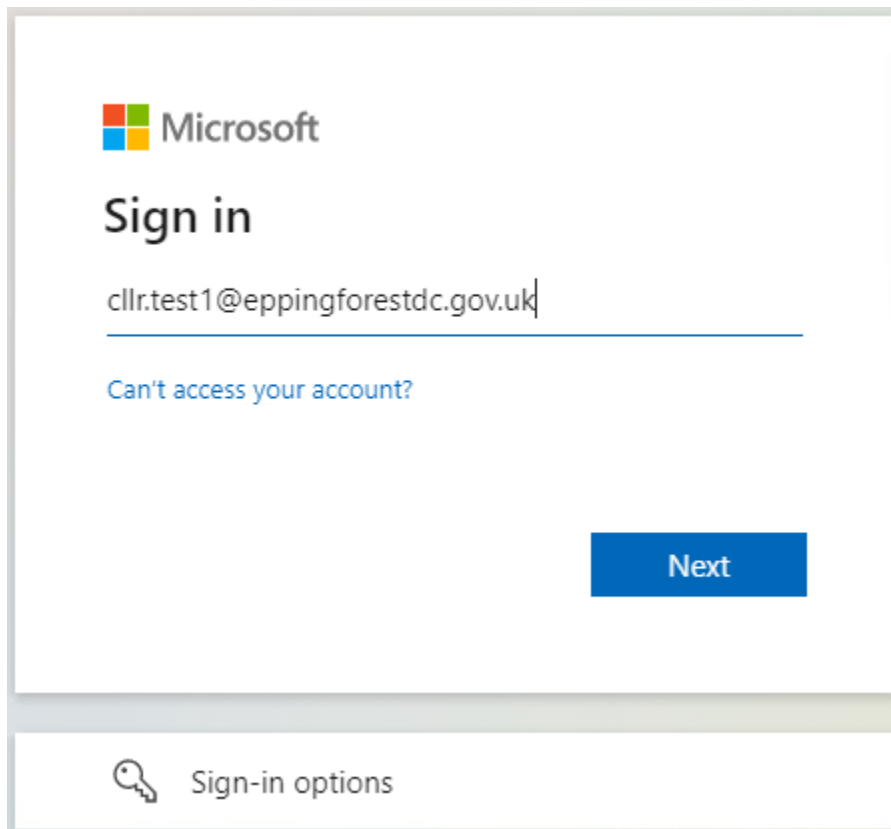


Register for Self Service Password Reset (SSPR) and Multi-Factor Authentication (MFA)

To register for Self Service Password Reset (SSPR) and Multi-Factor Authentication (MFA) you must login to the following web page while logged in from the Civic Offices network.

<https://aka.ms/mysecurityinfo>

If requested to, please sign in with your corporate account:




Microsoft

Sign in

cldr.test1@eppingforestdc.gov.uk

[Can't access your account?](#)

Next

 Sign-in options



← cllr.test1@eppingforestdc.gov.uk

Enter password

.....

[Forgotten my password](#)

