

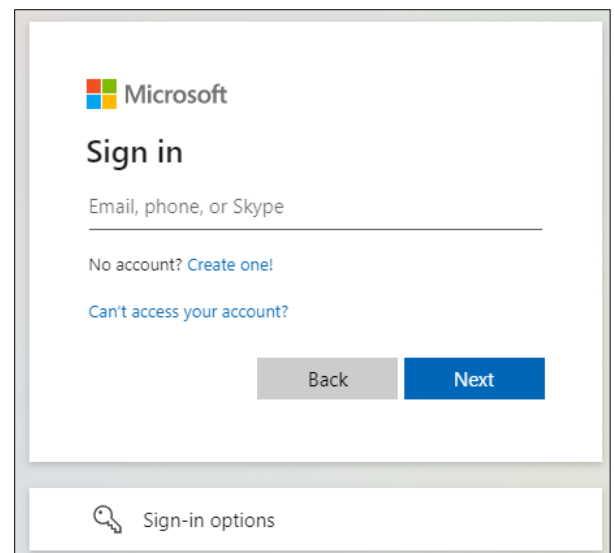
## Mobile Device Passcode Self-reset User Guide

### Overview

This user guide provides steps to self-reset mobile device passcodes. Note, this procedure only works with mobile devices enrolled in Intune.

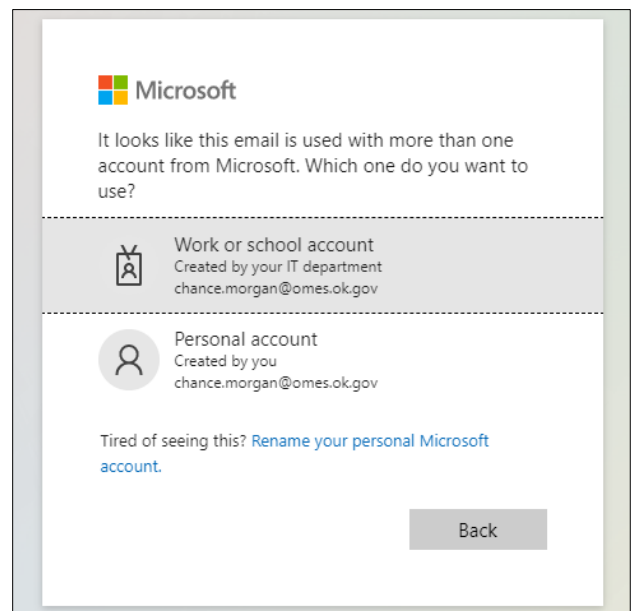
### Procedure

**Step 1:** Log in to <https://portal.manage.microsoft.com/> using your state-issued email account. Select **Next**, when prompted.



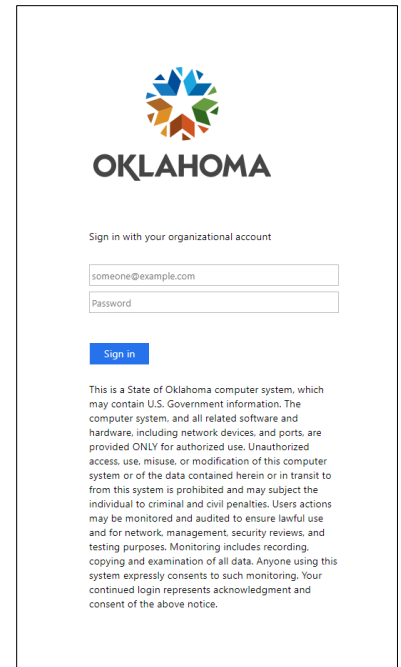
The screenshot shows the Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the heading "Sign in". There is a text input field labeled "Email, phone, or Skype". Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom right are two buttons: "Back" (grey) and "Next" (blue). At the bottom left is a link "Sign-in options" with a key icon.

**Step 2:** Select **Work or school account**.

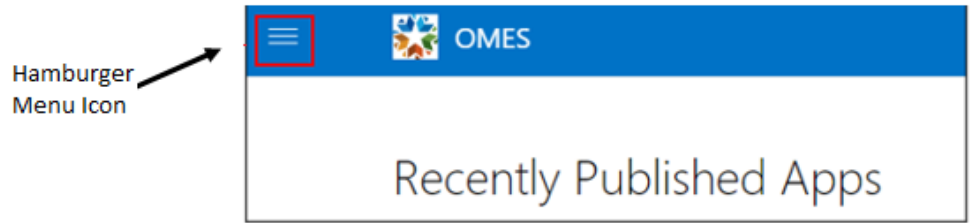


The screenshot shows the Microsoft account selection page. At the top left is the Microsoft logo. Below it is the text: "It looks like this email is used with more than one account from Microsoft. Which one do you want to use?". There are two account options listed, separated by a dashed line. The first option is "Work or school account" with a key icon, "Created by your IT department", and the email "chance.morgan@omes.ok.gov". The second option is "Personal account" with a person icon, "Created by you", and the email "chance.morgan@omes.ok.gov". Below the options is a link: "Tired of seeing this? Rename your personal Microsoft account.". At the bottom right is a "Back" button.

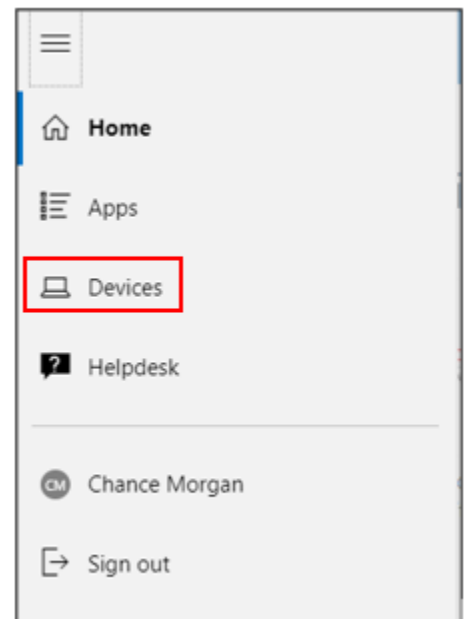
**Step 3:** Log in with your state-issued credentials.



