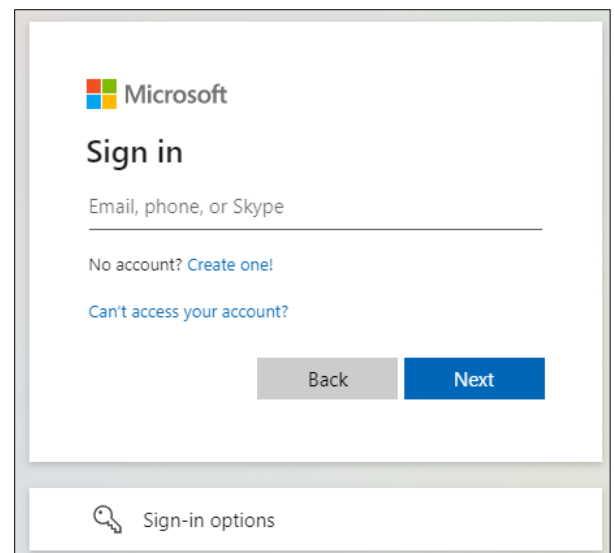# Mobile Device Passcode Self-reset User Guide

Overview

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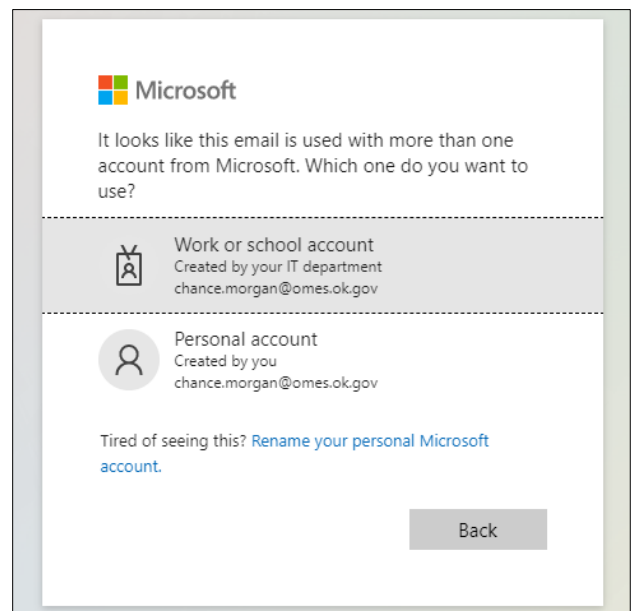
Procedure

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

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

Step 3: Log in with your state-issued credentials.
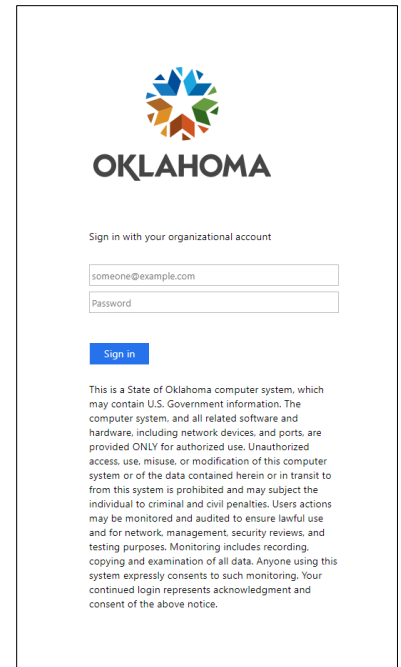
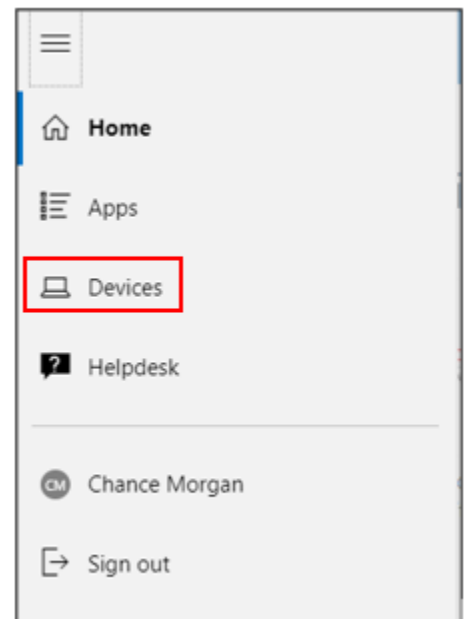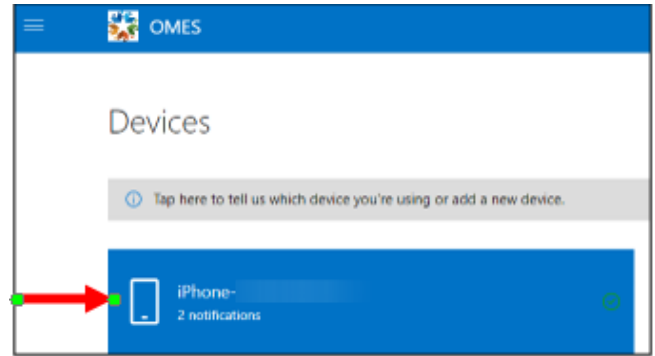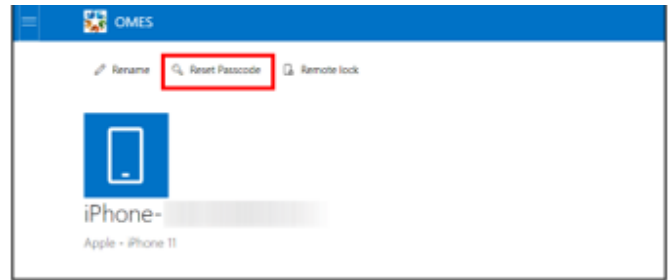**Step 4:** Select the hamburger menu on the blue banner next to OMES, once logged in.
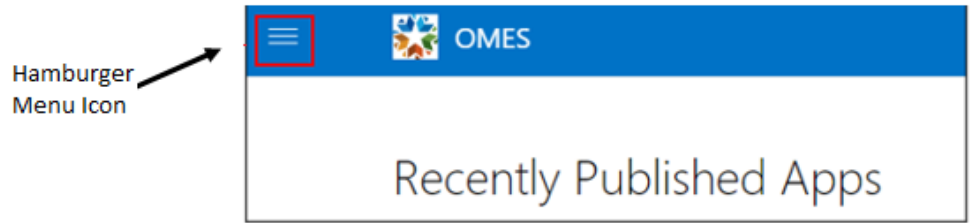
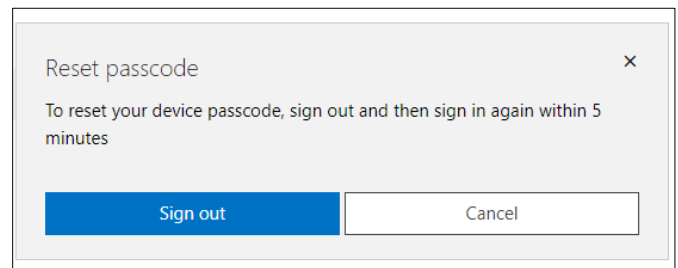a. Select **Devices** from the hamburger menu.