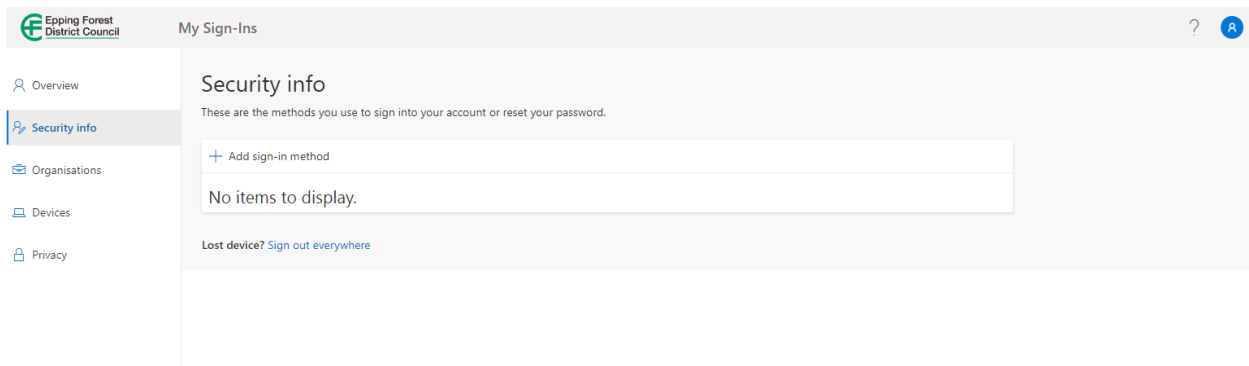
Sign in

Welcome to Epping Forest District Council

Click on **No** on the 'Stay signed in?' window:



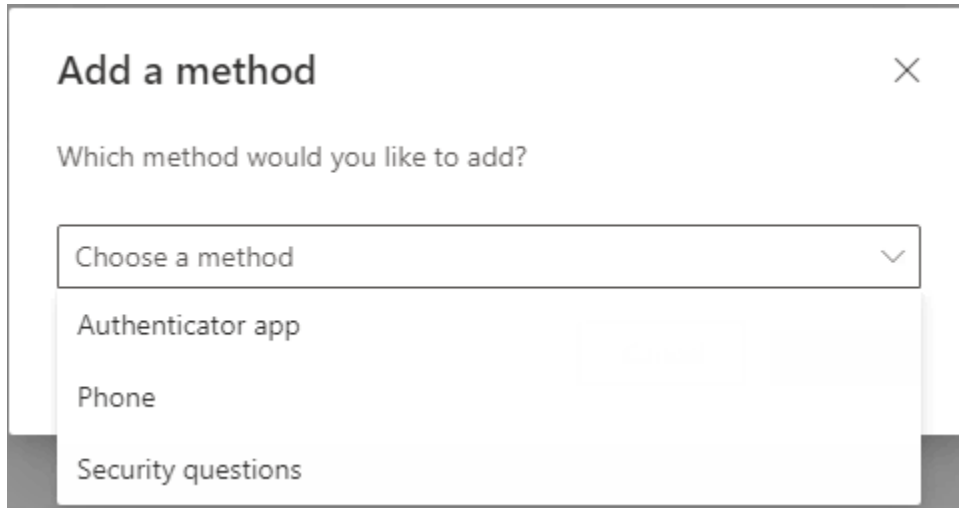
You will then be presented with the **Security Info** page:



Click **Add sign-in method**:

[+ Add sign-in method](#)

From the **Add a method** window, click **Choose a method**, select your preferred method from the list and click the **Add** button:



When you have set up one it is recommended that you setup another as a backup method.

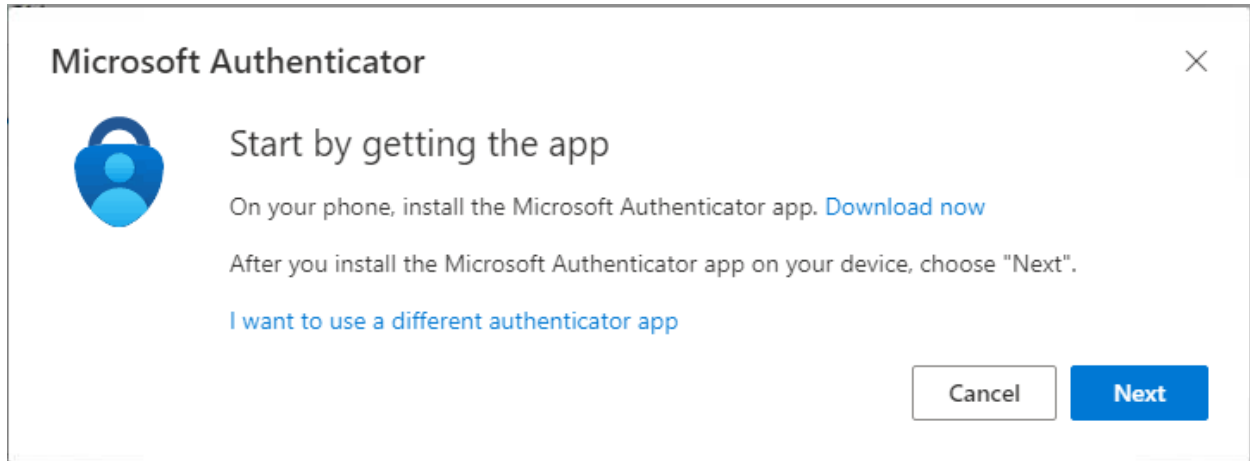
Select one of these for further information:

