Microsoft Self-Service Password Reset

Register authentication methods, manage your password, and update your sign-in options.

Portal: bcm.edu/myaccount

What SSPR lets you do

- Reset or update your BCM enterprise password.
- Register and manage supported multi-factor authentication methods.

Before you begin

- Use a computer to open the SSPR portal.
- Have your smartphone available.
- Install **Microsoft Authenticator** from your phone's app store.

Recommended authentication method

Microsoft Authenticator is the recommended method. It supports approval notifications and rotating verification codes. You may also register a compatible authenticator app (like Google Authenticator) for verification codes.

Complete every registration and test prompt. Stopping before the success message may leave the method unusable.

Register Microsoft Authenticator

1. On your computer, go to bcm.edu/myaccount.
2. Sign in using **ECA@bcm.edu** and your password. If prompted during your first sign-in, update your password.
3. When asked for additional information, select **Next**.
4. Install Microsoft Authenticator on your phone. Verify that the publisher is Microsoft, then select **Next** on the computer.
5. Open Microsoft Authenticator and select **+** or **Add account**.
6. Select **Work or school account**, then select **Scan QR code**.
7. Scan the QR code displayed on your computer and select **Next**.
8. Complete the test notification. Enter the number shown on the computer into Microsoft Authenticator, then approve the request.
9. Continue until the portal confirms that registration is complete.

Do not scan another person's QR code or share your QR code. The code links the authentication method to your account.

Manage authentication methods

Open the SSPR portal and select Security info.

Add a method

1. Select **Add sign-in method**.

2. Choose **Microsoft Authenticator** or another supported authenticator app.

3. Follow the prompts and complete the verification test.

Remove a method

1. Locate the authentication method you no longer use.

2. Select **Delete** and follow the prompts.

Change the default method

1. In **Security info**, select **Change** next to the default sign-in method.

2. Select one of the available app-based methods:

- **App-based authentication - notification:** approve a prompt in the app.
- **App-based authentication or hardware token - code:** enter the six-digit code shown in the authenticator app or token.

3. Select **Confirm**.

Update your password

1. Go to **bcm.edu/myaccount** and sign in.

2. Select **Password** from the left navigation.

3. Enter your new password and select **Submit**.

4. Wait for confirmation that the password change is complete.

Choose a strong, unique password that you have not used before. Avoid common words, predictable patterns, or passwords that could be easily guessed. Some passwords may be rejected even if they meet the basic complexity requirements. If this occurs, choose a different password.