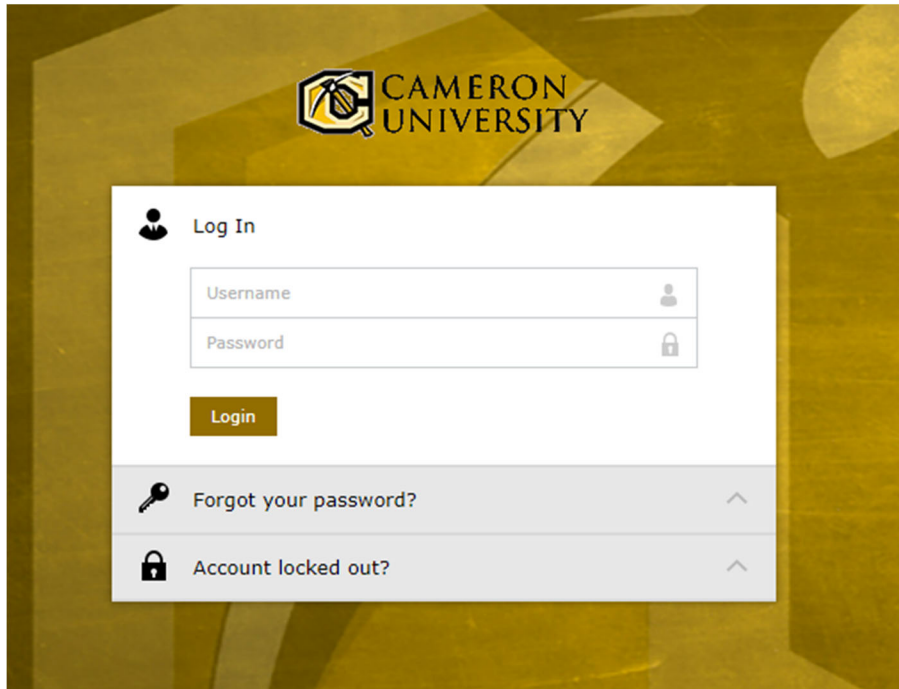


Aggie Reset User Guide

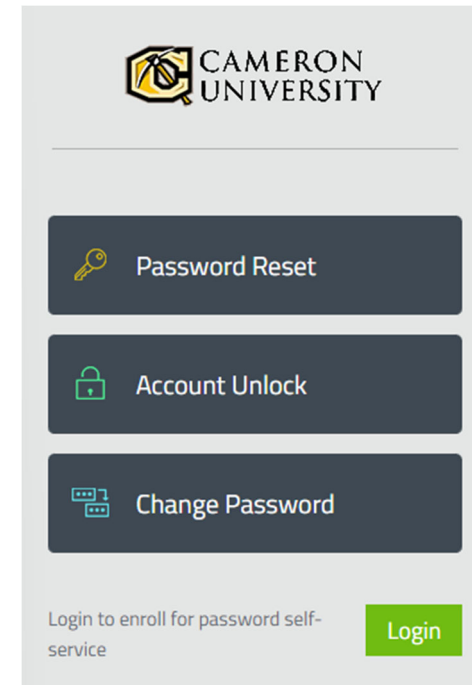
This guide is to inform you of how to use each feature of the tool as well as show you the differences between the desktop and mobile version of the site. We will go by each page and explain the components.

Home Page:

Desktop



Mobile



“**Forgot your password?**” and “**Password Reset**” let you use your Multi Factor tools to reset your password.

“**Account locked out?**” and “**Account Unlock**” let you use your Multi Factor tools to unlock your account.

“**Log In**”, “**Login**”, and “**Change Password**” all let you enter your username and password to log in.

Aggie Reset User Guide

Whether you are trying to reset your password that you don't remember, or you need to unlock your account, the steps are nearly identical.

Step 1: Choose the correct option ("**Forgot your password?**" and "**Password Reset**" or "**Account locked out?**" and "**Account Unlock**")

Step 2: Enter your username in the field that opens up and click "Next" or "Continue".

Step 3: Choose the MFA option you will use and click "Next" or "Continue".

Step 4: Enter the code or answers requested and click "Next" or "Continue".

Step 5: Choose another MFA option to use and click "Next" or "Continue".

