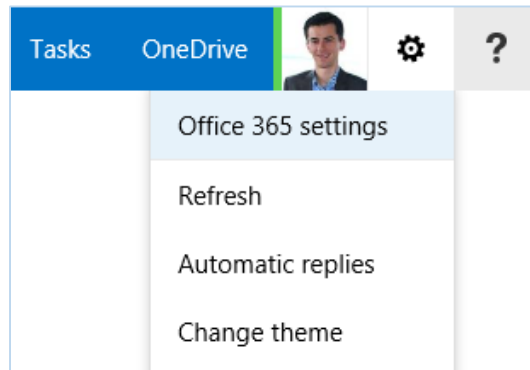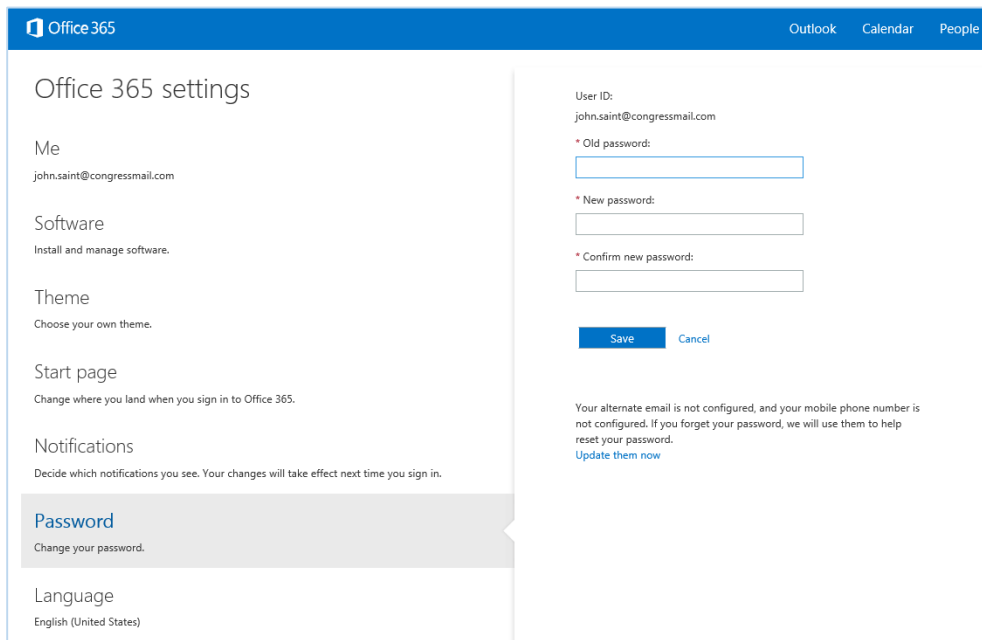# CongressMail

User Guide

Changing Your Password

Please follow the steps below if you need to change your password. Remember that your new password must be at least 8 characters long, and contain at least 1 uppercase letter, 1 lowercase letter, 1 number and a special character.

1. Sign in to CongressMail and click the **gear icon** (top right of screen). A menu of options appears.

2. Click **Office 365 settings**

3. Click the **Password** option (lower left)

Note: *Before you can change your password, as an extra security measure, the system may require you to sign in again. If you are presented with the sign in screen, supply your username and password to continue.*

4. In the box labeled **Old password**, type your current password.

5. In the box labeled **New password**, type the new password that you have chosen

Remember that your new password must be at least 8 characters long, and contain at least 1 uppercase letter, 1 lowercase letter, 1 number and a special character

6. In the box labeled **Confirm new password**, retype your new password

7. If the password was successfully updated, you will see the confirmation message below

You may now continue using the system.

Resetting Your Password

If you forget your CongressMail password, you can reset it at any time using the **Self-Service Password Reset** feature. This allows you to reset your password without any assistance from the Service Desk.

