

Setting up challenge questions for new password reset process

The next time you log in to a Microsoft application like your email or Office.com you will be prompted to fill out security questions for the password reset process to work properly.

**If you use an app password for a phone app, this will not impact that application and you will need to sign in on a browser to complete the process

Please follow the steps below to set this up.

1. When you sign in, you may need to pass through your text message verification like normal.

The image displays two side-by-side screenshots of the St. Bonaventure University login verification process.

Left Screenshot: Verify your identity

- St. Bonaventure University logo and name.
- Account name: @bonaventure.edu
- Section: **Verify your identity**
- Verification method: Text +X XXXXXXXX
- Link: [More information](#)
- Text: Are your verification methods current? Check at <https://aka.ms/mfasetup>
- Button: Cancel
- Footer: If you are experiencing any issues logging into your account, please contact the helpdesk. Either by phone at (716)375-7600 or email us at helpdesk@sbu.edu.

Right Screenshot: Enter code

- St. Bonaventure University logo and name.
- Account name: @bonaventure.edu
- Section: **Enter code**
- Text: We texted your phone +X XXXXXXXX . Please enter the code to sign in.
- Input field: Code
- Checkbox: Don't ask again for 60 days
- Link: [More information](#)
- Buttons: Cancel, Verify
- Footer: If you are experiencing any issues logging into your account, please contact the helpdesk. Either by phone at (716)375-7600 or email us at helpdesk@sbu.edu.

2. The first page you will see after logging in will look like this – click Next:



@bonaventure.edu

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

If you are experiencing any issues logging into your account, please contact the helpdesk. Either by phone at (716)375-7600 or email us at helpdesk@sbu.edu.


3. Click on the Verify link to verify your phone number.




@bonaventure.edu | ?

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 use this to spam you - just to keep your account more secure. **You'll need to set up at least 2 of the options below.**

 Authentication Phone is set to +1 [Verify](#)

 Security Questions are not configured. [Set them up now](#)

finish

cancel

4. Confirm that the phone number in the box is correct and use either the 'text me' or 'call me' button to have Microsoft send you a verification message.

Don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

text me

call me

back

5. If you choose text me, you will get a text message. Enter the code in the box provided and click verify. If you choose call me, you will receive a phone call and be prompted to press a key on your phone to log in.

Don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

text me

call me

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

572383

verify


[try again](#)


back

- Next click on 'Set them up now' to configure your Security Questions.

Don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we secure. You'll need to set up at least 2 of the options below.

 Authentication Phone is set to + . [Change](#)

 Security Questions are not configured. [Set them up now](#)

[finish](#)

[cancel](#)

- Choose five security questions and fill out the answers, then click 'save answers'.

Don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.

Security question 1



Security question 2



Security question 3



Security question 4



Security question 5



[save answers](#)

[back](#)

8. Click Finish to complete the password reset setup, and you will be signed in to your account.

Don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

✔ Authentication Phone is set to + [Change](#)

✔ 5 Security Questions are configured. [Change](#)

[finish](#)

[cancel](#)