

SSO Self-Service Password Reset

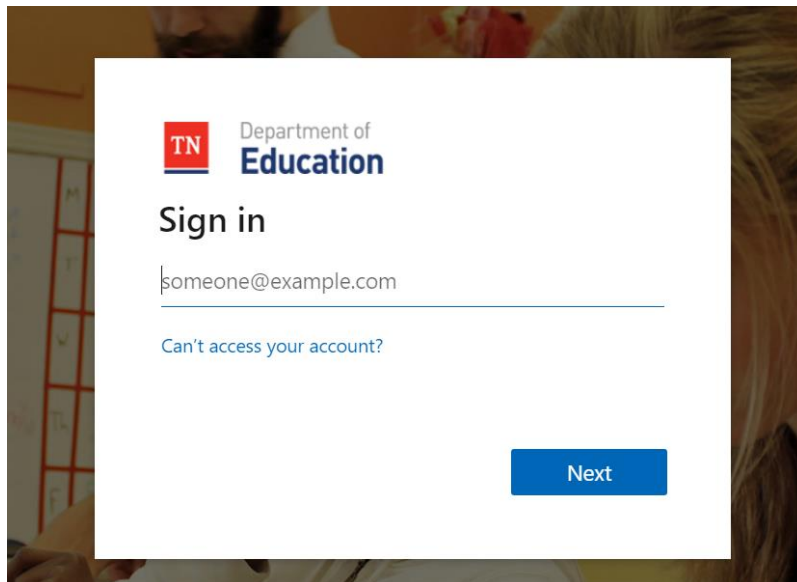
Quick Step Instructions

August 2021

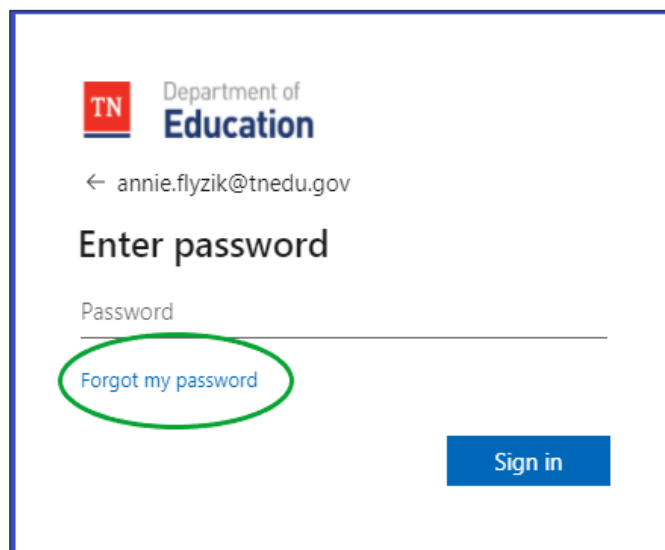
How to Reset a Single Sign-on (SSO) Password

Step 1: Navigate to Orion SSO or to the direct URL of the application and initiate a user login.

Step 2: After initiating login, enter the user@*tneducation.net* account and **follow the on-screen prompts** to update password credentials.



Step 3: After you enter your email and click 'NEXT', the 'Enter Password' screen will appear. To begin the password reset process, click 'FORGET MY PASSWORD'.



Step 4: A “Get back into your account” screen will appear; enter your email, re-type the CAPTCHA code shown on the screen and click “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.

Step 5: The system will then navigate to the ‘Verification Step 1’ screen where you will choose a contact method where a security verification code will be sent. In the example below, the user’s email address was chosen, click the ‘EMAIL’ button to navigate to the next step.

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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:

Email my alternate email You will receive an email containing a verification code at your alternate email address (an*****@tn.gov).

Text my mobile phone

Call my mobile phone

Step 6: You will then be taken to a screen where you will enter the verification code that was sent to your email. Once the verification code is entered, the ‘NEXT’ button will turn blue, click on it.

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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:

Email my alternate email We've sent an email message containing a verification code to your inbox.

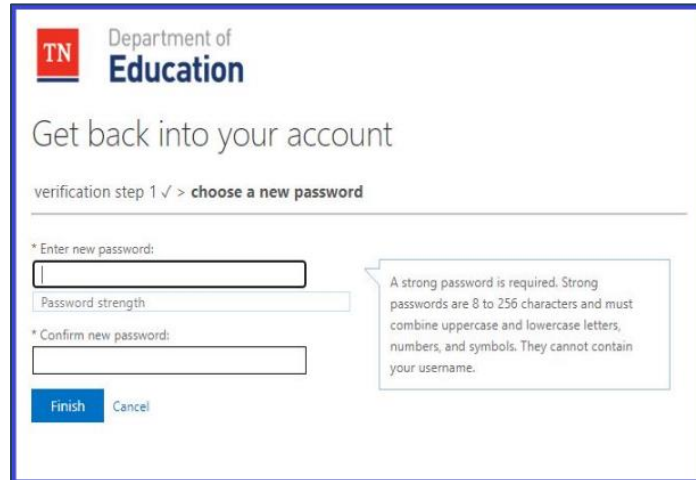
Text my mobile phone

Call my mobile phone

Enter your verification code

[Are you having a problem?](#)

Step 7: The “Choose a new password” screen will then appear. Enter the new password in the first field, then re-type it in the second confirmation field and click ‘FINISH’.



The screenshot shows the 'Department of Education' logo at the top left. Below it, the heading 'Get back into your account' is displayed. Underneath, it says 'verification step 1 ✓ > choose a new password'. There are two input fields: the first is labeled '* Enter new password:' and the second is labeled '* Confirm new password:'. A 'Password strength' indicator is positioned between the two fields. At the bottom left, there are two buttons: 'Finish' (in blue) and 'Cancel'. A callout box on the right contains the text: 'A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username.'

The final screen to appear in the “Self-Service Password Reset” process is the screen that will tell you your password reset was successful and to sign in with that new password, choose ‘CLICK HERE’.



The screenshot shows the 'Department of Education' logo at the top left. Below it, the heading 'Get back into your account' is displayed. Underneath, there is a green checkmark icon followed by the text 'Your password has been reset'. At the bottom, it says 'To sign in with your new password, click here.' with a blue link.

The Self-Service Password Reset process has been completed.