

# Employee Guide for Account Password Reset & Multi-Factor Authentication (Duo) Set up

---

Password Reset Process  
&  
Setting up Multi-factor Authentication (MFA)  
with Duo Mobile

MCCCD staff, students and faculty must reset their passwords. **Only staff and faculty will need to set up multi-factor authentication (MFA) in order to access district systems.**

To access the MCCCD network, you must complete two processes - (1) reset your password and (2) set up multi-factor authentication (MFA). This guide walks you through both processes.

## Reset your password

Open your browser and navigate to [IDME.maricopa.edu](https://IDME.maricopa.edu).



### 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.

1. Enter your email address in the *Email or Username* textbox. Format - MEID@maricopa.edu
2. Type the Captcha code as displayed. Code is case sensitive.
3. Click **Next** to continue or **Cancel** to terminate the password reset process.



## 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.

Are you having a problem?  
**Not seeing the email?**  
Please allow a minute or two for the email to reach your inbox.  
If you are still unable to see it, check your junk folder.

Alternatively, you can:  
[Try again](#)  
[Contact your administrator](#)

1. Enter the verification code.
2. Click **Next** to continue.

**Option B** (Skip this step if you received the verification code via email.)

To verify via text message



MARICOPA  
COMMUNITY COLLEGES

## 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

Text my mobile phone

Call my mobile phone

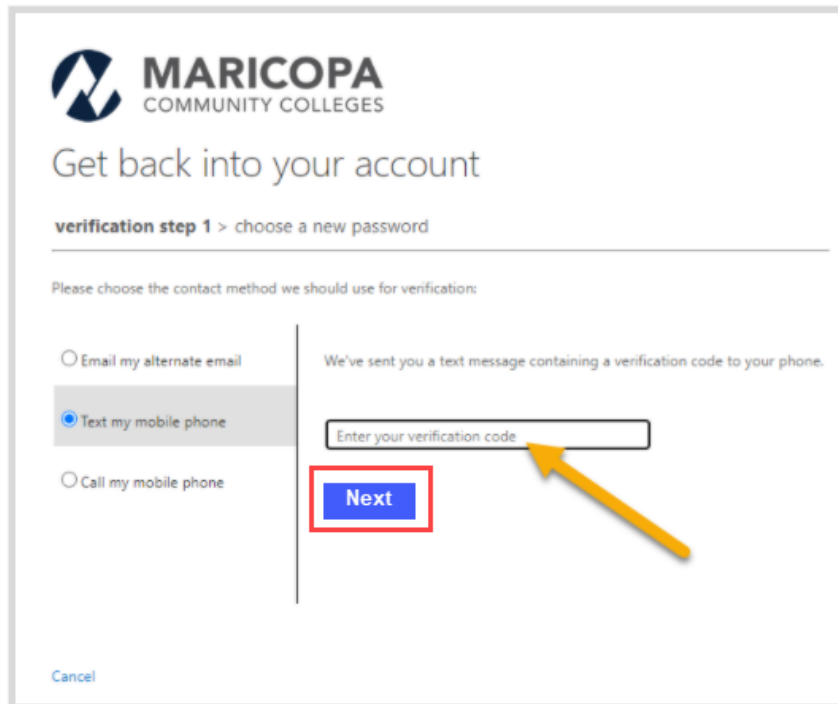
In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*38) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Next

Cancel

1. Enter your complete phone number. Use the following format 1xxxxxxxxx (no hyphens or parentheses).
2. Click **Next**.



MARICOPA  
COMMUNITY COLLEGES

## 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

Text my mobile phone

Call my mobile phone

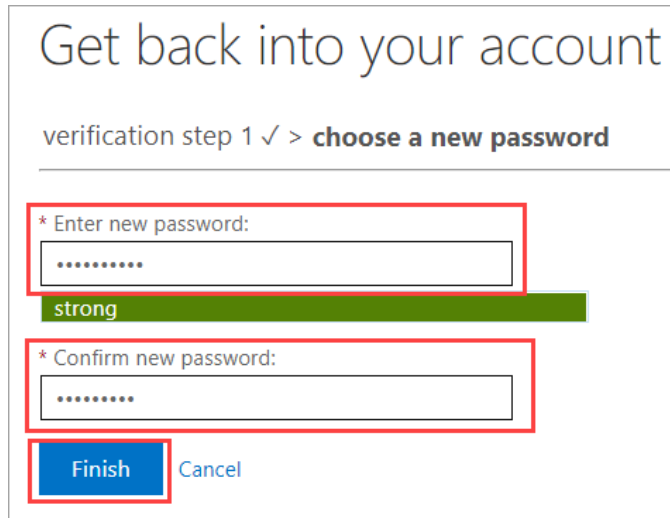
We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