[Microsoft Authenticator App](#)

[Phone](#)

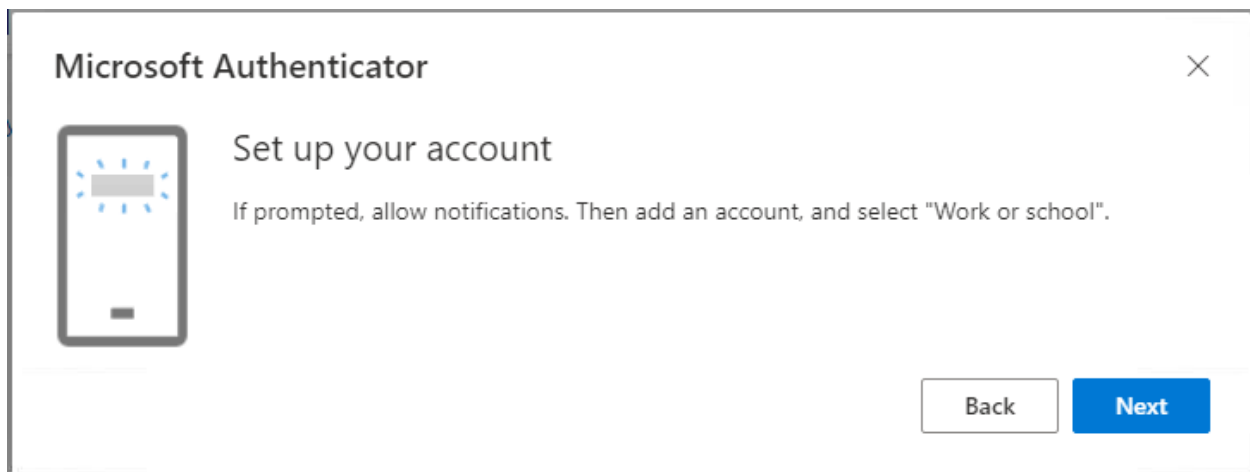
[Security Questions](#)

