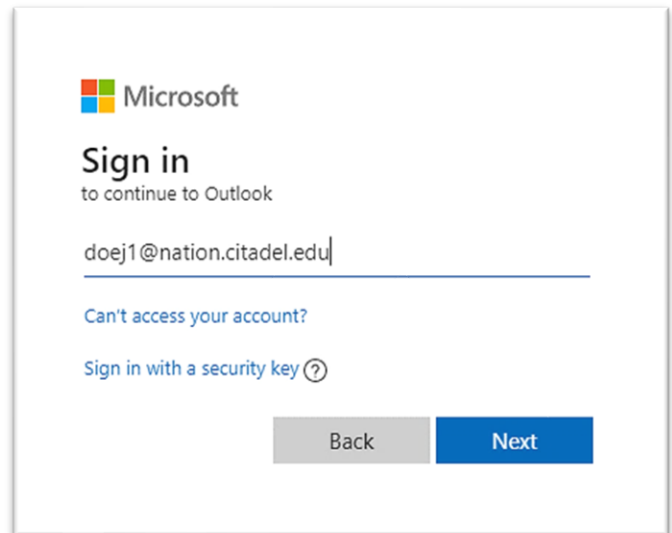


# Enroll in the Microsoft Office 365 Password Manager:

To begin, please follow these steps:

- 1) Sign in to Canvas or [Microsoft Office 365](#) using your username@nation.citadel.edu



Microsoft

Sign in  
to continue to Outlook

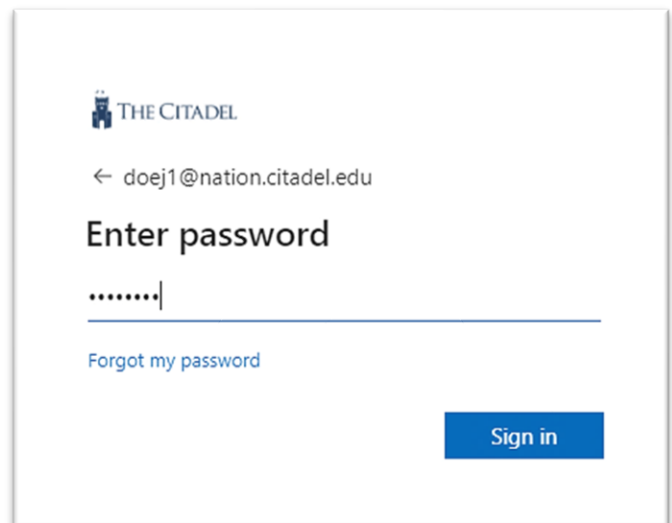
doej1@nation.citadel.edu

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

[Sign in with a security key ?](#)

Back Next

- 2) Enter your Lesesne Gateway password.



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← doej1@nation.citadel.edu

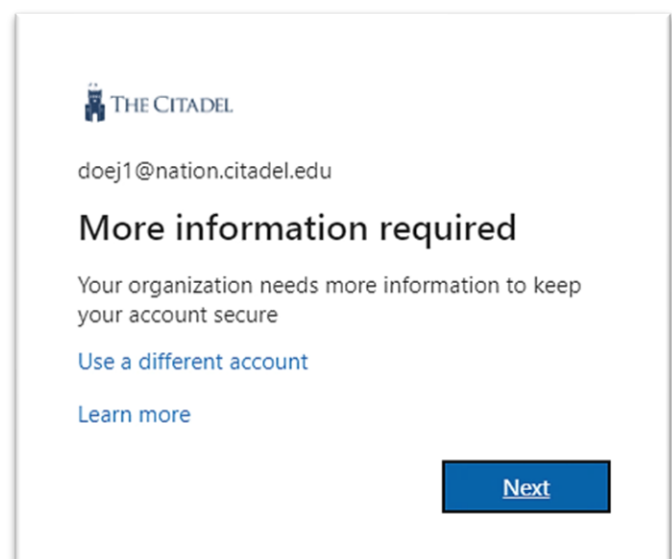
Enter password

.....

