



# **NSF PASSWORD RESET USER GUIDE**

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**HOW TO ENROLL AND RESET OR CHANGE YOUR NSF LOCAL AREA  
NETWORK (LAN) PASSWORD**

**AUGUST 2023**



# NSF Password RESET User Guide: How to Enroll and Reset or Change Your NSF LAN Password



The NSF Password RESET tool allows you to quickly reset or change your NSF local area network (LAN) password without involvement from an administrator or technical support via the RESET authentication process. It saves you the effort of calling IT Help Central (ITHC) and pausing your work to make password updates. RESET is also intuitive and easily accessible from any device connected to the internet, whether NSF-issued or personally owned.

RESET uses multi-factor authentication (MFA) to validate your identity. You are required to select two or more of the following options in order to reset or change your NSF LAN password.

- [Using the MS Authenticator mobile device application](#) (app) linked to their NSF account.
- [Entering a mobile phone number](#) to receive a confirmation code via text or call.
- [Entering an alternate email address](#) to receive a confirmation code via email.
- [Selecting and answering five security questions](#) (approved by the NSF IT Security and Privacy team).

This user guide provides detailed instructions for NSF staff and contractors to enroll, set up the required authentication methods, and manage their NSF LAN password.

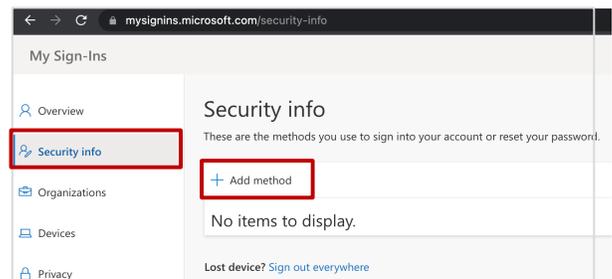
## ENROLL IN RESET AND SET UP THE PASSWORD AUTHENTICATION

RESET is available to all NSF staff and contractors. However, you must first enroll to use this service. To enroll, visit the [NSF Password RESET Portal](#) and set up your required authentication methods using the following instructions.

- 1 Select the first option (shown below) to "Enroll in RESET: Set up the RESET Authentication Methods".

 <p><b>Enroll in RESET: Set up the RESET Authentication Methods</b></p> <p>Configure required multi-factor authentication methods to verify your identity and set up RESET.</p>	 <p><b>RESET Tool: Change your NSF LAN Password</b></p> <p>Once enrolled, RESET is then available if you need to change your NSF LAN password.</p>
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- 2 Login using your NSF credentials (i.e., NSF LAN ID and LAN password), if prompted. (**Note:** You will not need to log in if you are already connected to the NSF network.) This will take you to the "Security Info" page for your Microsoft user account.



- 3 Select "Add method" to begin setting up the authentication methods that will be used to validate your identity during the password reset process.

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## STEP 1. SET UP THE AUTHENTICATOR APP

- 1 Select “Authenticator app” from the “Add a method” dropdown menu and click “Add.”

**Add a method** [X]

Which method would you like to add?

Choose a method [v]

- Authenticator app**
- Phone
- Alternate phone
- Email
- Security questions
- Office phone

**Add a method** [X]

Which method would you like to add?

Authenticator app [v]

Cancel **Add**

- 2 Install the Microsoft Authenticator app on your mobile phone from your device’s App Store (e.g., iOS App Store or Google Play). Click “Next” once the app has finished downloading.

**Microsoft Authenticator** [X]

 **Start by getting the app**

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose “Next”.

[I want to use a different authenticator app](#)

Cancel **Next**

- 3 Allow notifications for the mobile app to receive push notifications for new authentication requests and the one-time authentication codes that will be sent to your device to verify your identity. Then, click “Next.”

**Microsoft Authenticator** [X]

 **Set up your account**

If prompted, allow notifications. Then add an account, and select “Work or school”.

