

## Operator Account Signup

Welcome to Pierce Transit's account enrollment. This document will walk you through setting up your account and resetting your password. With this account you will be able to access the Pulse, Pierce Transit's intranet, that hosts information about benefits, recent events, newsletters, and the CEO communications. This account will also let you into NeoGov to do additional training.

The procedure is more easily followed on a computer with a cell phone handy. It can be done on a cell phone only but will be a little more challenging. You will browse to the enrollment site, login in, register your phone for multi factor authentication, then reset your password. Your phone will be used to prove your identity if you need to reset your password.

Since your personal cell phone will only be used to authenticate you, there are no issues revolving around public records laws

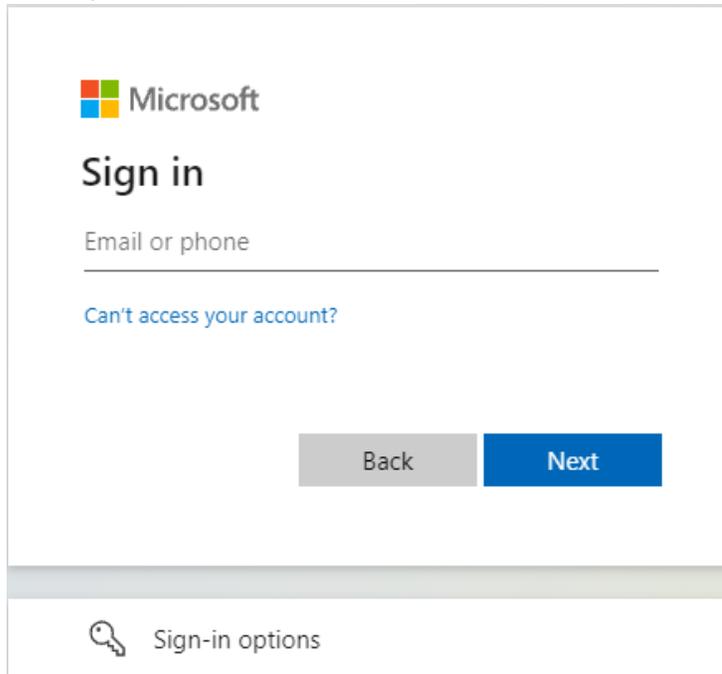
Items to bring or know:

1. Cell phone
2. Account Name
3. Initial Password

Your account name and password can be found be calling the IT help desk 253-581-8005 or by sending a request through your assistant manager.

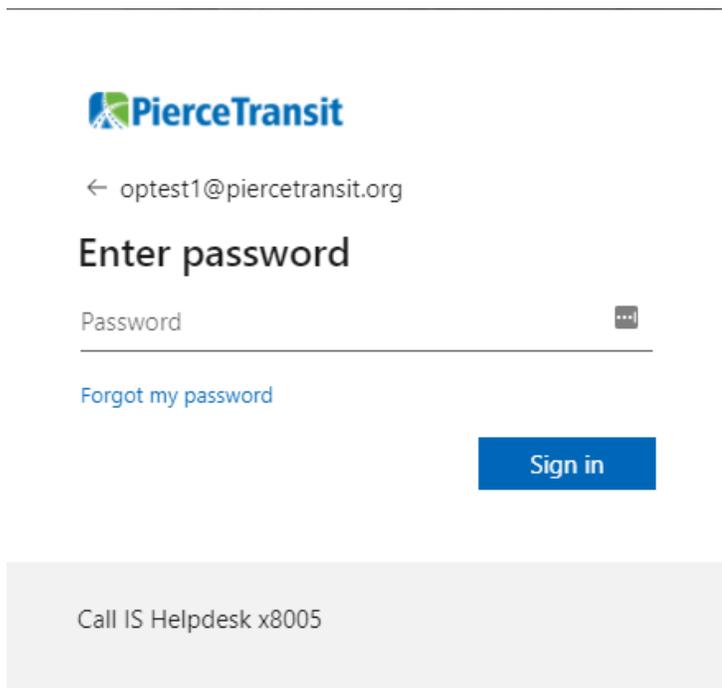
## Detailed steps for enrollment:

1. Browse to <https://myaccount.microsoft.com>
2. Enter your account name



The screenshot shows the Microsoft Sign in page. At the top left is the Microsoft logo. Below it is the heading "Sign in". Underneath is a text input field labeled "Email or phone". Below the input field is a link that says "Can't access your account?". At the bottom of the main content area are two buttons: a grey "Back" button and a blue "Next" button. Below this area is a horizontal separator line, and below that is a link with a key icon that says "Sign-in options".