Cancel

1. Enter the verification code you were sent via text message.
2. Click **Next**.



Get back into your account

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

\* Enter new password:  
.....

strong

\* Confirm new password:  
.....

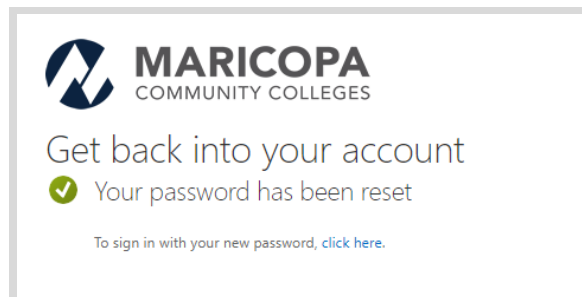
Finish Cancel

1. Type the new password.
2. Confirm the new password.
3. Click **Finish**.

### Password Requirements

All of these requirements **must** be met:

1. Be at least **12 characters long** with a maximum length of 24.
2. Must contain character types from **3 of the 4** categories:
  - o Uppercase (A, B, C, ...)
  - o Lowercase (a, b, c, ...)
  - o Numerals (0 through 9)
  - o Special characters, such as ~ ` ! @ # \$ % ^ & \* - + = \ | { } ( )
3. Must not contain the user's account name, first/middle/last name, number substitutions (i.e., 3 for E), sequential (e.g., 123, abc) or repeating characters, commonly used words, or MEID.
4. The previous **10 passwords** may not be reused.
5. Passwords entered incorrectly **10 consecutive times** or more shall be locked out for **15 minutes**.



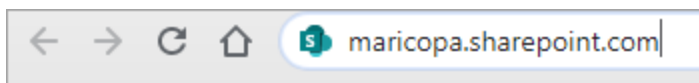
1. This message confirms that your password was reset successfully.

2. Close your browser.

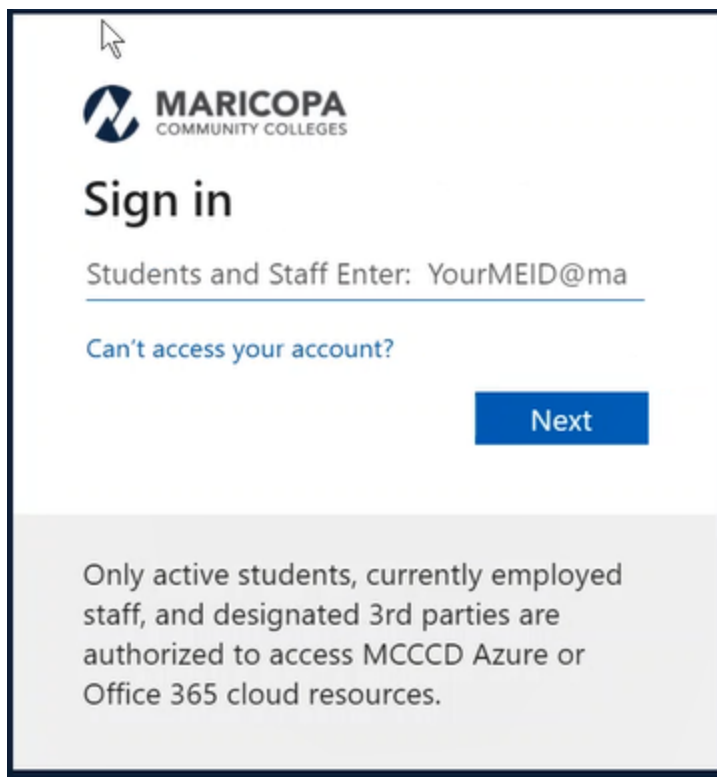
## Set up Multi-factor Authentication (MFA)

After resetting your password, all **MCCCD employees must set up MFA**. This section of the instructions walks you through this process.