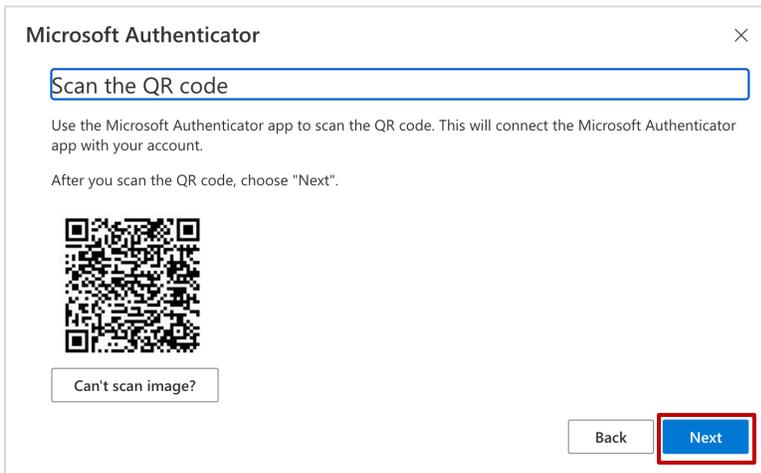
Back **Next**

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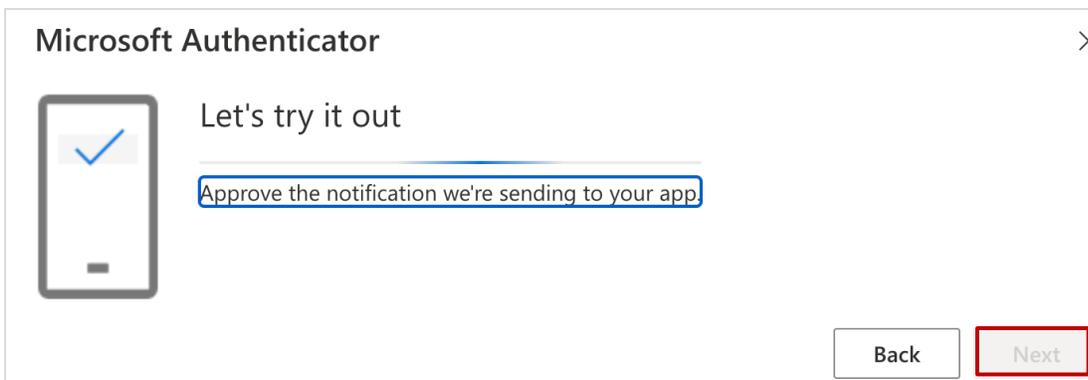
## STEP 1. SET UP THE AUTHENTICATOR APP (cont.)

- 4 Use the Authenticator app to scan the QR code below and connect your NSF account, then click “Next.”



- 5 You will receive a prompt on the Authenticator app on your mobile device. (If you do not see the prompt, select “Approve the notification we’re sending to your app” to validate that the Authenticator app was successfully configured to your NSF account. This will re-initiate the prompt on the Authenticator app.)

Click “Approve” when prompted on your mobile device, and then “Next” on the enrollment screen below.



**Note:** Successful validation completes the Authenticator app configuration process and brings you back to the “Security Info” page, so you can setup additional authentication methods.

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## STEP 2. ADD A PHONE NUMBER TO RECEIVE A TEXT OR CALL

- 1 Navigate to the “Security info” tab. Select “Phone” from the “Add a method” dropdown menu and click “Add.”

**Add a method** [X]

Which method would you like to add?

Choose a method [v]

- Authenticator app
- Phone**
- Alternate phone
- Email
- Security questions
- Office phone

**Add a method** [X]

Which method would you like to add?

Phone [v]

Cancel [Add]

- 2 Enter the preferred mobile phone number to receive a confirmation code via text or call, then click “Next.”

**Phone** [X]

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1) [v] [Enter phone number]

Text me a code  
 Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Cancel [Next]

- 3 Enter the confirmation code based on your selection (e.g., text or call), and click “Next” to complete the phone authentication setup.

**Phone** [X]

We just sent a 6 digit code to +1 2482271457. Enter the code below.

Enter code [ ]

[Resend code](#)

Back [Next]

**Phone** [X]

✓ SMS verified. Your phone was registered successfully

Done

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## STEP 3. ADD AN ALTERNATE EMAIL ADDRESS

- 1 Navigate to the “Security info” tab. Select “Email” from the “Add a method” dropdown menu and click “Add.”

**Add a method** [X]

Which method would you like to add?

Choose a method [v]

- Authenticator app
- Phone
- Alternate phone
- Email**
- Security questions
- Office phone

**Add a method** [X]

Which method would you like to add?

Email [v]

Cancel Add

- 2 Enter the preferred (non-NSF) email address to receive a confirmation code via email. (**Note:** This should be a personal email address. You will not have access to your NSF email if you have forgotten your NSF password and/or are trying to reset your LAN password via the authentication process.)

**Email** [X]

What email would you like to use?

Enter email

Cancel Next

- 3 Enter the confirmation code that was sent to your preferred email address and click “Next” to complete the alternate email authentication setup.