[Forgot my password](#)

Sign in

- 3) You will now be forced to enroll in the Office 365 Password Manager. Click **“Next”** to proceed.



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doej1@nation.citadel.edu

More information required

Your organization needs more information to keep your account secure

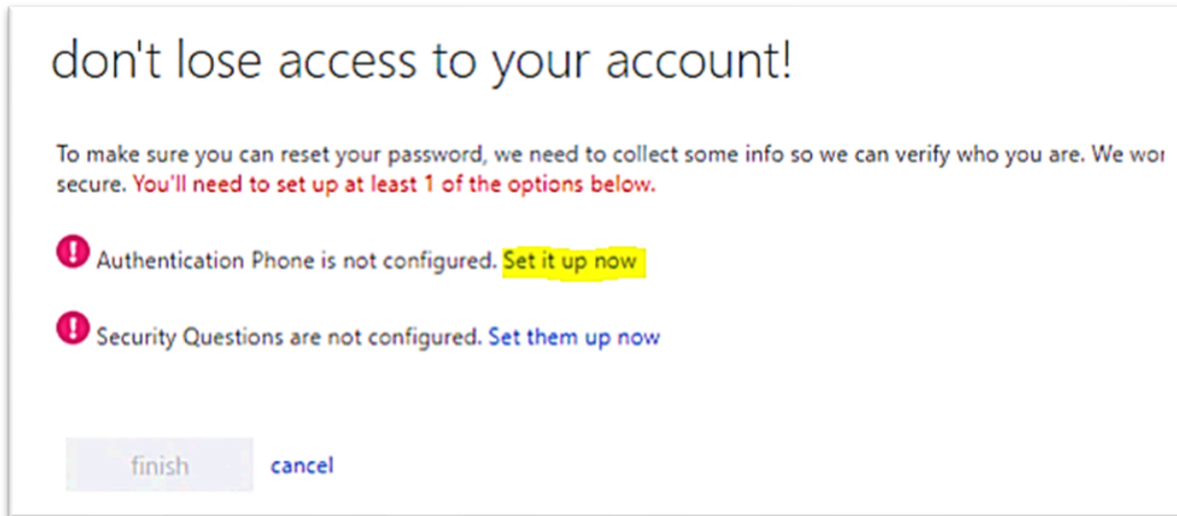
[Use a different account](#)

[Learn more](#)

Next

4) You will need to configure authentication for your phone and establish security questions. We will start with the authentication for your phone.

a. Click “**Set it up Now**”



don't lose access to your account!

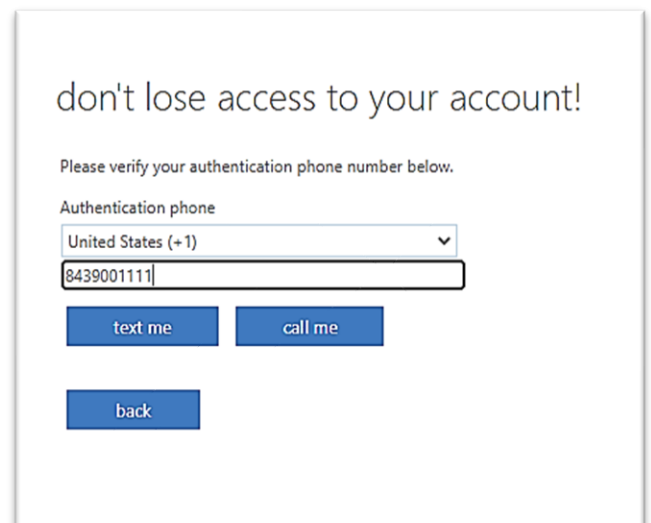
To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't be able to help you if you don't set up these options. You'll need to set up at least 1 of the options below.