If you are not a MCCCD employee, disregard the MFA section of these instructions.



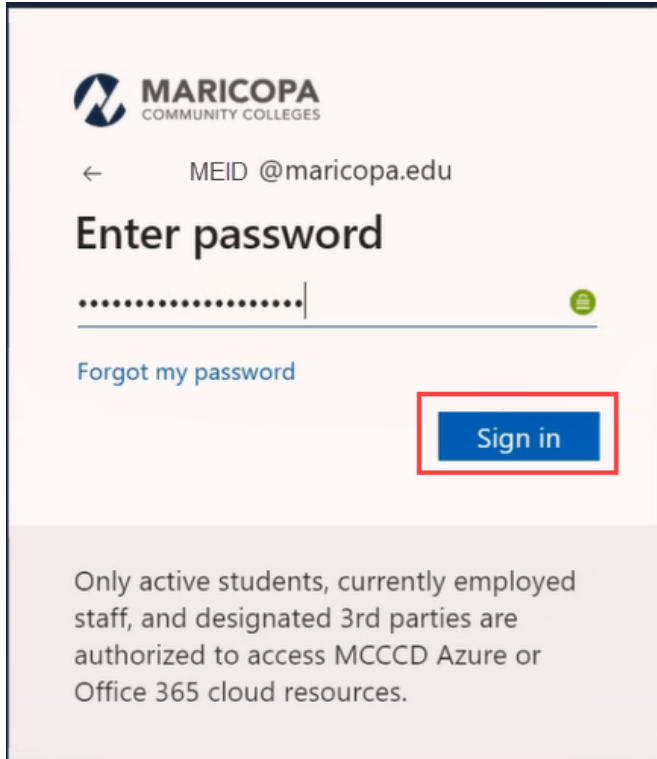
Open a new browser page and type [maricopa.sharepoint.com](https://maricopa.sharepoint.com) (Employee Portal).



1. Sign into your Maricopa account using your MEID - [MEID@maricopa.edu](mailto:MEID@maricopa.edu)




2. Click **Next**.



MARICOPA  
COMMUNITY COLLEGES

← MEID @maricopa.edu

## Enter password

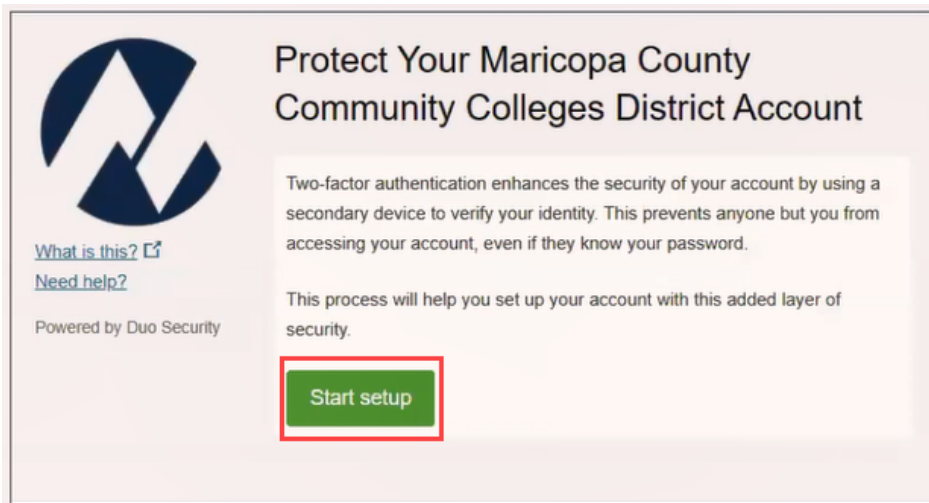
.....| 


[Forgot my password](#)

**Sign in**

Only active students, currently employed staff, and designated 3rd parties are authorized to access MCCCDC Azure or Office 365 cloud resources.