To use this feature, you must first enable it by associating a **mobile phone number** or **Non-CongressMail email address** with your account. Once the phone number or email address is registered, you can use the **password reset link** on the sign-in screen (labeled: can't access your account?) to create a new password.
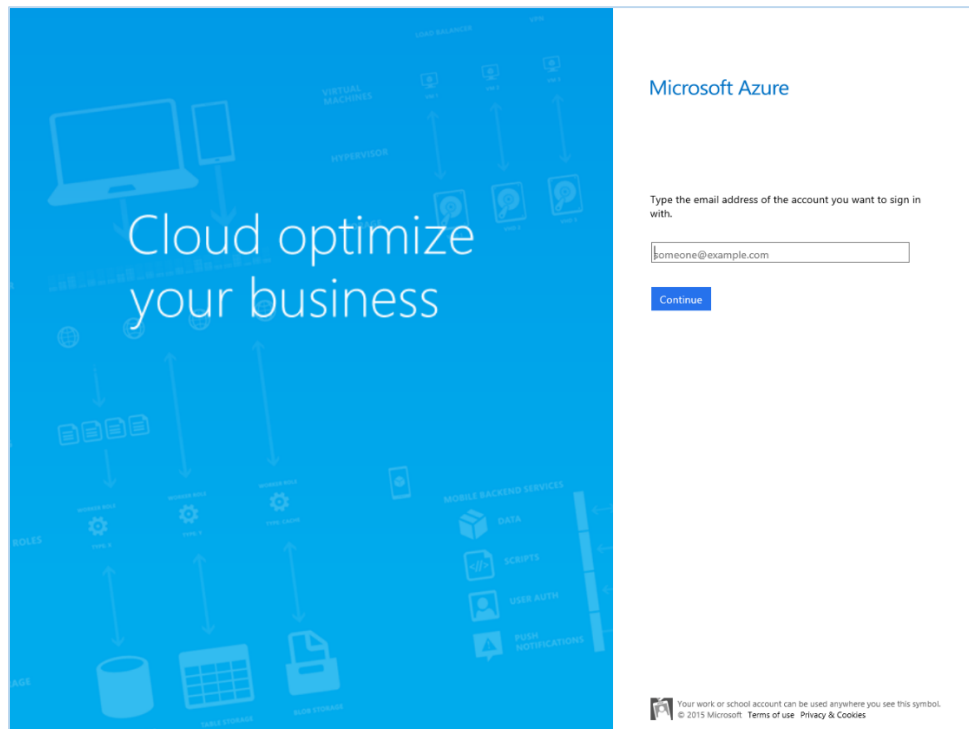
The remainder of this Guide will outline the **two-step process** for resetting passwords on your own. Note that Step 1 has to be completed only once.

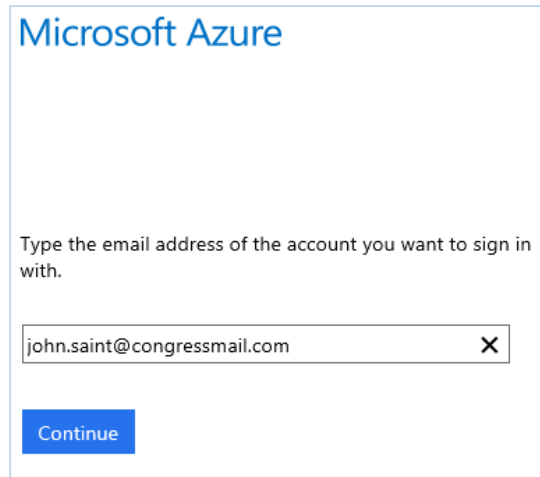## Step 1: Enabling Self-Service Password Reset for Your Account

1. Open your web browser and go to:

http://aka.ms/ssprsetup

You will presented with the Microsoft Azure sign in page:

2. Enter your **email address**

3. Click the **Continue** button

The system will verify that you entered a valid email account. If the account is valid, you will be presented with a login screen.

4. Enter your **email address** and **password**.

5. Click the **Sign in** button

6. On the screen that shows the message **don't lose access to your account!**, choose an authentication method to configure.