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.

a. Select **Reset passcode**.
b. 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.
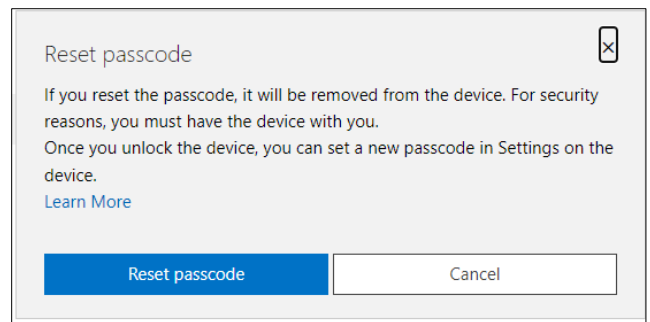
c. If the device does not open, select the **Check status** option on the **Reset Passcode** screen.
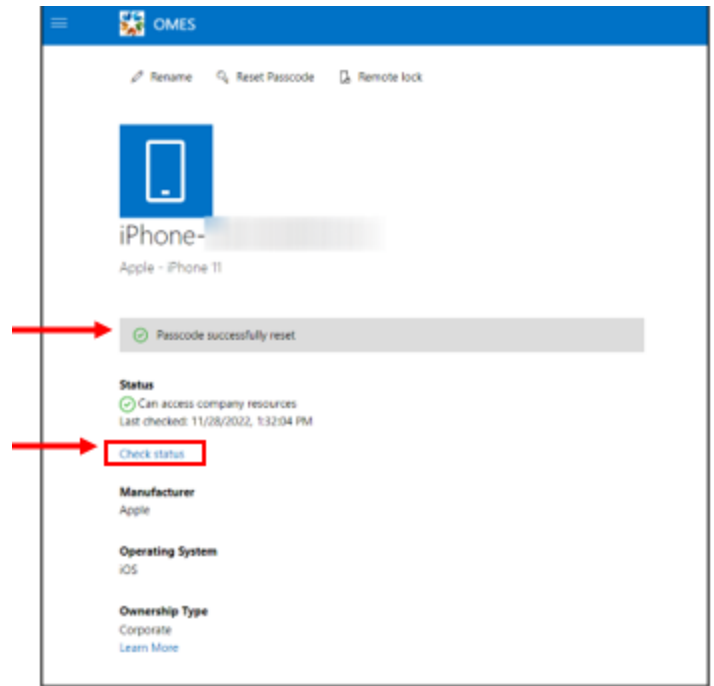
Step 8: A **Passcode Requirement** popup should display on the device.

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