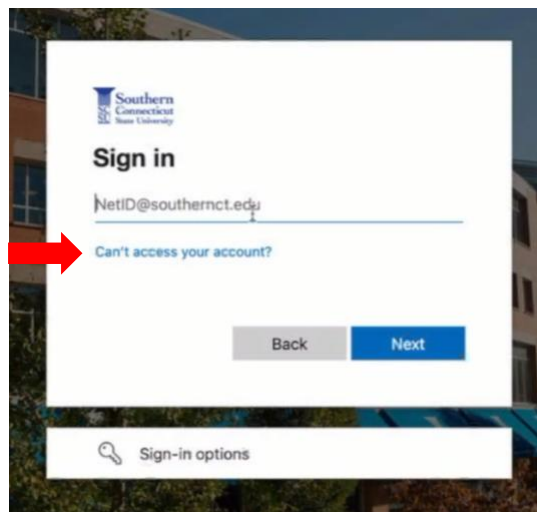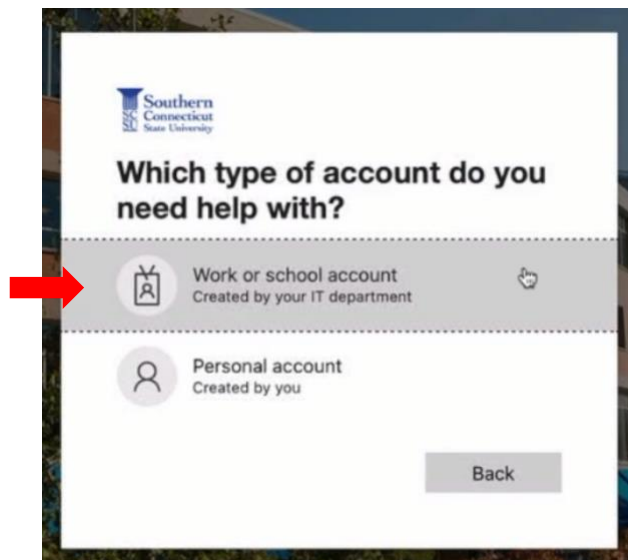# Jamf Connect: Password Reset via Login Screen

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?".
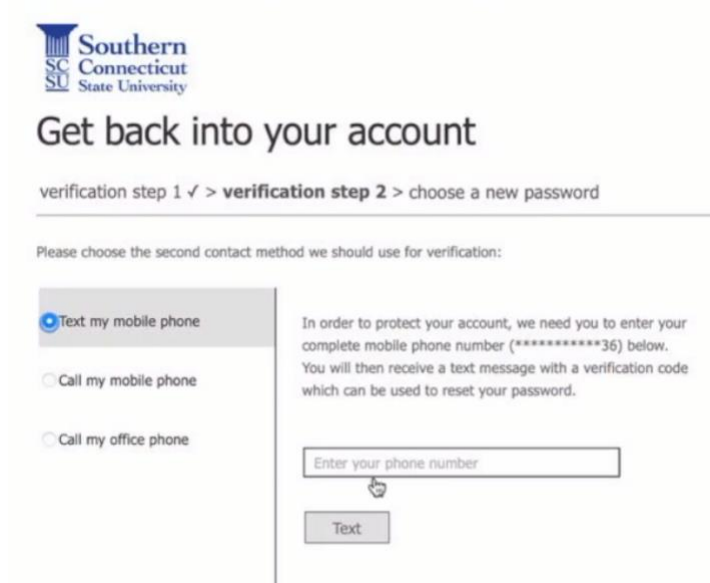

2. Select "Work or school account".

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

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

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

Southern Connecticut State University

Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

○ Text my mobile phone

○ Call my mobile phone

○ Call my office phone

In order to protect your account, we need you to enter your complete mobile phone number (***********36) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

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

Southern Connecticut State University

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

1 → * Enter new password:

2 → * Confirm new password:

3 → Finish   Cancel
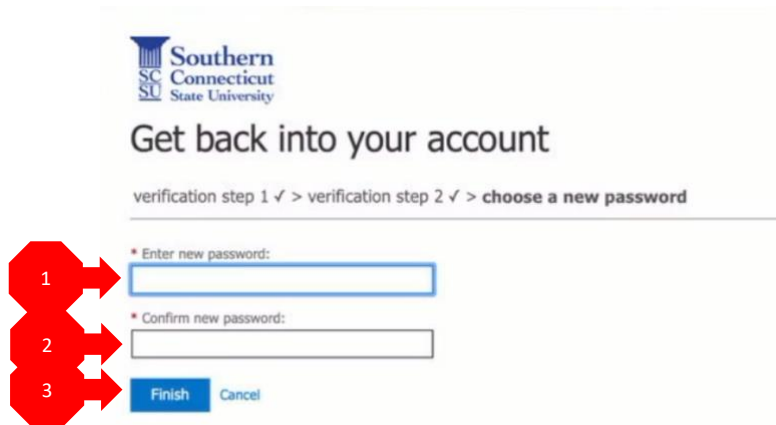
7. Select "click here" to sign in with the new password.

