



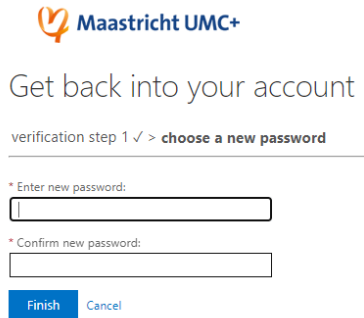


Change your password via the Self-Service password portal

This instruction guides you through the Self-Service password reset tool to get a new password for your MUMC+ account.

<p>1. Click</p> <p></p> <p>This will redirect you to:</p> <p>https://passwordreset.microsoftonline.com/</p>	<p>2. Type your Emailaddress and Enter the characters in the picture or the words in the audio.</p> <p>Get back into your account</p> <p>Who are you?</p> <p>To recover your account, begin by entering your email or username and the characters in the picture or audio below.</p> <p>Email or Username: *</p> <p><input type="text" value="FIRSTNAME.LASTNAME@MUMC.NL"/></p> <p>Example: user@contoso.onmicrosoft.com or user@contoso.com</p> <p></p> <p><input type="text" value="XKPVLY"/></p> <p>Enter the characters in the picture or the words in the audio. *</p> <p><input type="button" value="Next"/> <input type="button" value="Cancel"/></p> <p><i>Note: Sometimes the characters are not clear, click  for new characters!</i></p>
<p>3. Select "I forgot my password"</p> <p><input checked="" type="radio"/> I forgot my password</p> <p>No worries, we'll help you to reset your password using the security info you registered with us.</p> <p>And click:</p> <p><input type="button" value="Next"/></p>	<p>4. We will do an extra verification to make sure you are who you say you are. Per</p> <p>SMS</p> <p><input checked="" type="radio"/> Text my mobile phone</p> <p>Or Authenticator APP</p> <p><input checked="" type="radio"/> Enter a code from my authenticator app</p> <p>Select the preferred method and click</p> <p><input type="button" value="Next"/></p>
<p>5. (SMS)</p> <p>A. Check the last 2 digits hinted on screen and click</p> <p><input type="button" value="Next"/></p> <p>I. Type your complete number in the format 06 XXXXXXXXXX</p> <p><input type="text" value="Enter your phone number"/></p> <p>II. Type the code you get by SMS from Microsoft</p> <p><input type="text" value="Enter your verification code"/></p> <p>III. Click</p> <p><input type="button" value="Next"/></p>	<p>(Authenticator app)</p> <p>B.</p> <p>I. Open the authenticator app</p> <p></p> <p>II. Open your @mumc.nl account</p> <p>III. Type the "One-Time password code"</p> <p><input type="text" value="Enter your verification code"/></p> <p>IV. Click</p> <p><input type="button" value="Next"/></p>

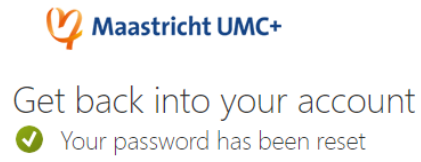
6. Type your new password now 2 times.



The screenshot shows the Maastricht UMC+ logo at the top. Below it is the text "Get back into your account" and "verification step 1 ✓ > choose a new password". There are two input fields: the first is labeled "* Enter new password:" and the second is labeled "* Confirm new password:". At the bottom, there are two buttons: "Finish" (in blue) and "Cancel".

Note: You cannot re-use an old password.

7.



The screenshot shows the Maastricht UMC+ logo at the top. Below it is the text "Get back into your account" and a green checkmark icon followed by the text "Your password has been reset".

8. Congratulations! Your password is changed. Wait ***10 minutes*** and try to re-login to the environment.