1. Type in your new password you set during the Reset Your Password process.
2. **Click** Sign in.






## Protect Your Maricopa County Community Colleges District Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

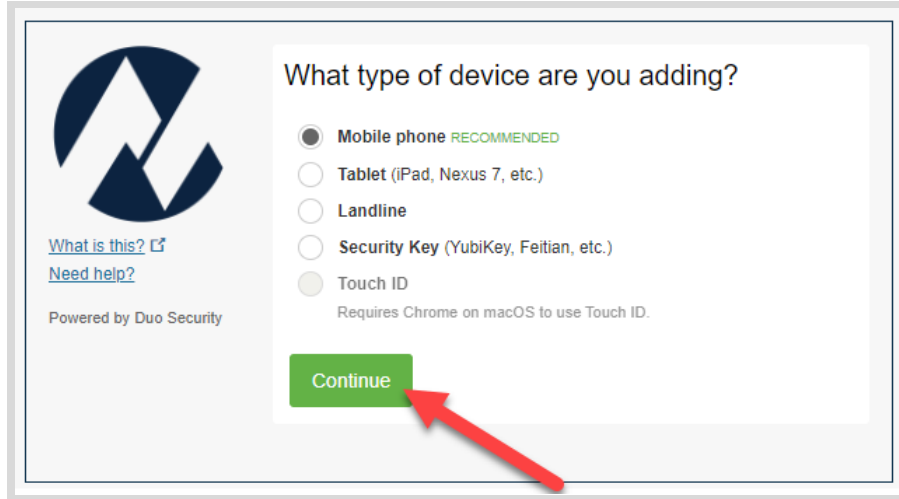
**Start setup**

[What is this?](#) 

[Need help?](#)

Powered by Duo Security

1. Click **Start setup**.



What type of device are you adding?

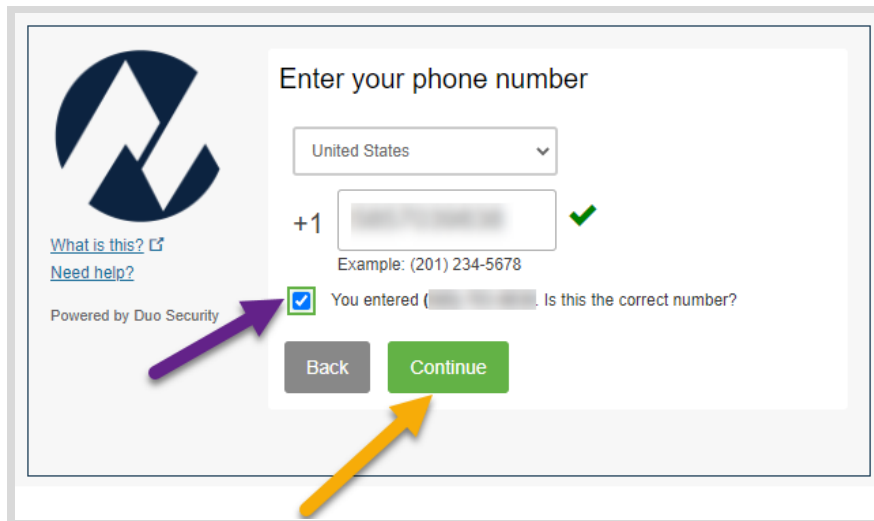
- Mobile phone **RECOMMENDED**
- Tablet (iPad, Nexus 7, etc.)
- Landline
- Security Key (YubiKey, Feitian, etc.)
- Touch ID  
Requires Chrome on macOS to use Touch ID.

[What is this?](#) [Need help?](#)