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. **You'll need to set up at least 1 of the options below.**

⊘ Authentication Phone is not configured. Set it up now

⊘ Authentication Email is not configured. Set it up now

You need to setup **at least one** of the options presented:

Authentication Phone - this enables password reset information to be sent to your mobile phone
Authentication Email - this enables password reset information to be sent to your non-Congress address

8. Click **Set it up now** for the authentication method you chose

Authentication Phone

7. To configure your mobile phone for authentication, enter your phone number.

Please verify your authentication phone number below.

Authentication phone

| New Zealand (+64) ⌄ | 215555555 |

| text me | call me |

8. Click **text me** or **call me.**

9. If you chose **call me**, follow the verification prompts.

10. If you chose **text me**, enter the verification code that was sent to you.

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

| 123456 | verify | try again |

11. Click **verify**

Authentication Email

12. To configure your Non-CongressMail address for authentication, enter your email address

13. Click **email me**.

14. Enter the verification code that was sent to your Non-CongressMail address

15. Click **verify**

16. Once you have completed the verification steps, your CongressMail account will be configured for the self-service password reset capability.

17. Click **Finish** to exit.

Remember that this step has to be performed only once. As long as a mobile phone number or non-CongressMail email address is already associated with your account, you can proceed to the reset process in Step 2.
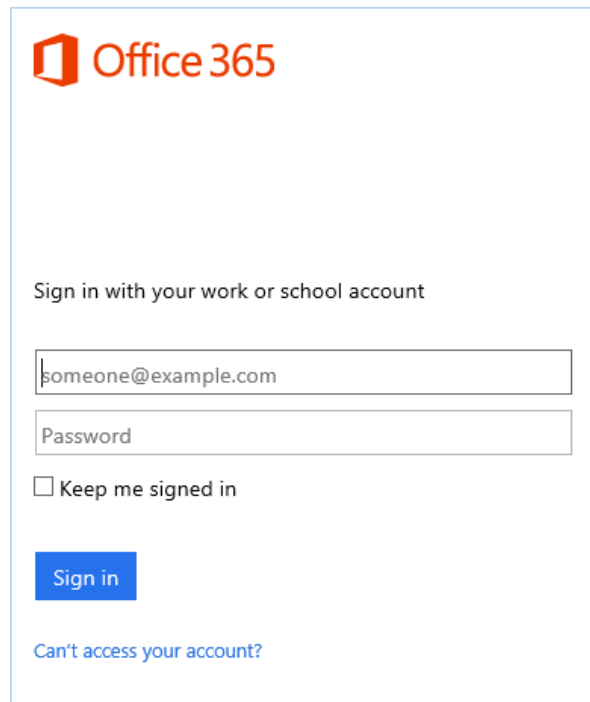
Step 2: Resetting Your Password

Once you have registered a mobile phone number or Non-CongressMail email address in the self-service password reset tool, you will be able to reset your CongressMail password.

Please follow the steps below if you need to reset your password. Remember that your new password must be at least 8 characters long, and contain at least 1 uppercase letter, 1 lowercase letter, 1 number and a special character.