Microsoft Authenticator App



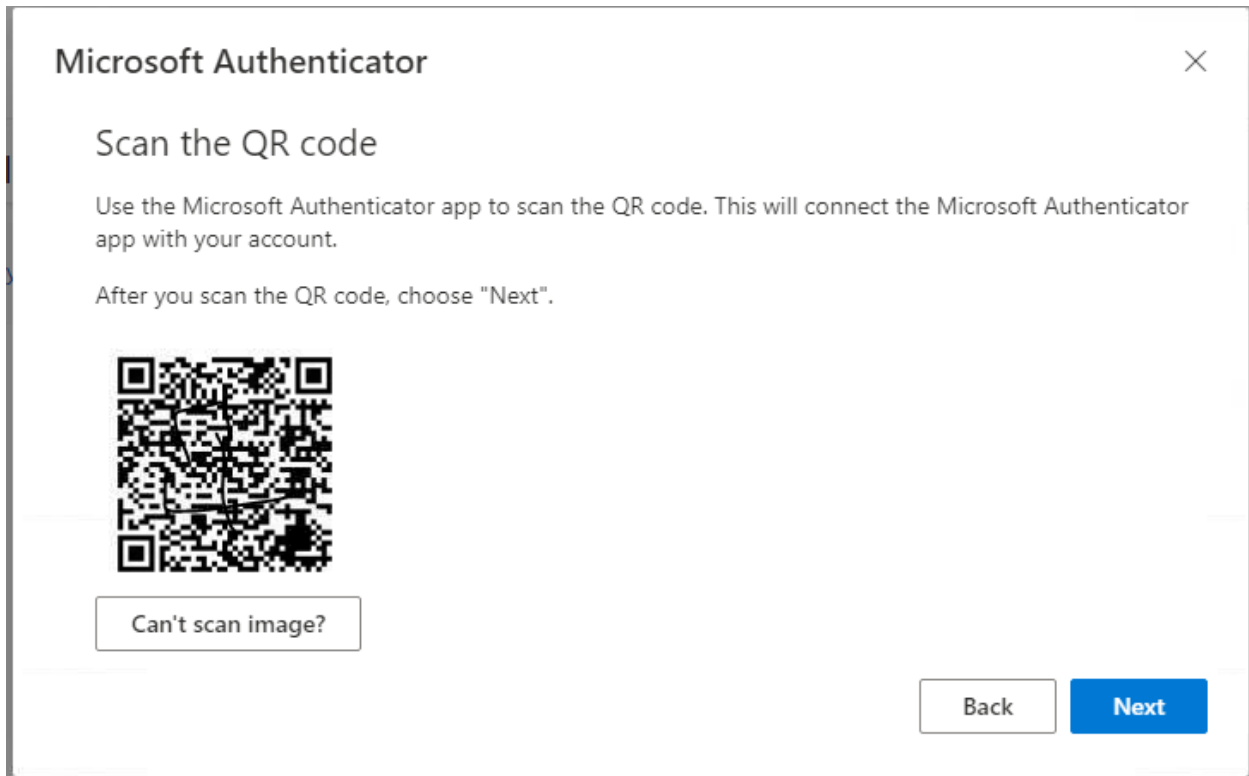
Follow the on-screen instructions: Install the Microsoft Authenticator app on your mobile phone.

Click **Next**



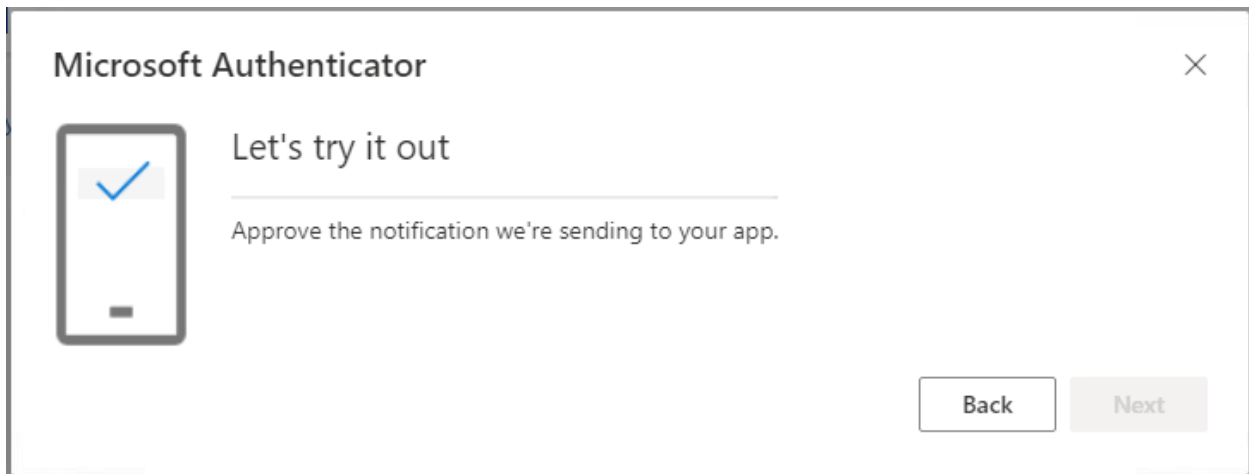
Launch the app and allow notifications. Add an account and select "Work or school", select to scan QR code