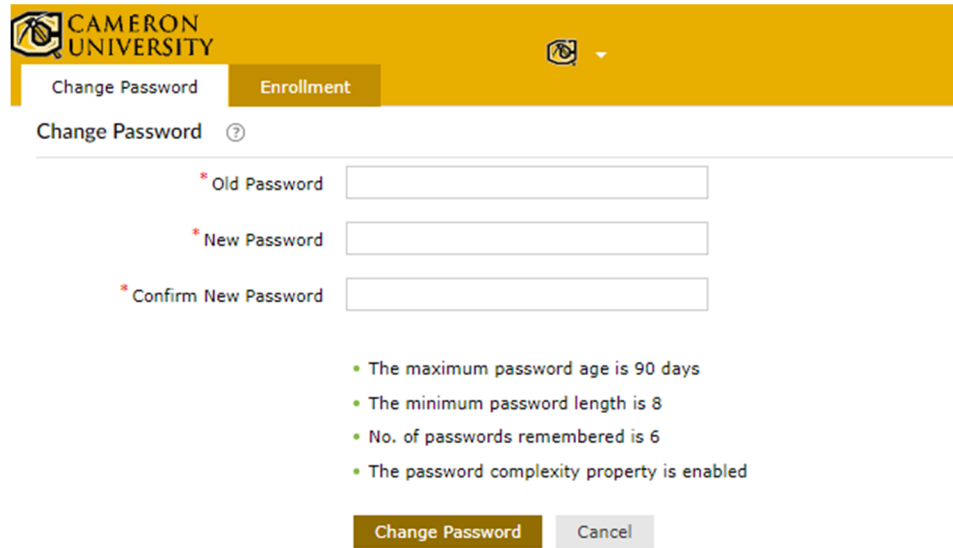
Step 6: Enter the code or answers requested and click "Next" or "Continue".

Step 7: If you chose to unlock your account it will be done. If you chose to reset your password, you will be prompted to do so. Password requirements are listed on the next page.

Aggie Reset User Guide

After you log in you are brought directly to the Change Password page

Desktop:



CAMERON UNIVERSITY

Change Password Enrollment

Change Password ⓘ

* Old Password

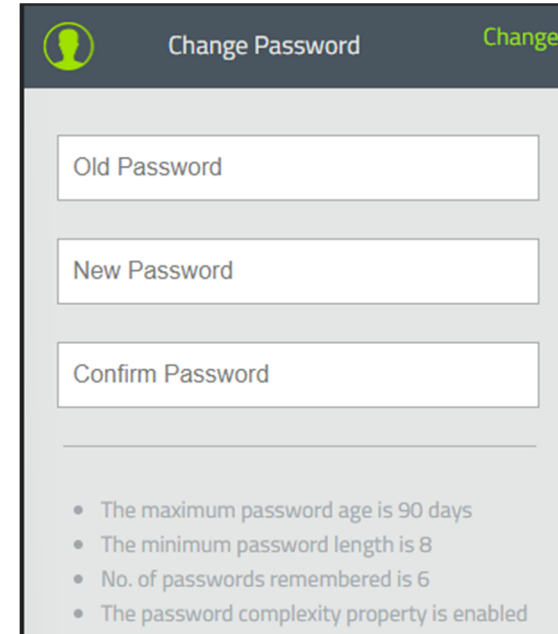
* New Password

* Confirm New Password

- The maximum password age is 90 days
- The minimum password length is 8
- No. of passwords remembered is 6
- The password complexity property is enabled

Change Password Cancel

Mobile



Change Password Change

Old Password

New Password

Confirm Password

- The maximum password age is 90 days
- The minimum password length is 8
- No. of passwords remembered is 6
- The password complexity property is enabled

This is where you can reset your password before it expires. Your password expires every 120 days.

“Old Password” means the password that you are currently using, or the password a technician just gave you.

Password Requirements: New passwords must contain at least one character from each of the following:

Numbers, lowercase letters, uppercase letters, special characters (period, exclamation mark, hyphen, etc.)

Minimum password length is 8 characters.

