

# SSO Self-Service Password Reset

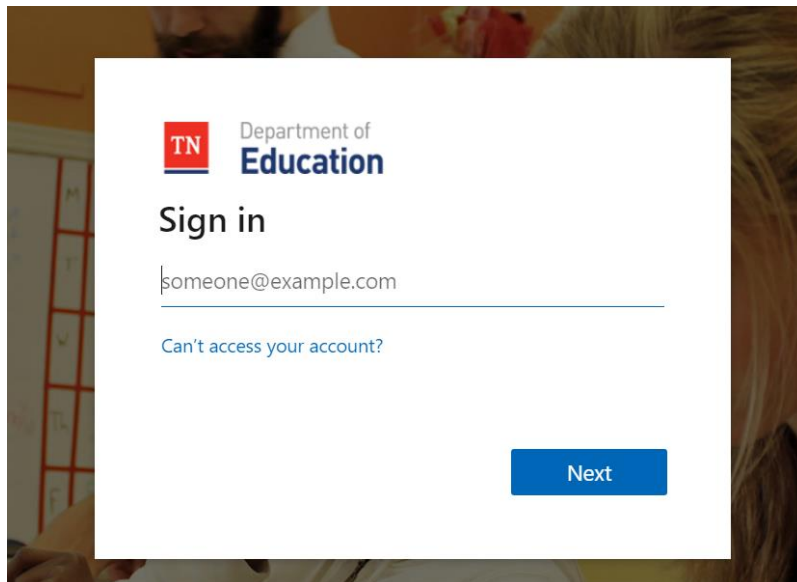
## Quick Step Instructions

August 2021

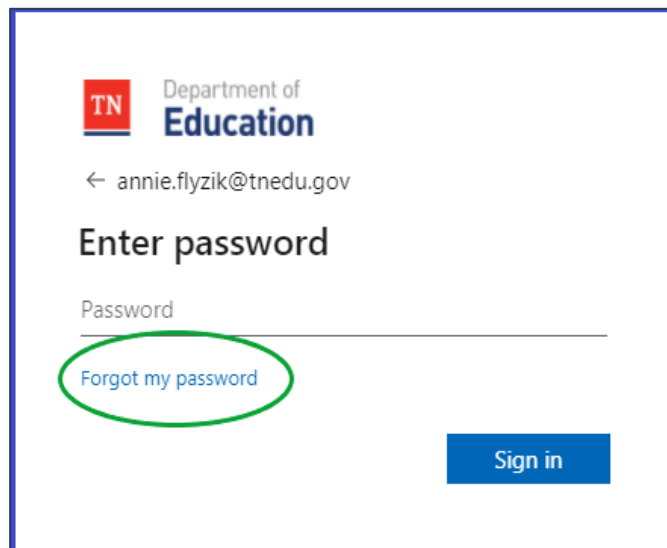
### How to Reset a Single Sign-on (SSO) Password

**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.

A screenshot of a web application's sign-in page. At the top left is the TN Department of Education logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "someone@example.com". Below the input field is a link that says "Can't access your account?". At the bottom right is a blue button labeled "Next".

**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'.

A screenshot of a web application's "Enter password" page. At the top left is the TN Department of Education logo. Below it, the email address "← annie.flyzik@tnedu.gov" is displayed. The text "Enter password" is centered. Below it is a text input field labeled "Password". Below the input field is a link that says "Forgot my password", which is circled in green. At the bottom right is a blue button labeled "Sign in".

**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.

[Next](#) [Cancel](#)

**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

☐ Text my mobile phone

☐ Call my mobile phone

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

[Email](#)

**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

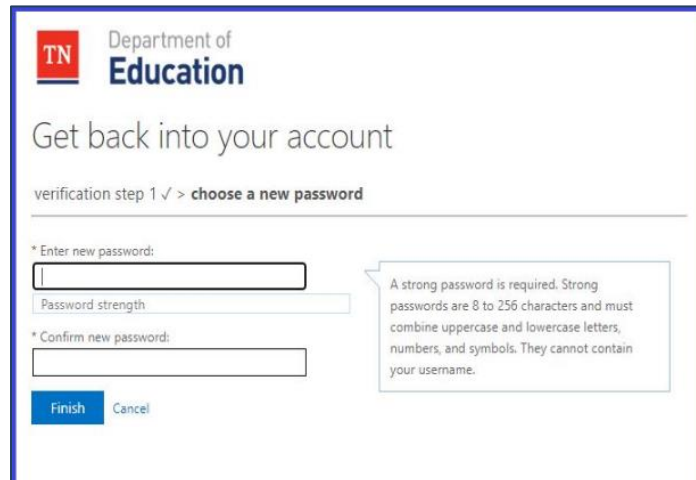
☐ Text my mobile phone

☐ Call my mobile phone

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

[Next](#) [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 'Get back into your account' page for the TN Department of Education. It is at 'verification step 1' and the user is prompted to 'choose a new password'. There are two input fields: '\* Enter new password:' and '\* Confirm new password:'. A 'Password strength' indicator is shown below the first field. A blue 'Finish' button and a grey 'Cancel' button are at the bottom left. A callout box on the right states: '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 'Get back into your account' page with a green checkmark icon and the text 'Your password has been reset'. Below this, it says 'To sign in with your new password, click here.' with a blue link.

The Self-Service Password Reset process has been completed.