

FYI: Self Service Password Reset & 90 Day Expiration

Hall, Stephanie <Stephanie.Hall@austintexas.gov>

Wed 7/5/2023 10:15 AM

To: Boards and Commissions <BC@austintexas.gov>

Dear Liaisons,

The following message was sent to all board and commission members this morning. Every BC member will need to take action to update their Multi-factor Authentication (MFA) **before July 31, 2023**. Once they do this, they will no longer need to call CTM when they can't log into their city issued email, they will be able to reset their password on their own just as employees can. Yay! However, this also means their passwords will reset every 90 days as well.

Please make an announcement/reminder about this change in your July meeting and encourage all members to update their security settings before the deadline at the end of the month. If they need assistance, they should contact CTM (one last time). Do not create a ticket for this, it will only cause confusion and slow down the process - they need to call CTM directly: **CTM City Hall IT team at 512-974-2498 Mon.-Fri. between 8:00am-4:00pm** or the CTM Service Desk at (512) 974-4357.

Sincerely,
Stephanie Hall

From: Hall, Stephanie

Sent: Wednesday, July 5, 2023 9:55 AM

To: Boards and Commissions <BC@austintexas.gov>

Subject: Self Service Password Reset & 90 Day Expiration

Importance: High

Dear Board and Commission Members,

Starting July 31, 2023, CTM (Communications & Technology Management) will be implementing two security measures: Self Service Password Reset and a 90-day password expiration policy. These changes aim to enhance the security of our network and provide users with the ability to reset their passwords independently. To ensure a smooth transition, we kindly request that you set up your Multi-factor Authentication (MFA) **before July 31, 2023**. To set up your MFA preferences, visit the following link: <https://mysignins.microsoft.com/>. This process requires you to choose two methods of authentication (under security info), one of which is either the Authenticator app or a secret question.

Once these security features are activated, **your password will expire**. To reset your password, you will utilize Self Service Password Reset (SSPR) which works in conjunction with your chosen MFA methods. You can access the SSPR service by visiting <https://passwordreset.microsoftonline.com/>.

Refer the following link for detailed information and guidance on [O365 Multi-Factor Authentication \(MFA\)](#).

What Is Required of You?

- Visit: <https://mysignins.microsoft.com/> to choose two methods of authentication.
- Refer to the [O365 Multi-Factor Authentication \(MFA\)](#) document for guidance on setting up the Microsoft Authenticator App on your mobile phone or alternatively, you can choose the secret question as an authentication method.
- Once you have successfully set up two methods of authentication, you will have access to the new SSPR service. This service allows you to reset your password as needed without having to call the Help Desk. Detailed instructions on how to reset your user account password can be found in the [Password Reset](#) standard operating procedures document.

- When creating a new COA user account password, it must meet specific criteria. Your password should be a minimum of 14 characters long and include at least one number, one uppercase letter, one lowercase letter, and one special character.

HOW DO I GET TECHNICAL SUPPORT?

If you require technical support assistance, please contact the CTM City Hall IT team at 512-974-2498 Mon.-Fri. between 8:00am-4:00pm or the CTM Service Desk at (512) 974-4357.

Thank you for your cooperation and understanding in implementing these crucial security measures.

Sincerely,
Stephanie Hall
Assistant City Clerk