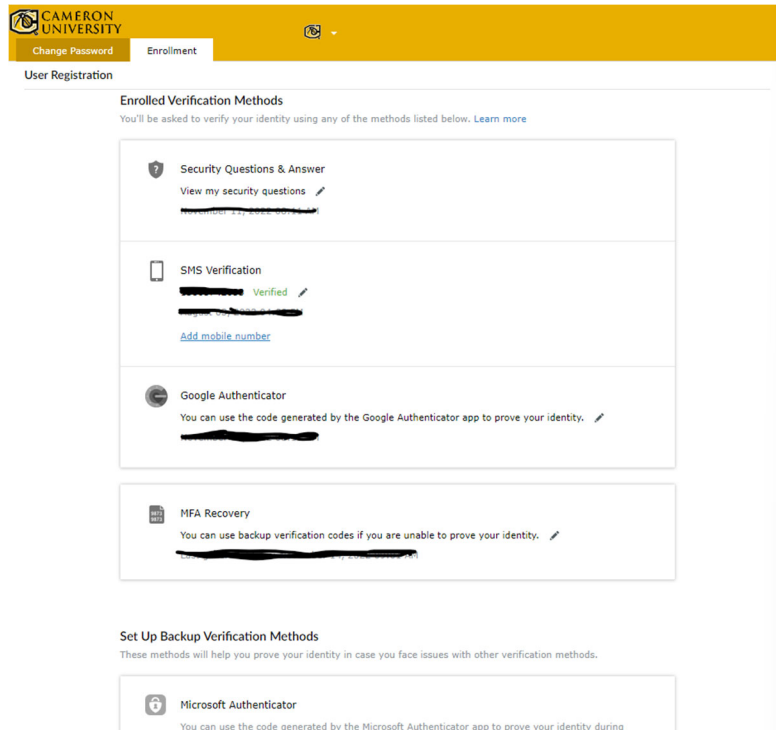
You cannot reuse old passwords.

Aggie Reset User Guide

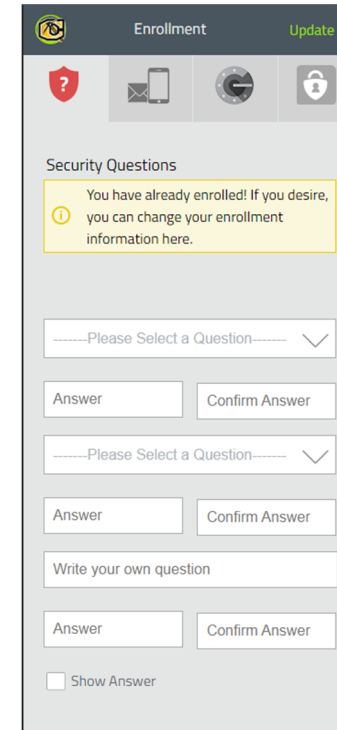
To configure your recovery options, you must go to the enrollment page. On desktop this is done by clicking the tab labeled “Enrollment”. On the mobile site you must click the circle in the upper left corner. Then you must select “Enrollment” from the list.

Enrollment:

Desktop



Mobile



Your options include the following and are explained in detail on the next page.

1. Security Questions & Answers
2. SMS Verification
3. Google Authenticator
4. Microsoft Authenticator
5. MFA Recovery

Aggie Reset User Guide

Verification Methods:

Security Questions & Answers – You **MUST** set this option up! You pick two questions and make your own third question. The answers are case sensitive so remember if you use capitalized letters, you must do so every time.

!!IMPORTANT! You **MUST** setup at least one of the following methods as well.

SMS Verification – This will send you a code through a text message. For best results, enter your whole 11-digit number.

Google Authenticator – This allows you to use the Google Authenticator mobile app to generate a code for validation.

Microsoft Authenticator – This allows you to use the Microsoft Authenticator mobile app to generate a code for validation.

Backup Codes:

MFA Recovery – **IMPORTANT** – On the desktop site, you can see this option clearly. On the mobile site, you have to click on the circle in the top left and select “MFA Recovery”. These are your one-time recovery codes that you can use if you can’t use your other recovery methods. It is **EXTREMELY** recommended that you get these and put them somewhere safe. They can be regenerated anytime from within Aggie Access. You can save them to a text file, email them to yourself (Personal NOT Cameron account), or print them.

While it is not required that you set all of these options up, the more you have setup, the greater the chance that you can get into your accounts at all times and prevent others from accessing your account. If one of your methods is compromised or lost, you will still have more options to get into your accounts.

If you encounter any issues or require assistance contact the Cameron Aggie Tech Support team. You can reach us in the following ways.

Phone: 580-581-2454

Email: support@cameron.edu

In person: Cameron University Lawton Oklahoma campus. CETES 108