1. Go to the CongressMail login page:

https://outlook.com/congressmail.com

2. Click **can't access your account?**
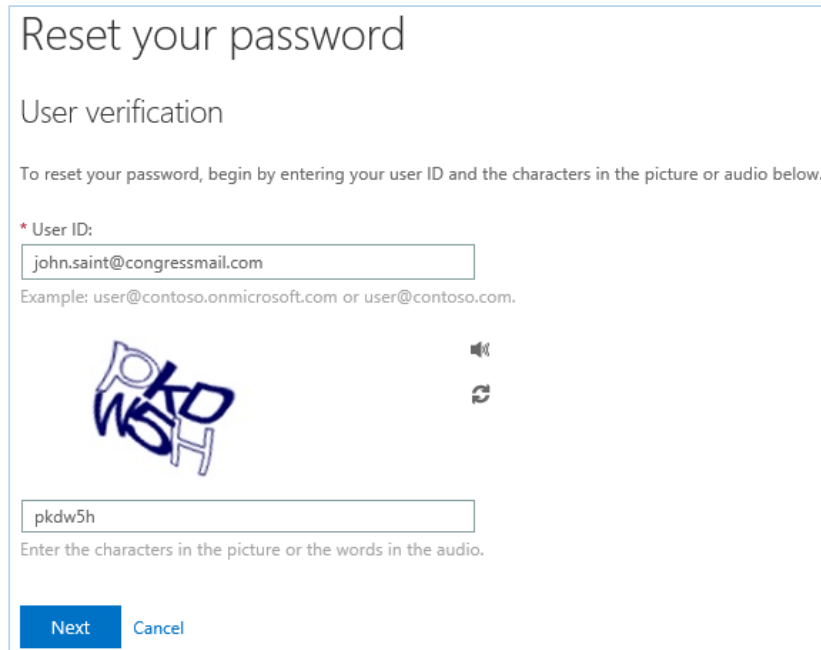
3. Enter your **CongressMail address** and the **random characters** shown in the picture.
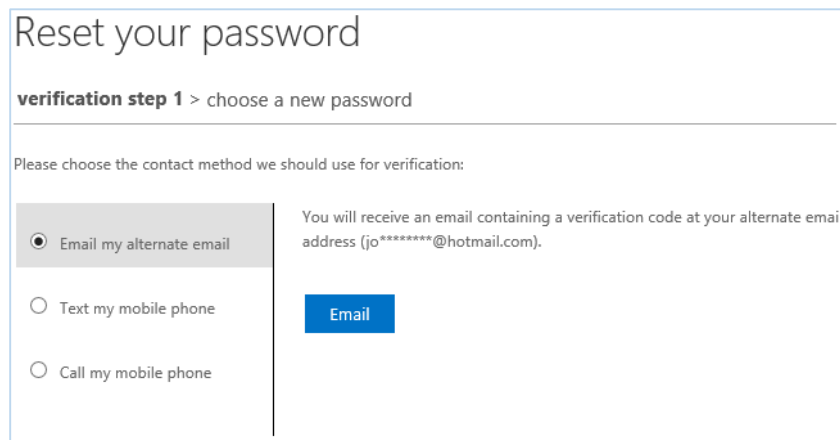
4. Click **Next**.

5. Choose your preferred verification method by selecting **Email my alternate email**, **Text my mobile phone**, or **Call my mobile phone** and follow the instructions on the screen.

Note that if you choose to perform the reset using your mobile phone, you will need to enter the complete phone number before continuing.
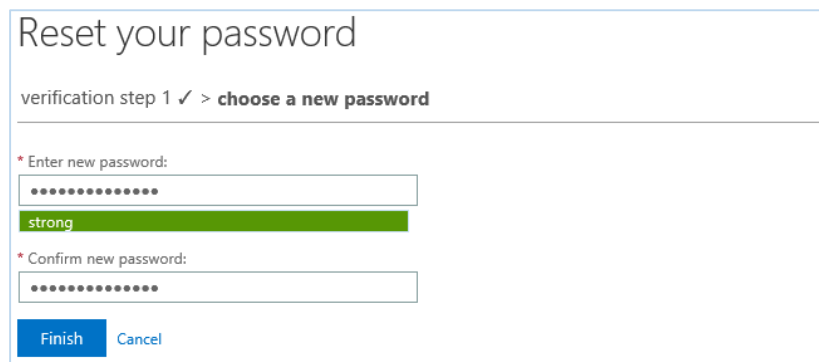
6. **Enter the code** that you received via email, text message or phone call and click **Next**
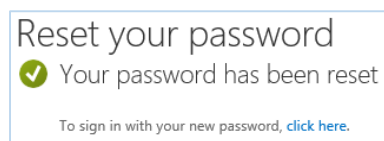

7. In the box labeled **Enter new password**, type the new password that you have chosen

Remember that your new password must be at least 8 characters long, and contain at least 1 uppercase letter, 1 lowercase letter, 1 number and a special character.

8. In the box labeled **Confirm new password**, retype your new password

9. Click **Finish**

You may now sign in with your new password.