Powered by Duo Security

Continue

1. Select your desired device.
2. Click **Continue**.



Enter your phone number

United States

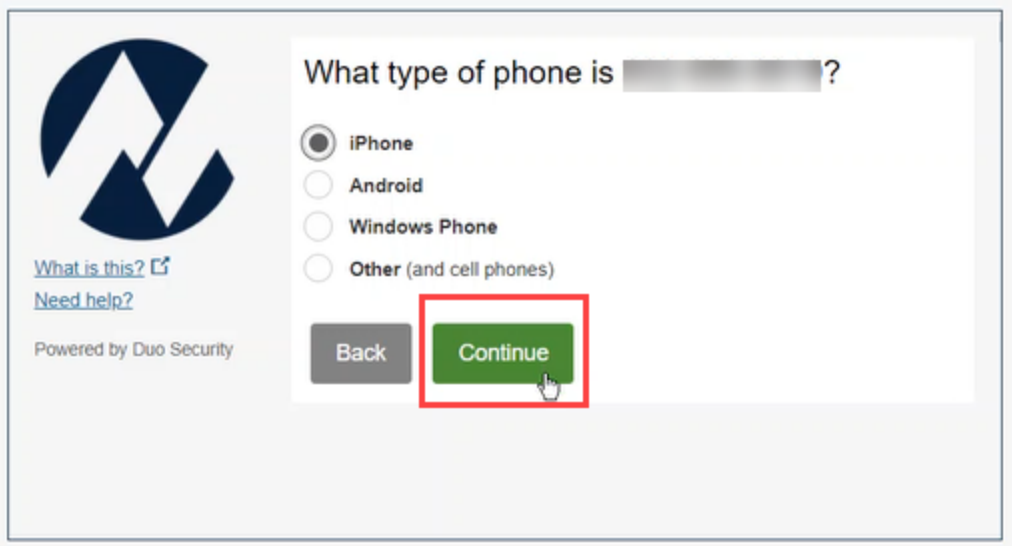
+1 [ ] ✓

Example: (201) 234-5678

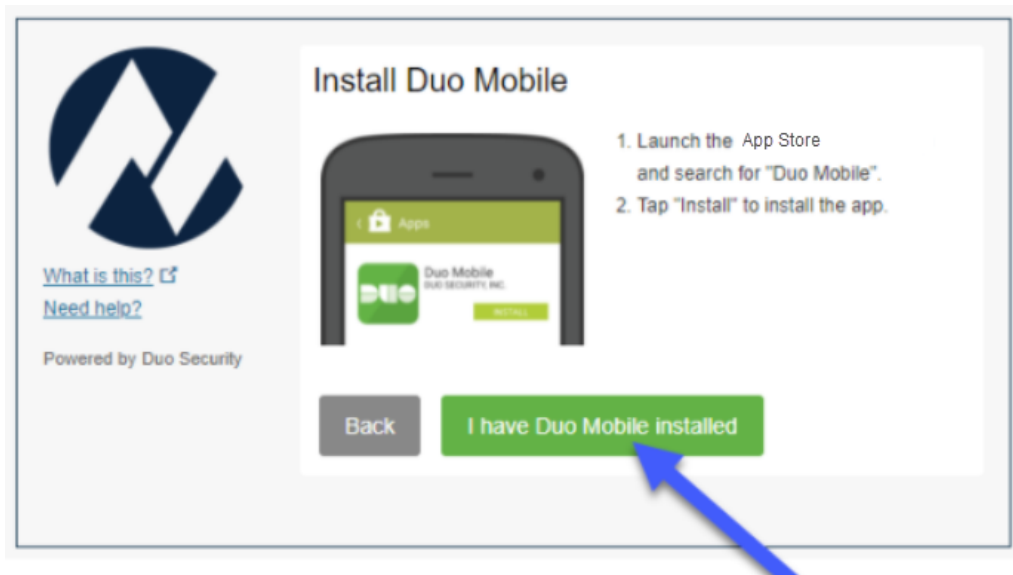
You entered ( ) Is this the correct number?