- ! Authentication Phone is not configured. **Set it up now**
- ! Security Questions are not configured. [Set them up now](#)

[finish](#) [cancel](#)

5) Type in your cell phone number.

a. Click “**Text Me**” or “**Call Me**” to receive a code from Microsoft. Choose whichever option is most convenient for you.



don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

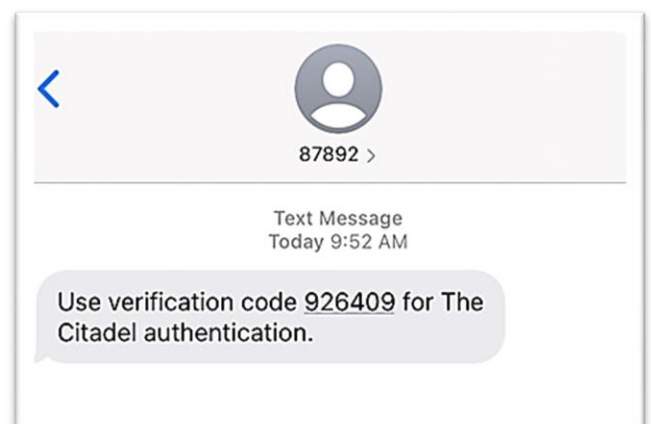
8439001111


[text me](#) [call me](#)

[back](#)

6) If you selected “**Text Me**”, you will receive a text message with the verification code.

If you selected “**Call Me**”, you will receive a phone call with the verification code.



<  87892 >

Text Message  
Today 9:52 AM

Use verification code **926409** for The Citadel authentication.

- 7) Enter the verification code.
  - a. Click **“Verify”**.

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1) [redacted]

text me call me

We've sent a text message containing a verification code to your phone.

926409 [verify] try again

back

- 8) Now we will establish security questions.  
Click **“Set Them up Now”**.

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We want you to be secure. You'll need to set up at least 1 of the options below.

! Security Questions are not configured. Set them up now

finish cancel

- 9) Select and answer three security questions that are personal and private to you.
  1. Once you are finished, Click **“Save Answers”**.

don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.

Security question 1

When you were young, what did you want to be when you grew up? [redacted] ✓

Security question 2

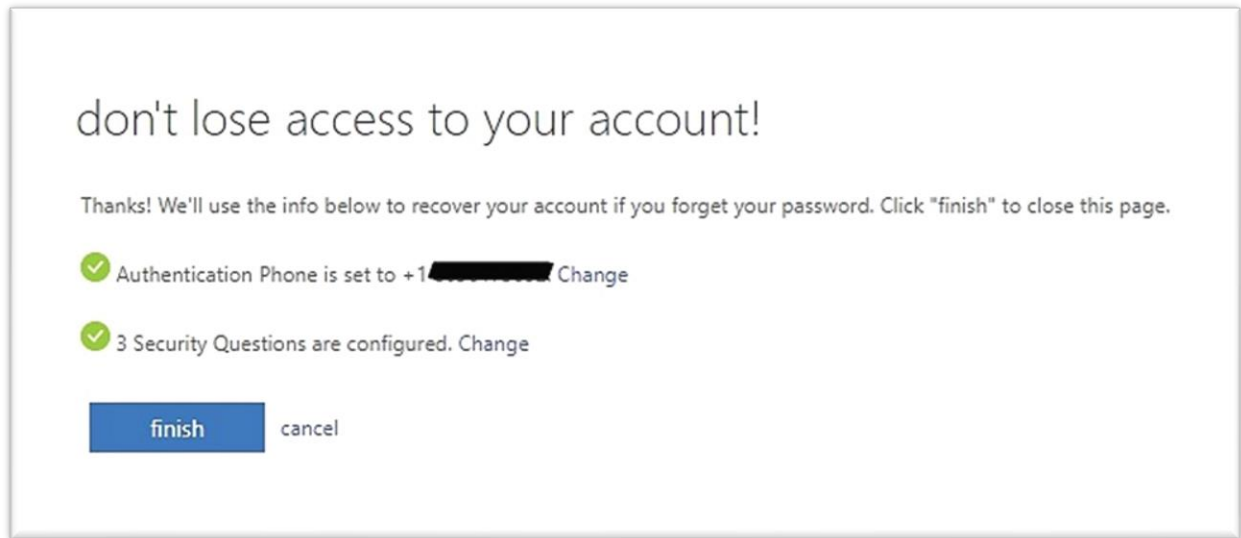
What was the name of your first pet? [redacted] ✓

Security question 3

What was the name of your favorite stuffed animal? [redacted] ✓

save answers

10) Once you have completed both of the Authentication Methods, click “Finish”.