3. Enter your initial password



The screenshot shows the Pierce Transit "Enter password" page. At the top left is the Pierce Transit logo. Below it is a back arrow and the email address "optest1@piercetransit.org". The heading "Enter password" is prominently displayed. Below it is a text input field labeled "Password" with a visibility toggle icon (three dots) on the right. Below the input field is a link that says "Forgot my password". At the bottom right of the main content area is a blue "Sign in" button. Below this area is a horizontal separator line, and below that is a grey box containing the text "Call IS Helpdesk x8005".

4. The site will walk you through registering alternate forms of authentication. Click Next to start the process.



optest1@piercetransit.org

## More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

Call IS Helpdesk x8005

5. The next screen shows your progress and offers the suggested method of authentication, Microsoft Authenticator. You can choose to use a phone number for a text/call or the authenticator app. If you lose the phone you register you will have to contact IT to reset your account.

## Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

### Microsoft Authenticator



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](#)

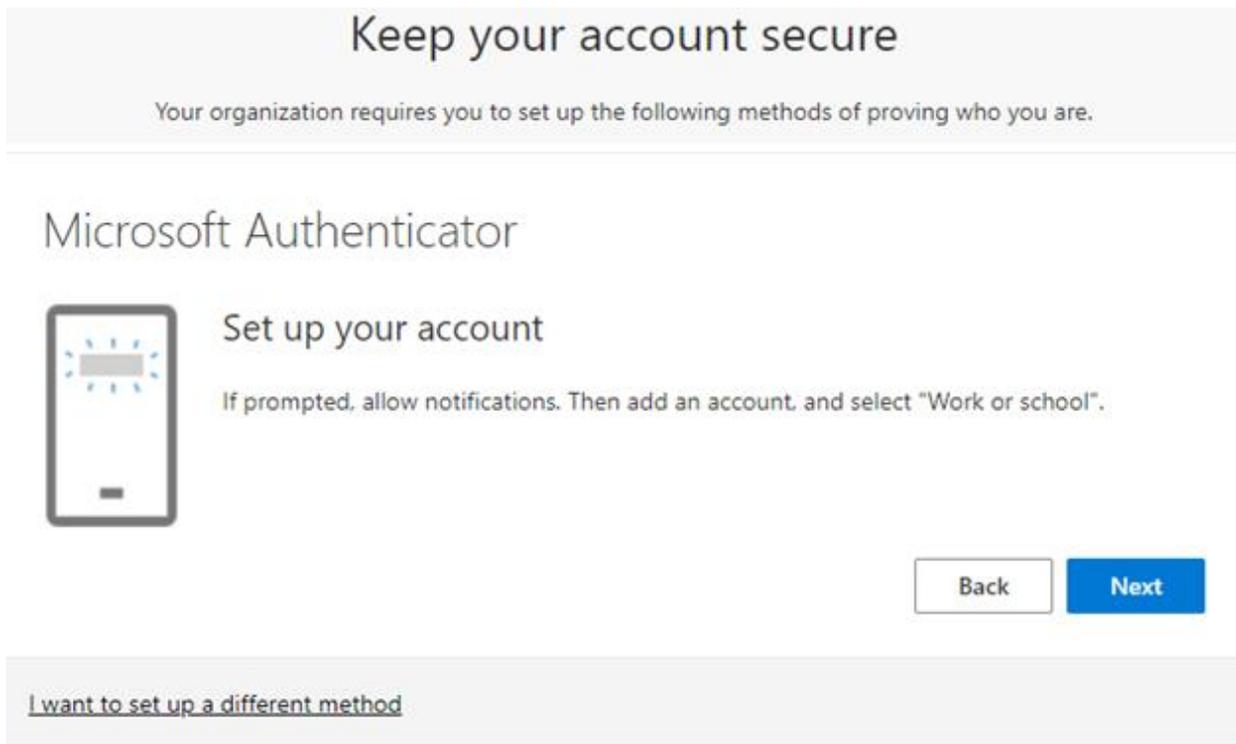
[Next](#)

[I want to set up a different method](#)