Click **Next**

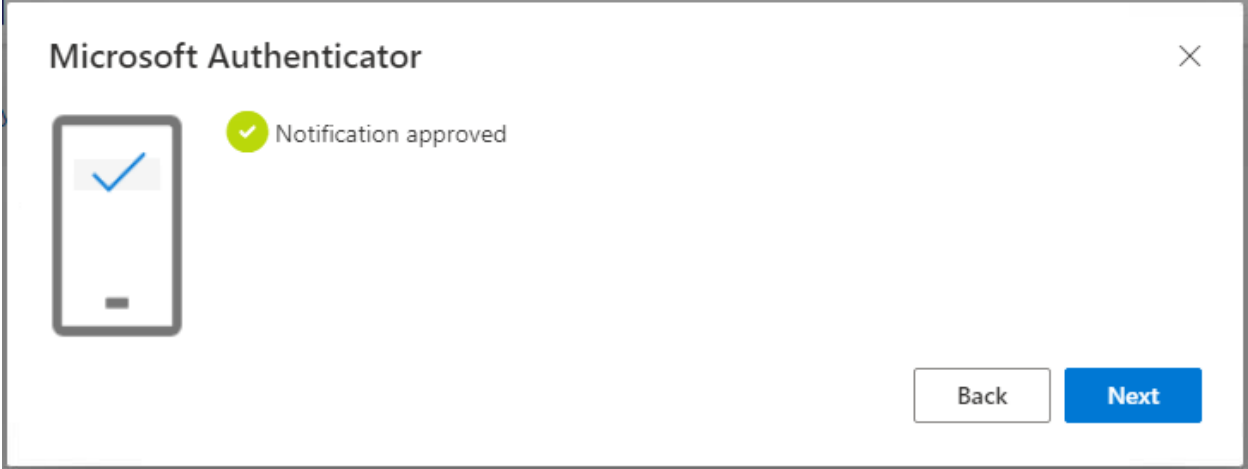


Scan the QR code that is presented to you. Click **Next**

You will be sent an mfa request to the app:



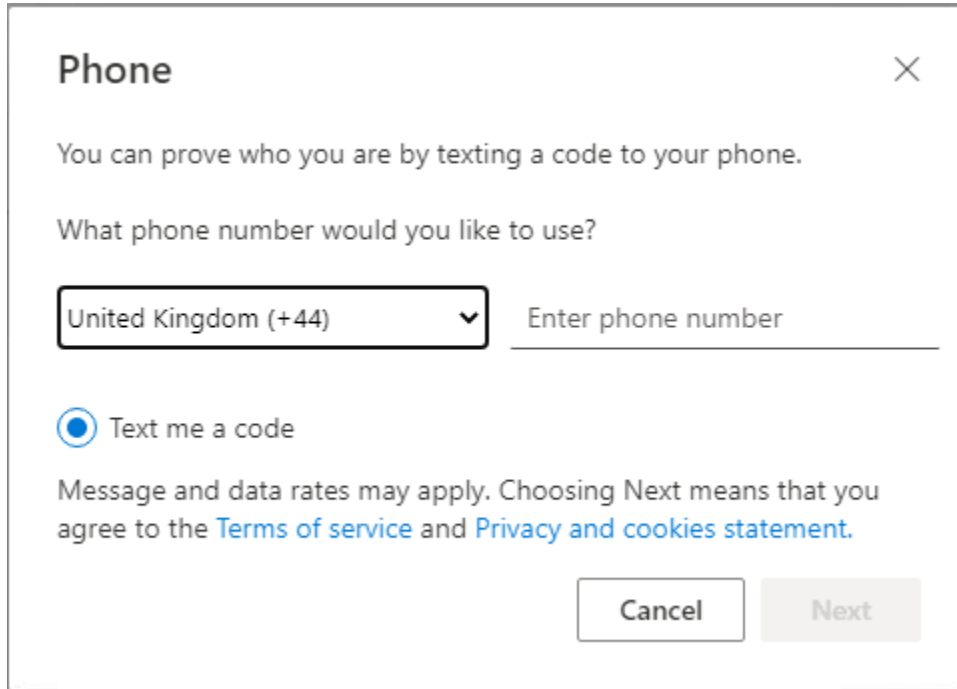
Approve the request and you should get the following message:



