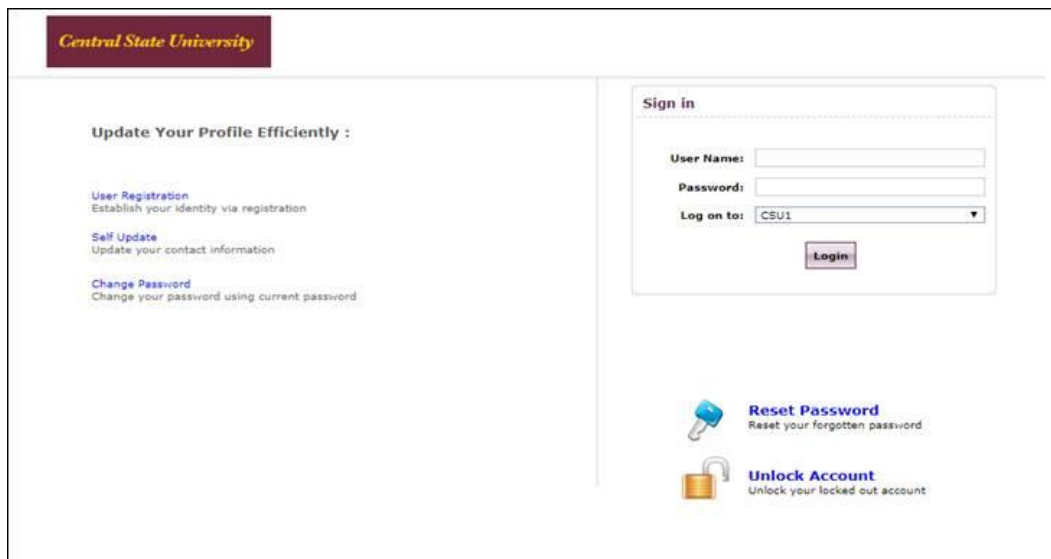


AD Manager Self-Service Password Reset INSTRUCTIONS

CSU IT has recently deployed a self-service password reset tool for all on campus and off campus users. You can now use this tool to reset your passwords for CSU COMPUTER LOGIN, CSU EMAIL, OFFICE 365, NETWORK ACCESS, BANNER 9, VPN ACCESS, and future CSU applications.

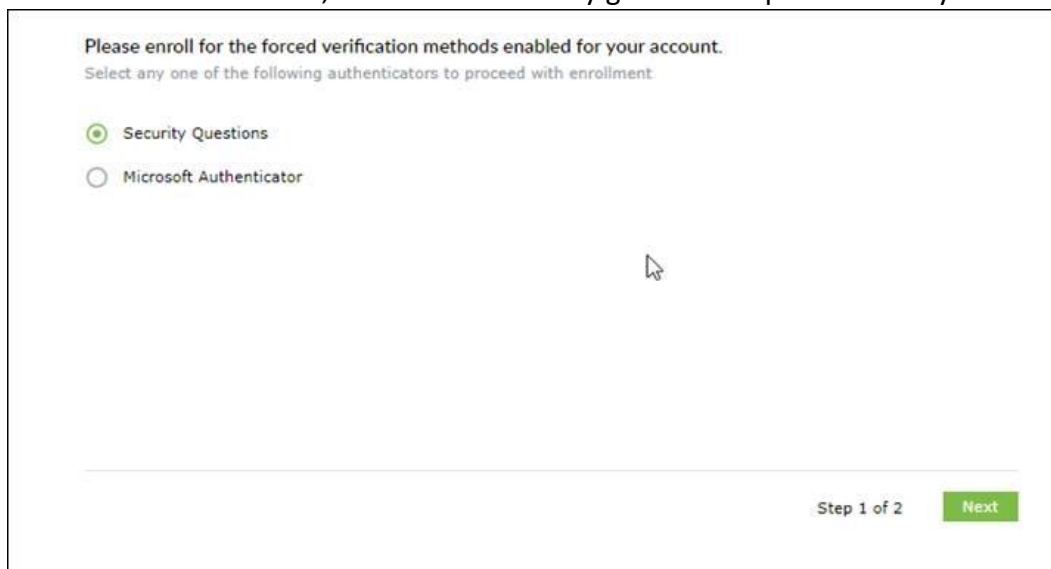
STEP 1: Users must signup/register at <https://csu-admanager.ces.edu/showLogin.cc> :



The screenshot shows the Central State University AD Manager self-service password reset tool interface. The page features a dark red header with the university's name. Below the header, there are two main sections. On the left, under the heading "Update Your Profile Efficiently :", there are three options: "User Registration" (Establish your identity via registration), "Self Update" (Update your contact information), and "Change Password" (Change your password using current password). On the right, there is a "Sign in" section with input fields for "User Name:", "Password:", and a "Log on to:" dropdown menu set to "CSU1", along with a "Login" button. Below the "Sign in" section, there are two icons: a blue key icon for "Reset Password" (Reset your forgotten password) and an orange padlock icon for "Unlock Account" (Unlock your locked out account).

STEP 2: Click on “Microsoft Authenticator” when prompted.


Users will have several verification options to choose from; however, CSU IT recommends using Microsoft Authenticator, which automatically generates a passcode via your cell phone.




The screenshot shows the Microsoft Authenticator enrollment screen. The text reads: "Please enroll for the forced verification methods enabled for your account. Select any one of the following authenticators to proceed with enrollment:". There are two radio button options: "Security Questions" (which is selected) and "Microsoft Authenticator". At the bottom right, there is a "Next" button and the text "Step 1 of 2".

Step 3: Download the recommended Microsoft Authenticator app (Android or iPhone). After selecting “Microsoft Authenticator,” you will be taken to the page shown below. Please follow the instructions to install the Microsoft Authenticator app on your Android or iOS mobile device.

Please enroll for the forced verification methods enabled for your account.

 Microsoft Authenticator

1. Install [Microsoft Authenticator](#).
2. Go to the Microsoft Authenticator app. Select Add account > Other (Google, Facebook, etc.).
3. Scan the displayed barcode. A one-time-passcode is generated in the app.




[Can't scan the image?](#)

4. Enter the code generated by the Microsoft Authenticator app

Step 2 of 2

Step 4: Set Up Security Questions when prompted:

Please enroll for the forced verification methods enabled for your account.

 Security Questions

Question :

Question :

Question :

Question :

Hide Answer(s)

- The minimum length of the question(s) should be 5 characters and maximum allowed is 255 characters
- The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters

Step 2 of 2

Step 5: Reset Password or Unlock Account

Once you are registered, you may return to <https://csu-admanager.ces.edu/showLogin.cc> anytime to reset your password or unlock your account on your own. There is no need to call CSU IT anymore to have this done! Click one of the options below and answer the security questions or use the recommended **Microsoft Authenticator** by logging in and following the steps provided. Each time you reset your password or unlock your account, you will receive a numerical code via the **Microsoft Authenticator** app on your cell phone for verification. Enter this code where prompted on your computer to reset your password or unlock your account.