**Email** [X]

We just sent a code to siva.info2000@gmail.com

Enter code

[Resend code](#)

Back Next

- 4 You have now completed setting up the main authentication methods for NSF Password RESET. You may add additional methods.

**Security info**

These are the methods you use to sign into your account or reset your password.

**Default sign-in method:** Microsoft Authenticator - notification [Change](#)

+ Add sign-in method

Phone	+1 202-260-6961	<a href="#">Change</a>	<a href="#">Delete</a>
Microsoft Authenticator	iPhone 11	<a href="#">Change</a>	<a href="#">Delete</a>
Email	siva.info2000@gmail.com	<a href="#">Change</a>	<a href="#">Delete</a>

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## STEP 4. SELECT AND ANSWER OPTIONAL SECURITY QUESTIONS

1 To set up your security questions, follow the same process as in previous steps to select "Security Questions" from the "Add a method" dropdown menu - then click the button to "Add".

NOTE: If you have an Admin role for any Microsoft services, you will not have the option to setup Security Questions.

2 Select a security question from each dropdown and type your answer in the corresponding field, per the requirements listed on the right. Click "save answers" when finished.

The screenshot shows a dialog box titled "Add a method" with a close button (X) in the top right corner. Below the title is the question "Which method would you like to add?". There is a dropdown menu labeled "Choose a method" with a downward arrow. Below the dropdown are several options: "Authenticator app", "Phone", "Alternate phone", "Email", "Security questions" (which is highlighted with a red rectangular box), and "Office phone".

The screenshot shows a screen titled "don't lose access to your account!". Below the title is a message: "Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long." There are five "Security question" sections, each consisting of a dropdown menu and a text input field. To the right of each text input field is a red exclamation mark icon. At the bottom left of the screen is a "save answers" button.

**Note:** Five security questions are required to successfully complete the enrollment process.

### Answers to the Security Questions must follow these requirements:

- The minimum character limit is three characters.
- The maximum character limit is 40 characters.
- Answers may include special characters (e.g., \$, %, !, and #).
- You cannot answer the same question more than once.
- You cannot provide the same answer to multiple questions.

3 After successfully setting up the security questions, if you see the following screen, click "Finish" to complete the enrollment process. Otherwise, you will be taken back to the "Security Info" setup page.

The screenshot shows a screen titled "don't lose access to your account!". Below the title is a message: "Thanks! We'll use the info below to recover your account if you forget your password. Click 'finish' to close this page." There are three status items, each with a green checkmark icon: "Authentication Phone is set to +1 2482271457. Change", "Authentication Email is set to siva.info2000@gmail.com. Change", and "5 Security Questions are configured. Change". At the bottom left is a blue "finish" button (highlighted with a red box) and a "cancel" link.

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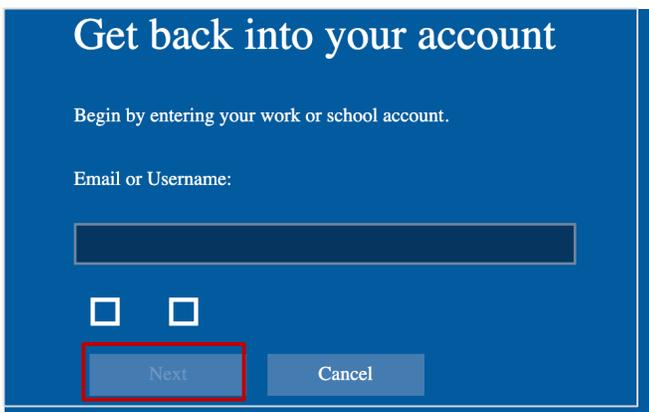


## HOW TO RESET/CHANGE YOUR NSF LAN PASSWORD

- 1 Go to the [NSF Password RESET Portal](#) and select the second option for “**RESET Tool: Change your NSF LAN Password**” in order to use this self-service tool.