Click **Next**

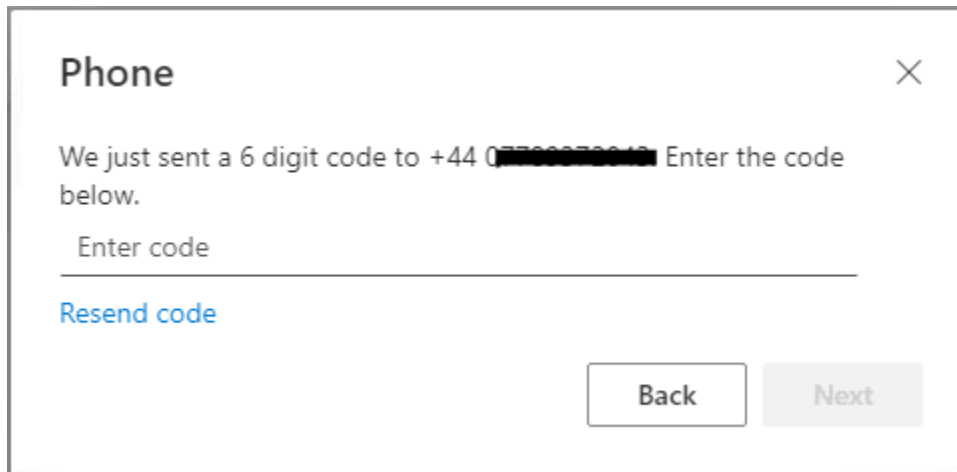
Phone

The following window will appear when you select Phone:



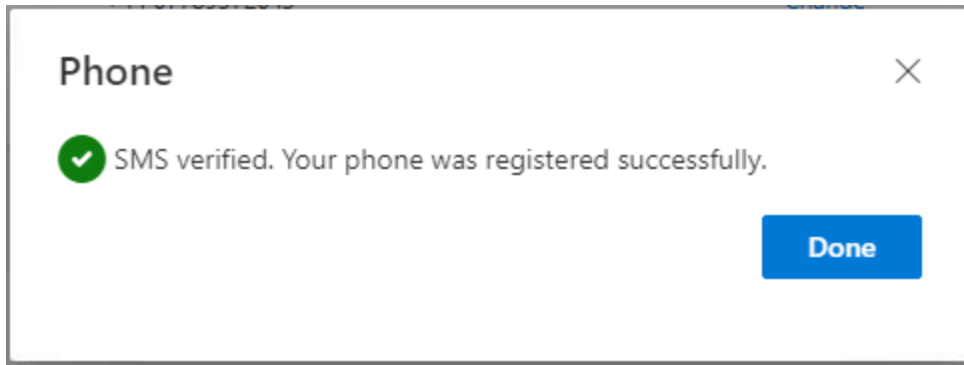
A screenshot of a 'Phone' verification window. The title 'Phone' is at the top left, and a close button 'X' is at the top right. The main text reads: 'You can prove who you are by texting a code to your phone. What phone number would you like to use?'. Below this is a dropdown menu showing 'United Kingdom (+44)' with a downward arrow, followed by a text input field labeled 'Enter phone number'. Underneath is a radio button with a blue dot, labeled 'Text me a code'. Below the radio button is a paragraph: 'Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).' At the bottom are two buttons: 'Cancel' and 'Next'.

Select the **United Kingdom (+44)** from the list and then enter your phone number and click **Next**



A screenshot of a 'Phone' verification window. The title 'Phone' is at the top left, and a close button 'X' is at the top right. The main text reads: 'We just sent a 6 digit code to +44 07700070019 Enter the code below.' Below this is a text input field labeled 'Enter code'. Underneath is a blue link labeled 'Resend code'. At the bottom are two buttons: 'Back' and 'Next'.