11) You have enrolled in the Microsoft Office 365 Password Manager.


**You will now need to reset your password.**

Please continue to the next page in this guide for a step by step tutorial on how to change your password using the Microsoft Office 365 Password Manager.

# How to Reset your Citadel Password:

To begin, please follow these steps:

- 1) Go to <https://passwordreset.citadel.edu>
  - a. Replace “**USERNAME**” with your Lesesne Gateway username.
  - b. Type the characters that you see on the screen and choose “**Next**”.

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## Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

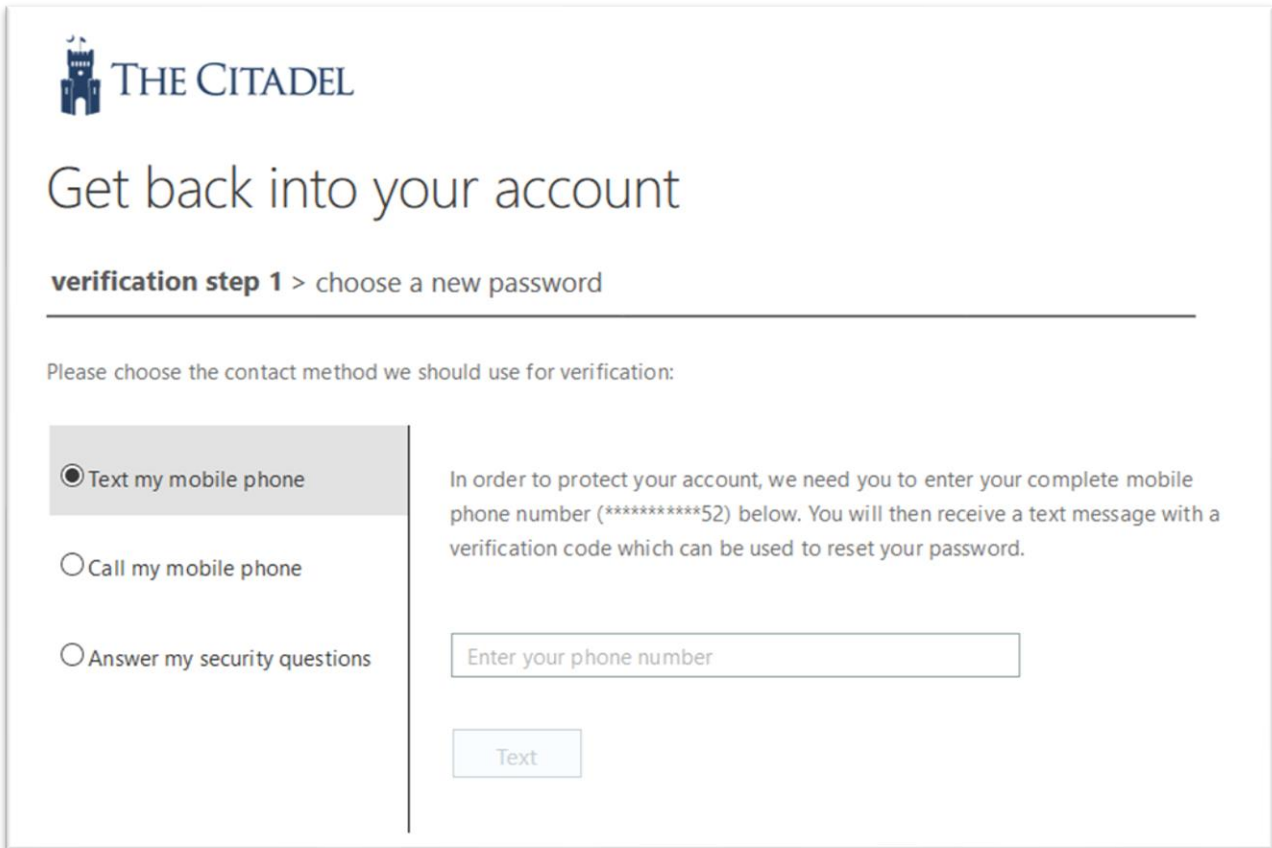
Email or Username:


Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

- 2) Now choose the option which works best for you to verify your identity.  
In this example we will use the “**Text my mobile phone**” option.
- a. Enter your mobile phone number and choose “**Next**”.



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## Get back into your account

**verification step 1** > choose a new password

---

Please choose the contact method we should use for verification:

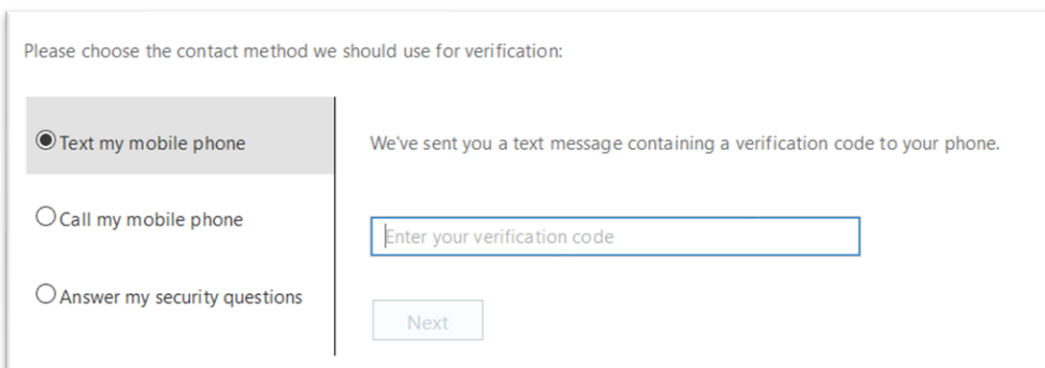
☒ Text my mobile phone

☐ Call my mobile phone

☐ Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*52) below. You will then receive a text message with a verification code which can be used to reset your password.

- 3) Enter the verification code that you received on your mobile phone and then click “**Next**”.



Please choose the contact method we should use for verification:

☒ Text my mobile phone

☐ Call my mobile phone

☐ Answer my security questions

We've sent you a text message containing a verification code to your phone.

4) Now we are going to establish a new password for your Citadel account.

**Passwords must meet complexity requirements:**

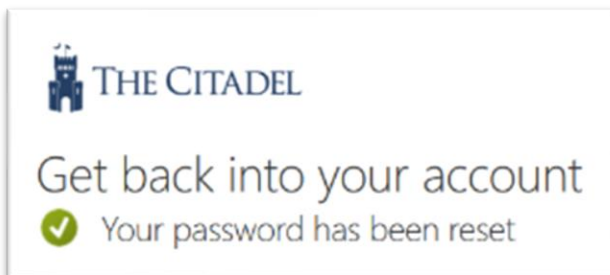
- a. Must contain at least **12 characters**.
- b. Use of uppercase letters, numbers, and passphrases are encouraged.
- c. Passwords must **not** be easily guessable.

Type your new password and click “**Finish**”.



The screenshot shows the Citadel login interface. At the top is the Citadel logo and the text "THE CITADEL". Below this is the heading "Get back into your account". Underneath, it says "verification step 1 ✓ > choose a new password". There are two input fields: "Enter new password:" and "Confirm new password:", both with masked characters. At the bottom are two buttons: "Finish" (highlighted in blue) and "Cancel".

5) Congratulations you have now successfully changed your Citadel password!  
Any future logins to Citadel systems will require the use of your newly established password.



If you experience any issues or have any questions,  
please contact the Help Center at 843-953-HELP or [helpdesk@citadel.edu](mailto:helpdesk@citadel.edu)