

Mobile Device Passcode Self-reset User Guide

Overview

This user guide provides steps to self-reset mobile device passcodes. Note, this procedure only works with mobile devices enrolled in Intune.

Procedure

Step 1: Log in to <u>https://portal.manage.microsoft.com/</u> using your state-issued email account. Select **Next**, when prompted.

Microsoft		
Sign in		
Email, phone, or Skype	e	
No account? Create one!		
Can't access your account?		
	Back	Next

Step 2: Select Work or school account.

Microsoft	
It looks like this email is used with more than one	
account from Microsoft. Which one do you want to use?	
Work or school account Created by your IT department chance.morgan@omes.ok.gov	
R Personal account Created by you chance.morgan@omes.ok.gov	
Tired of seeing this? Rename your personal Microsoft account.	
Back	

Step 3: Log in with your state-issued credentials.

OKLA	HOMA
Sign in with your	organizational account
someone@examp	ole.com
Password	
Sign in This is a State of may contain U.S. computer system hardware, includi provided ONLY fi access. use, misu system or of the from this system individual to crim may be monitore from this system individual to crim may be monitore and for network, testing purposes copying and exa.	Oklahoma computer system, which Government information. The Land all related software and ing network devices, and ports, are or authorized use. Unauthorized se, or modification of this computer data contained herein or in transit to is prohibited and may subject the innal and civil penalties. Users actions is prohibited and may subject the management, security reviews, and d and audited to ensure lawful use management, security reviews, and Monitoring includes recording, mination of all data. Anyone using this consents to such monitoring, Your epresents acknowledgment and

Step 4: Select the hamburger menu on the blue banner next to OMES, once logged in.



a. Select **Devices** from the hamburger menu.

≡	
ŵ	Home
Ē	Apps
므	Devices
2	Helpdesk
٢	Chance Morgan
Ð	Sign out

b. Select your mobile device.

=	S OMES	
	Devices	
	Tap here to tell us which device you're using or add a new device.	
	_ iPhone- 2 notifications	Ø

c. Select the Reset Passcode option.

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	P Rename G, Reset Passoode G. Remote lock
	iPhone-
	Apple - iPhone 11

d. Select Sign out, when prompted.

Reset passcode	×	
To reset your device passcode, sign ou minutes	ut and then sign in again within 5	
Sign out	Cancel]

Step 5: Log back into <u>https://portal.manage.microsoft.com/</u> using your state-issued email account. Select **Next**, when prompted.

Step 6: Log back into your account, using state-issued credentials.

Step 7: Reset passcode should display.

- a. Select Reset passcode.
- b. Note, it may take a few seconds to communicate with the device. Once communication with the device is established, you should be able to swipe up without a passcode.

Reset passcode	\bowtie	
If you reset the passcode, it will be removed from the device. For security reasons, you must have the device with you. Once you unlock the device, you can set a new passcode in Settings on the device. Learn More		
Reset passcode	Cancel	

c. If the device does not open, select the **Check status** option on the **Reset Passcode** screen.



Step 8: A Passcode Requirement popup should display on the device.

- a. Select **Change Now** when popup displays.
- b. Reset Passcode screen should display Passcode successfully reset message.