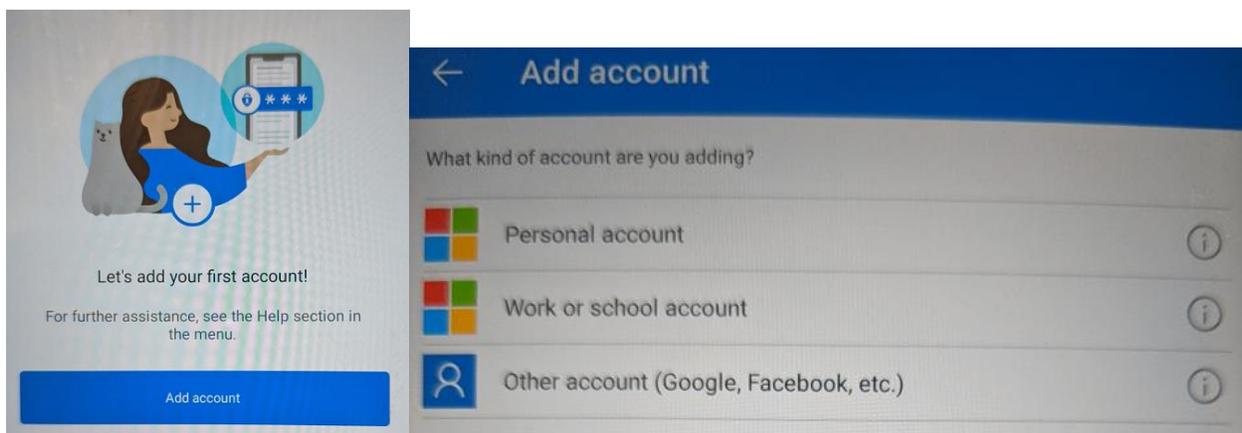
Click Next to enroll the Microsoft Authenticator app or click "I want to set up a different method" to choose a text or voice call to a phone. Steps 6 through 9 will walk you through the Microsoft Authenticator setup. Steps 10 through 13 will walk you through enrolling your phone for voice or text.

6. Download the Microsoft Authenticator app from the App or Play store. If it prompts you allow notifications, then choose to add an account and select "Work or school"

Computer:



App:



7. Click next on the computer to bring up a QR code. Tap QR Code on the phone to scan the QR Code on the computer screen.

Computer:

## Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

### Microsoft Authenticator

#### Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".



[Can't scan image?](#)

[Back](#) [Next](#)

[I want to set up a different method](#)

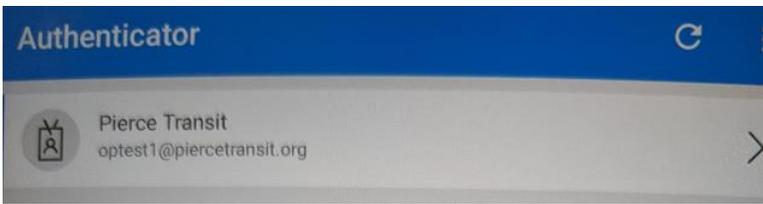
App:

### Add work or school account

-  Scan a QR code
-  Sign in

[CANCEL](#)

Scan the QR Code to register the account



8. Click Next on the computer to receive an authentication notification on the app and validation it is registered.

Computer:

## Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

### Microsoft Authenticator



Let's try it out

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Approve the notification we're sending to your app.

[I want to set up a different method](#)

App: Tap Approve



Approve sign-in?

Pierce Transit  
optest1@piercetransit.org

9. Click Next to finish your enrollment.

## Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

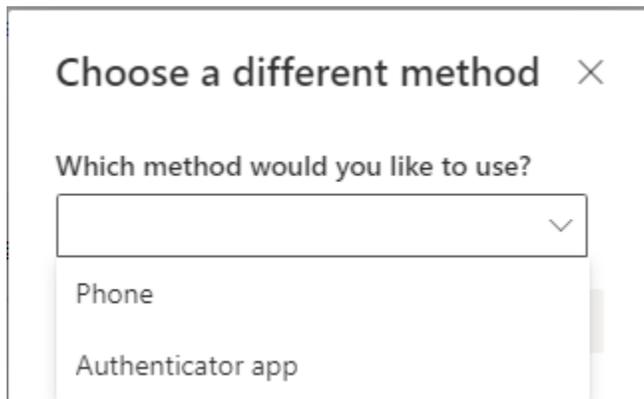
### Microsoft Authenticator

✔ Notification approved

Back Next

[I want to set up a different method](#)

10. If you wanted to enroll your phone for text or voice calls proceed here.  
Click "I want to Setup a different method" and choose Phone and then Confirm