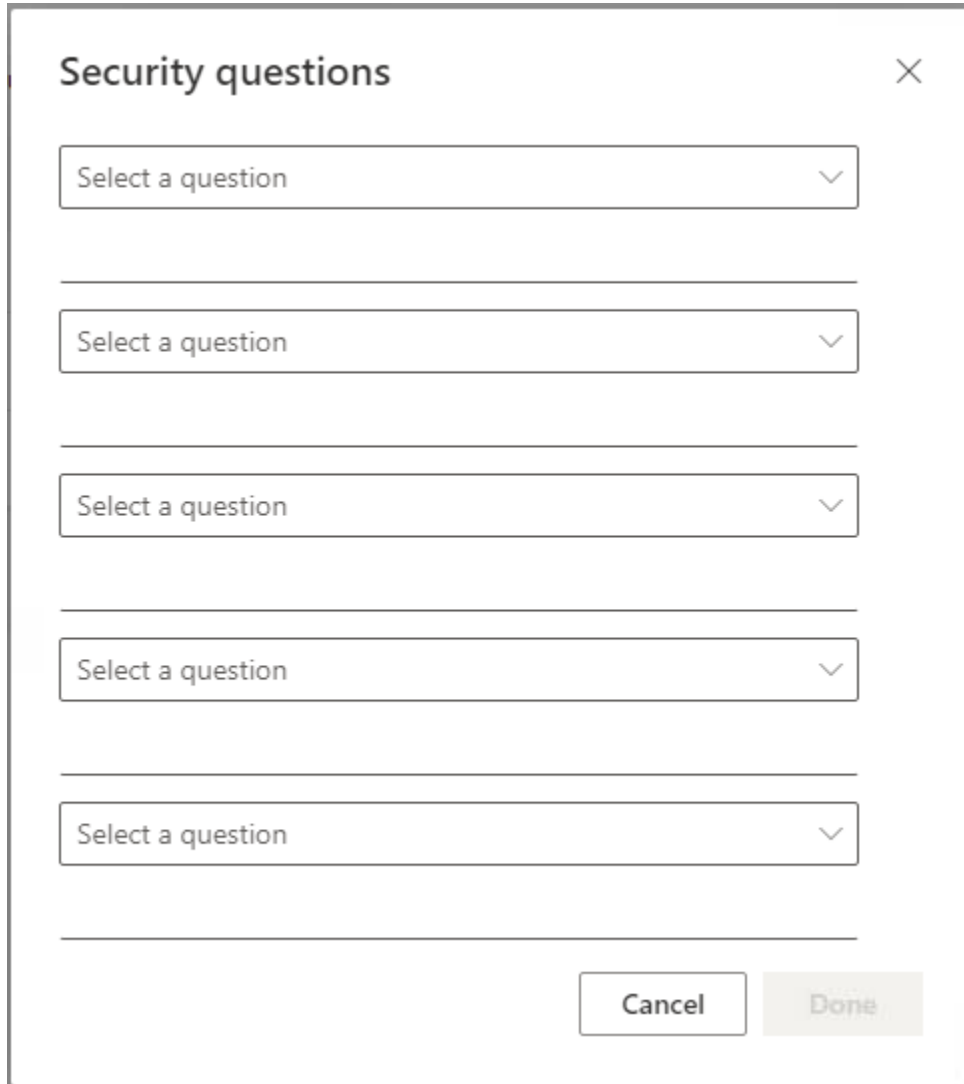
You will be sent a 6 digit code to your mobile number, enter the code and press **Next**



If successful you will see this screen, click **Done** to finish.

Security Questions

The following window will appear when you select Security Questions:



The image shows a dialog box titled "Security questions" with a close button (X) in the top right corner. Inside the dialog, there are five vertically stacked dropdown menus, each containing the text "Select a question" and a downward-pointing arrow. Below the dropdown menus, there are two buttons: "Cancel" and "Done". The "Done" button is highlighted in a light gray color, indicating it is the active or default button.

Select a question from each drop down list and write the answer below each one.

Click **Done** when finished.