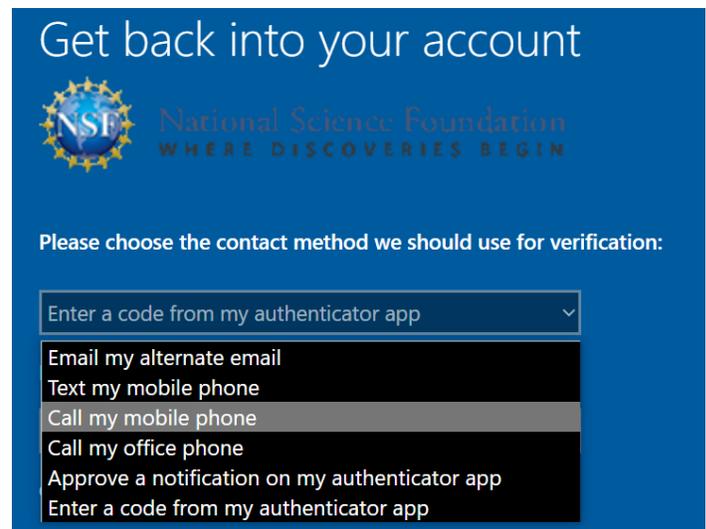
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- 2 Enter your NSF email address and select “Next.”



- 3 Select one of the authentication methods from the dropdown to verify your identity. Follow the text on the screen to provide the necessary authentication info - dependent on which verification method you choose.

Note: Only one of the pre-established authentication methods is needed to reset or change your password.

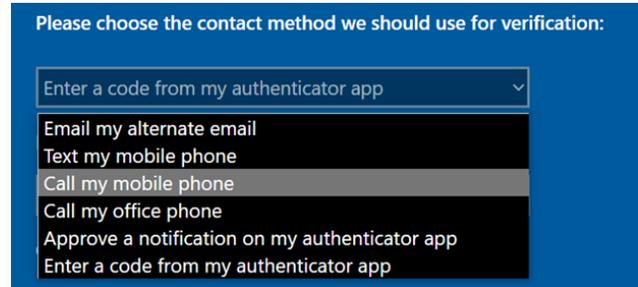


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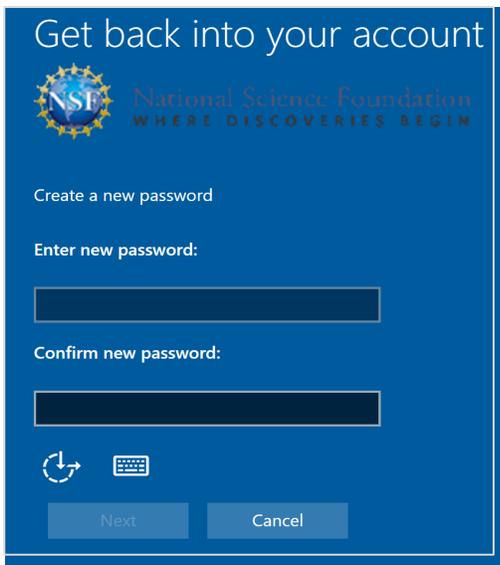
## HOW TO RESET/CHANGE YOUR NSF LAN PASSWORD (cont.)

**4** Verify your identity using one of the authentication options you configured during the enrollment process.



- If you select “Email my alternate email,” “Text my mobile phone,” or “Call my mobile/office phone,” you will receive a verification code via that contact method. Upon receipt of the verification code, enter it on the authentication web page and click “Next”.
- If you select “Answer my security questions,” you will be prompted to answer three of the five security questions (generated randomly) that you previously registered. Answer the security questions and click “Next”.
- If you select “Approve a notification on my authenticator app”, you will receive a notification from the Authenticator app on your mobile device. Open the app to approve the authentication request. This will send the verification back to the RESET app to allow the password change to be completed.
- If you select “Enter a code from my authenticator app”, you will receive a notification from the Authenticator app on your mobile device. Open the app to retrieve the verification code. Enter the verification code on the authentication web page and click “Next”.

**5** You will now see the screen where you can change your NSF LAN password according to NSF’s requirements listed below. Enter your new password (twice) and click “Next.” You will receive confirmation that your password has been successfully updated.



“Password” refers to a sequence of characters used to verify the identity of an authorized user and grant access to an NSF computer system or application.

### NSF LAN Password Requirements

- The password includes a minimum of 12 characters including at least three upper case and lower case letters, numbers and special characters (e.g., \$, %, !, and #)
  - For example: Psw0rdExample1!
- The password cannot end with a space or tab character.
- The password cannot repeat any of the previous 24 passwords.

**Questions:** IT Help Central (ITHC) will receive requests through the [Employee Service Center \(ESC\)](#) or by phone at 703-292-HELP (x4357) or 1-800-711-8084. ITHC hours of operation are 6:00 a.m. to 7:00 p.m. You may also contact ITHC by email at [ITHelpCentral@nsf.gov](mailto:ITHelpCentral@nsf.gov)