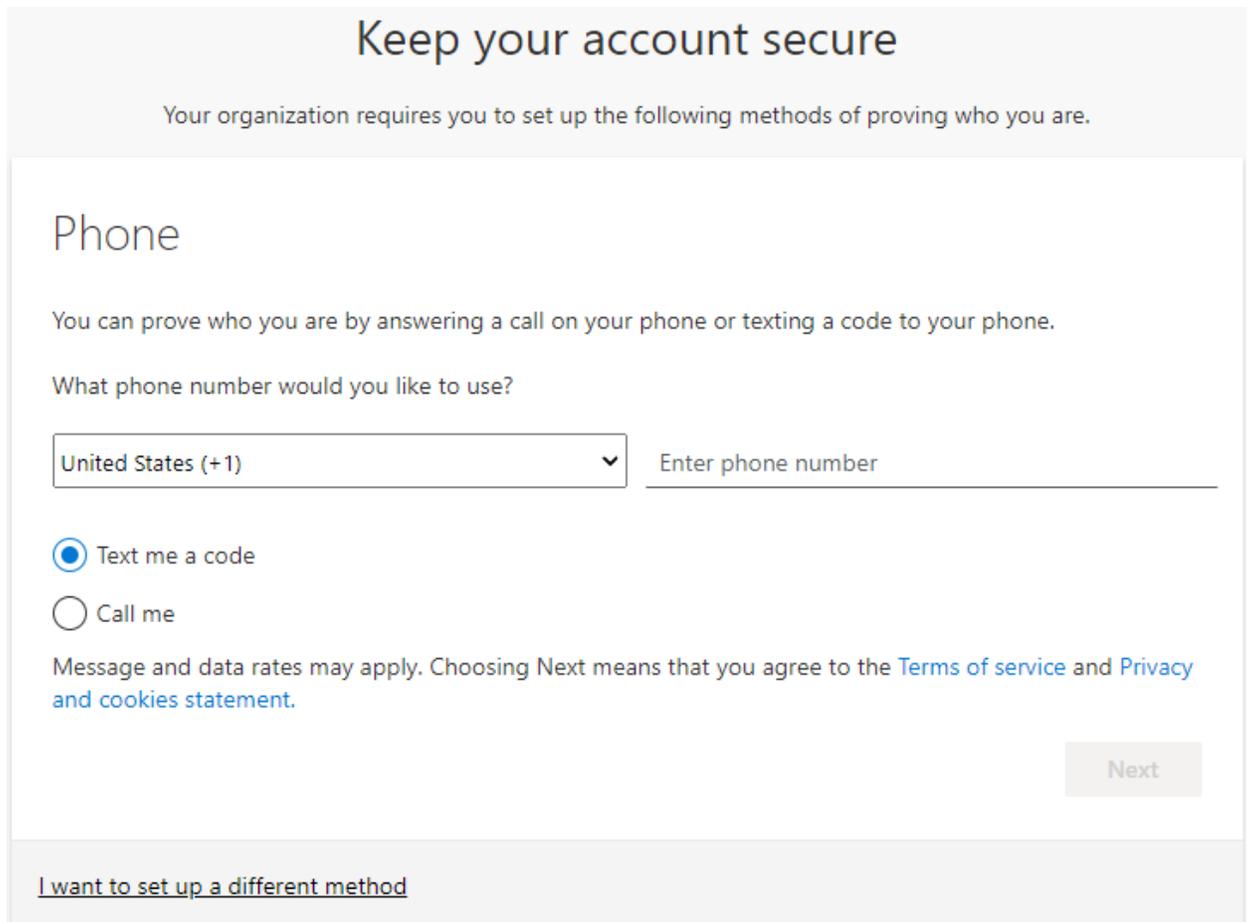
Choose a different method ×

Which method would you like to use?

Phone

Authenticator app

11. Enter your phone number, choose whether you would like a text or voice call and then click Next.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

## Phone

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) ▼

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](#).

Next

[I want to set up a different method](#)

12. You will either receive a call where you will need to press #,

## Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

### Phone

We're calling +1 [REDACTED] now.

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[Back](#)

[I want to set up a different method](#)

or receive a text where you will need enter the code and click Next.

## Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

### Phone

We just sent a 6 digit code to +1 [REDACTED] Enter the code below.

Enter code

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[Resend code](#)

[Back](#) [Next](#)

[I want to set up a different method](#)

13. Your enrollment method will show as confirmed

## Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

### Phone

 SMS verified. Your phone was registered successfully.

Next

14. Congratulations, you are successfully enrolled in multi factor authentication and self-service password reset. The review page is shown letting you review the option you chose.

## Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

### Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

**Default sign-in method:**



Done

Click done will bring you to your account page where you can make changes.

## Detailed steps for resetting your password:

1. Browse to: <https://aka.ms/sspr>  
Type in your account name and the captcha characters and click next.



## 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. \*

2. This brings you to the verification page.



## Get back into your account

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

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Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*85) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

[Cancel](#)

Choose the method to verify your account.

3. After you prove your identity it will prompt you for a new password



## Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

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\* Enter new password:

\* Confirm new password:

**Finish**

Cancel

Hints about choosing a new password:

- It can't be one of our old passwords.
- We do ask you not to reuse a password that you use from other places.
- It must be at least 8 characters
- It has to have three of four different types of characters: Upper Case, Lower Case, Numbers, Special Characters (i.e. !@#\$%).
- It cannot contain your name or account name
- It cannot be a very common password like Password