Back Continue

1. Enter your phone number.
2. **Click** the checkbox to confirm the phone number is correct.
3. Click **Continue**.



1. Confirm your device.
2. Click **Continue**.



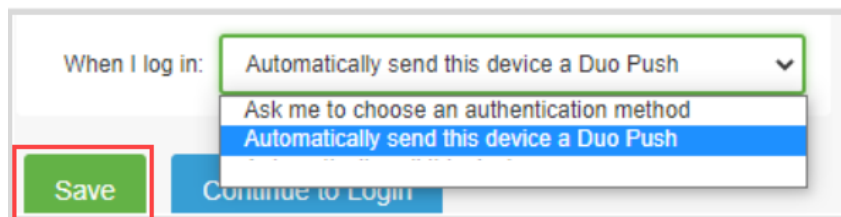
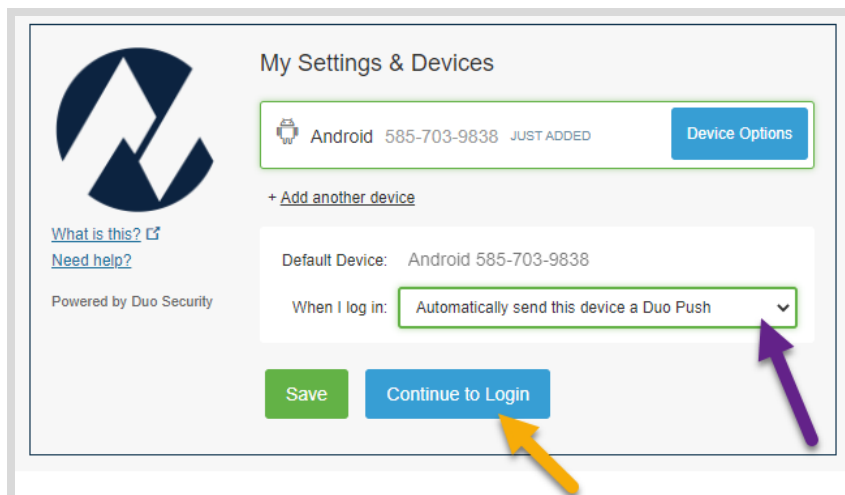
1. Download the Duo app for your device. (Google Play or Apple App Store)



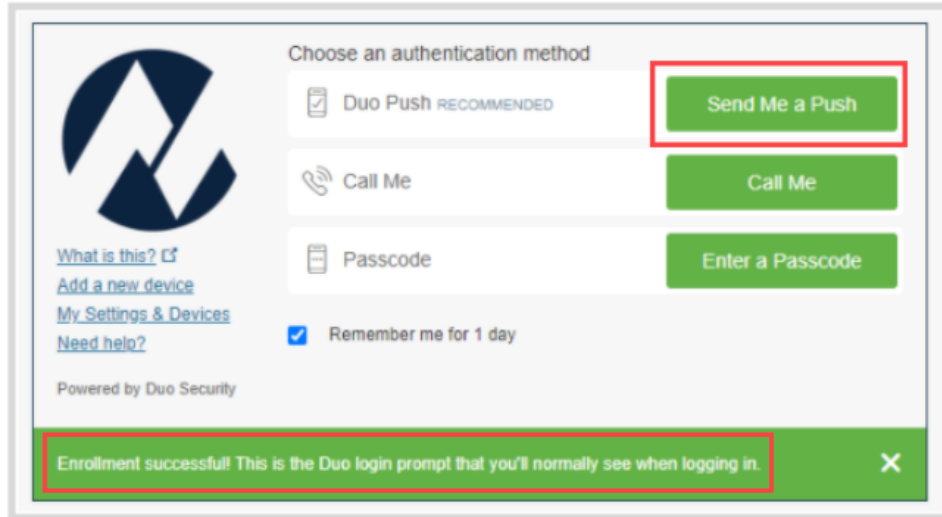
2. Search for Duo Mobile to locate the app.
3. Download and install the app on your device.
4. Duo may ask for permission to access your camera. Answer **Yes** or **Allow Access** depending on your device. (This is required so Duo can scan the QR code to complete the activation process.)
5. After Duo has been installed, click **I have Duo Mobile Installed**.



1. Open the Duo app on your mobile device.
2. Follow the instructions in the *Active Duo Mobile* screen.
3. Scan the barcode with your Duo Mobile app. A check mark will appear (as seen in this screenshot) to confirm the scan was successful.
4. Click **Continue**.



1. Select **Automatically send this device a Duo Push** from the **When I log in** drop down.
2. Click **Save** to save your selection.
3. Click **Continue to Login**.