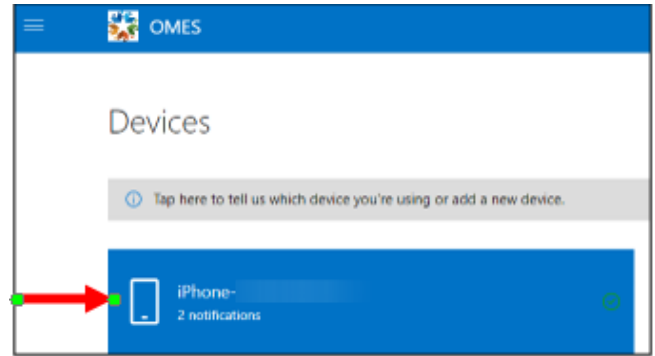
**Step 4:** Select the hamburger menu on the blue banner next to OMES, once logged in.



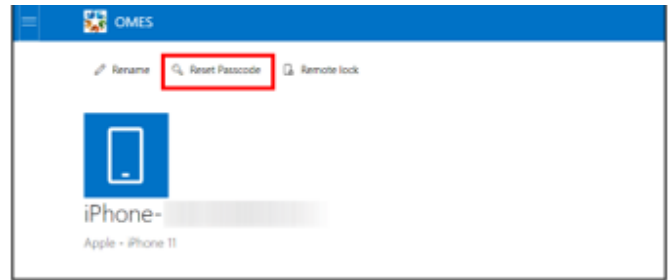
a. Select **Devices** from the hamburger menu.



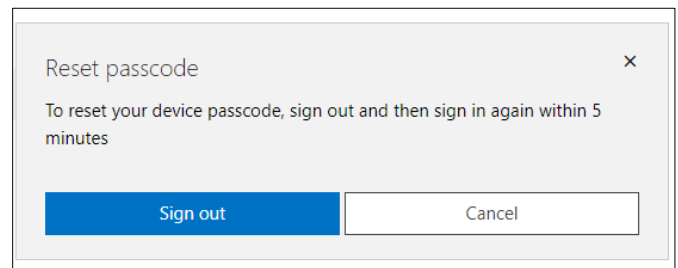
b. Select your mobile device.



c. Select the **Reset Passcode** option.



d. Select **Sign out**, when prompted.

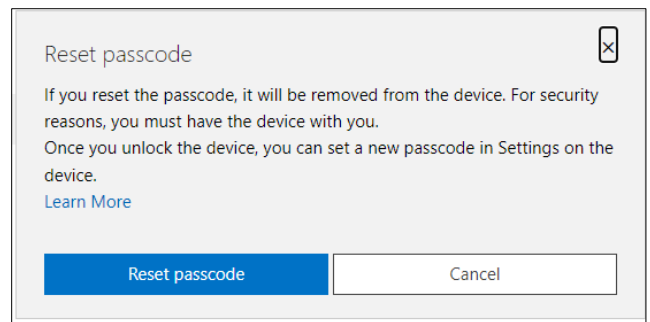


**Step 5:** Log back into <https://portal.manage.microsoft.com/> using your state-issued email account. Select **Next**, when prompted.

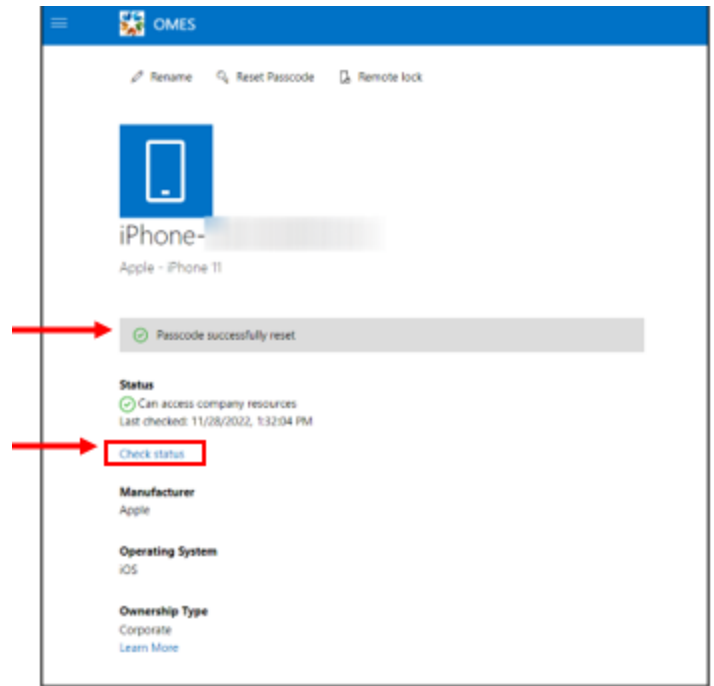
**Step 6:** Log back into your account, using state-issued credentials.

**Step 7:** **Reset passcode** should display.

- Select **Reset passcode**.
- Note, it may take a few seconds to communicate with the device. Once communication with the device is established, you should be able to swipe up without a passcode.



- c. If the device does not open, select the **Check status** option on the **Reset Passcode** screen.



**Step 8:** A **Passcode Requirement** popup should display on the device.

- a. Select **Change Now** when popup displays.
- b. **Reset Passcode** screen should display **Passcode successfully reset** message.