Southern Connecticut State University
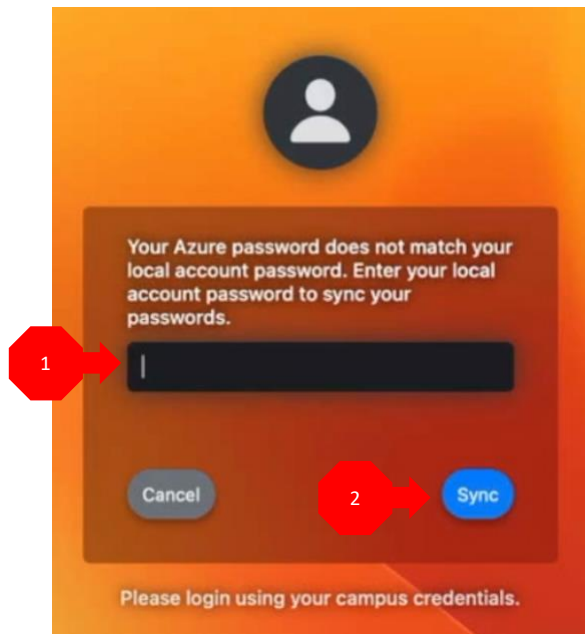
Get back into your account

✓ Your password has been reset

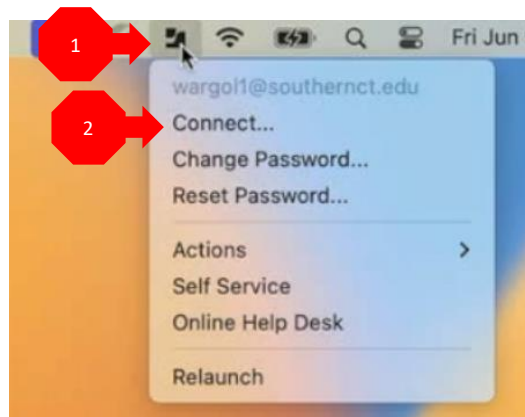To sign in with your new password, click here.
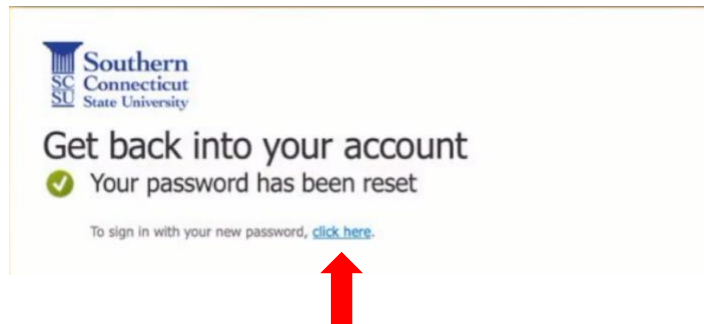
8. Sign in using your full SCSU email address and the new password created.
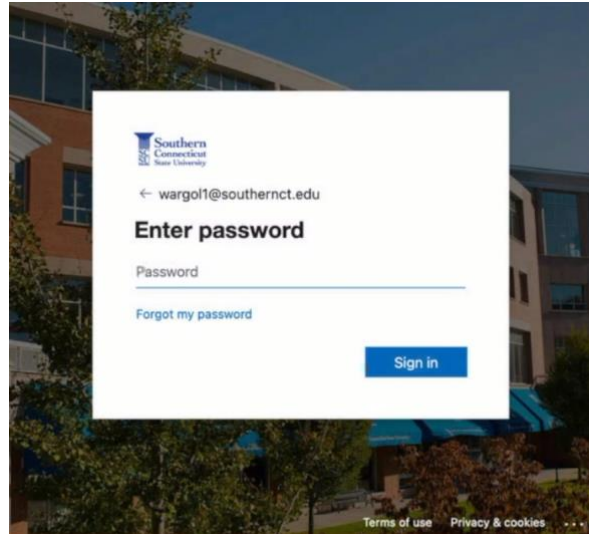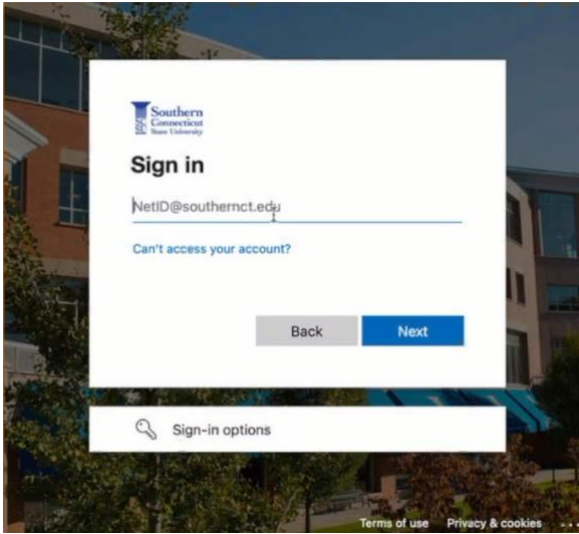
9. You will receive a notice that the Azure password and local password no longer match. Enter your **old password**, then "Sync".

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".