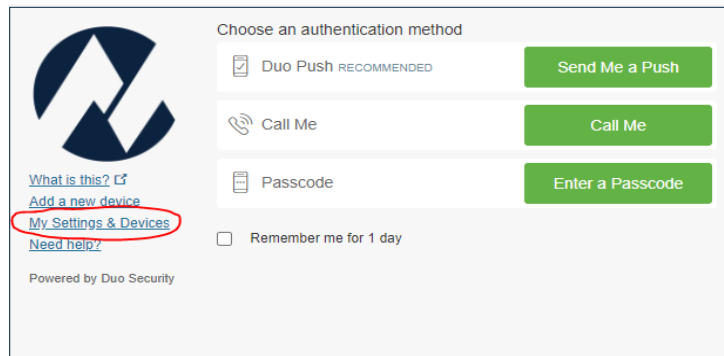


1. This screen confirms that your enrollment completed successfully.
2. To reduce the number of times per day that you must authenticate, **Select** the checkbox **Remember me for 1 day**.
3. If you would like to log into your account, Click **Send Me a Push**.
4. You will receive a push notification on your mobile device.
5. Click **Accept** to login.

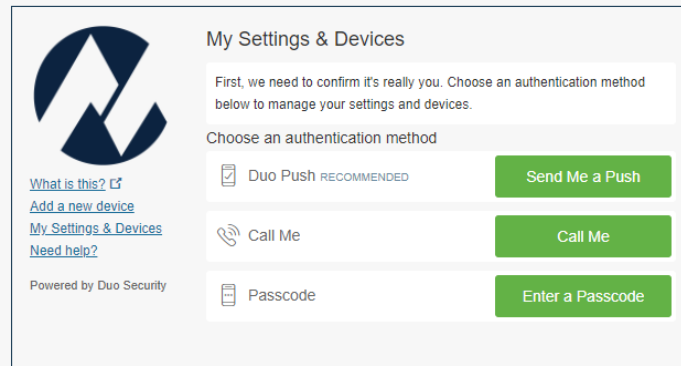
## How to Manage Duo

**I set up Duo Mobile already but need to make a change, how do I access the Duo Prompt on the computer to make a change?**

Go to [maricopa.sharepoint.com](https://maricopa.sharepoint.com) and login with your MEID and password. At the Duo Prompt (as seen below), select 'My Settings and Devices'

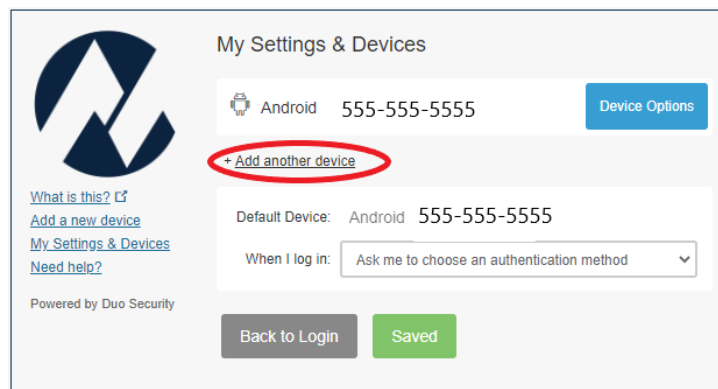


Choose an authentication method and complete verification.



The screenshot shows the 'My Settings & Devices' page. On the left is the Maricopa Community Colleges logo and links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. Below these links is the text 'Powered by Duo Security'. The main content area has the heading 'My Settings & Devices' and a message: 'First, we need to confirm it's really you. Choose an authentication method below to manage your settings and devices.' Below this is the heading 'Choose an authentication method' and three options, each with a green button: 'Duo Push RECOMMENDED' with 'Send Me a Push', 'Call Me' with 'Call Me', and 'Passcode' with 'Enter a Passcode'.

Once at the device management portal (as seen below), a new device can be enrolled by clicking on 'Add another device', then following the online instructions. You can also activate, edit, or delete your existing devices here.

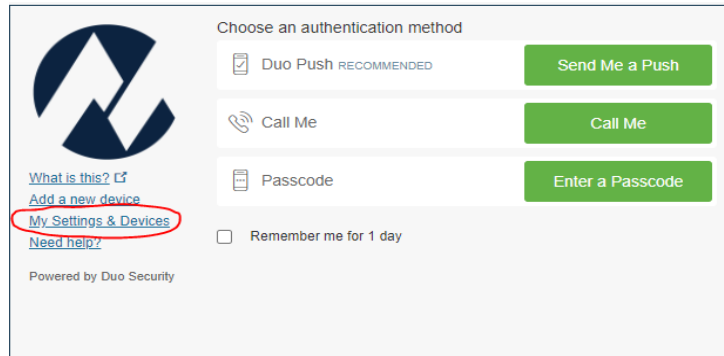


The screenshot shows the 'My Settings & Devices' page with a device list. On the left is the Maricopa Community Colleges logo and links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. Below these links is the text 'Powered by Duo Security'. The main content area has the heading 'My Settings & Devices' and a list of devices: 'Android 555-555-5555' with a 'Device Options' button. Below the list is a red circle around the '+ Add another device' link. Below the list is a 'Default Device:' field with 'Android 555-555-5555' and a 'When I log in:' dropdown menu with 'Ask me to choose an authentication method'. At the bottom are 'Back to Login' and 'Saved' buttons.

**I set up Duo Mobile on my old cell phone, and now I have a new cell phone. How do I get access on my new phone?**

You will need to add the device in the device management portal.

Go to [maricopa.sharepoint.com](https://maricopa.sharepoint.com) and login with your MEID and password. At the Duo Prompt (as seen below), select 'My Settings and Devices'



Choose an authentication method

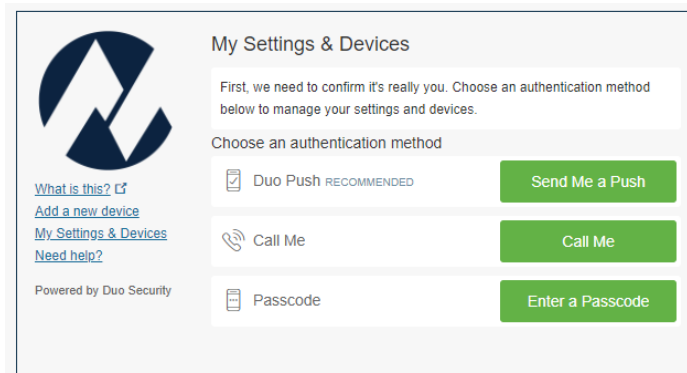
- Duo Push RECOMMENDED [Send Me a Push](#)
- Call Me [Call Me](#)
- Passcode [Enter a Passcode](#)

Remember me for 1 day

Powered by Duo Security

[What is this?](#) [Add a new device](#)  
[My Settings & Devices](#) (circled in red)  
[Need help?](#)

Choose an authentication method and complete verification.



My Settings & Devices

First, we need to confirm it's really you. Choose an authentication method below to manage your settings and devices.

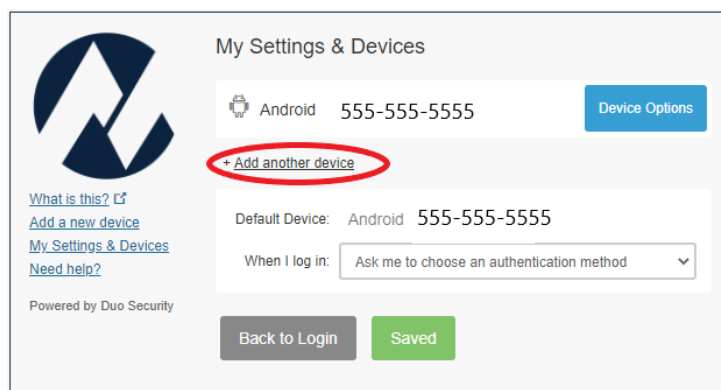
Choose an authentication method

- Duo Push RECOMMENDED [Send Me a Push](#)
- Call Me [Call Me](#)
- Passcode [Enter a Passcode](#)

Powered by Duo Security

[What is this?](#) [Add a new device](#)  
[My Settings & Devices](#) (circled in red)  
[Need help?](#)

Once at the device management portal (as seen below), a new device can be enrolled by clicking on 'Add another device', then following the online instructions.



My Settings & Devices

Android 555-555-5555 [Device Options](#)

[Add another device](#) (circled in red)

Default Device: Android 555-555-5555

When I log in:

Powered by Duo Security

[Back to Login](#) [Saved](#)

[What is this?](#) [Add a new device](#)  
[My Settings & Devices](#)  
[Need help?](#)