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

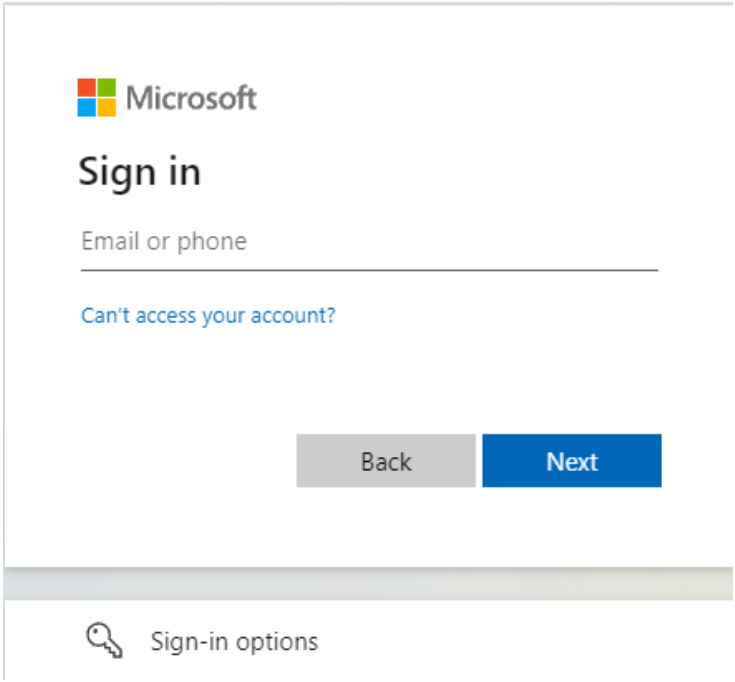
Items to bring or know:

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

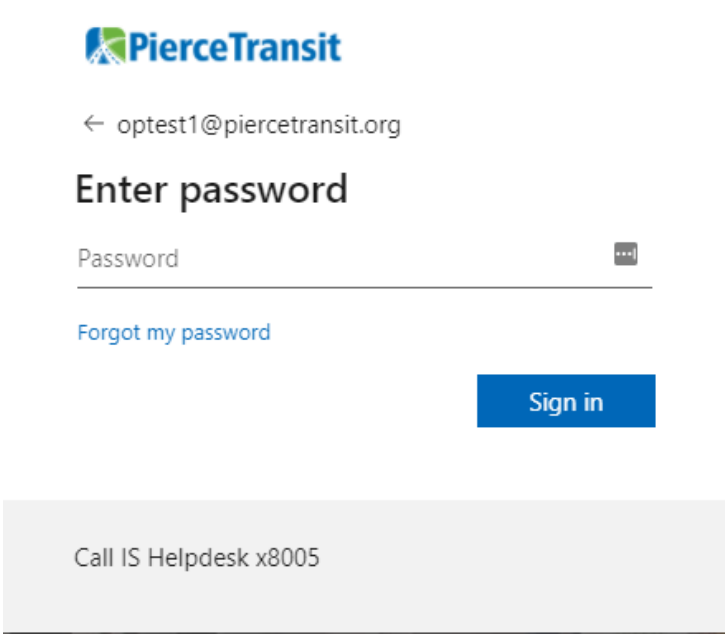
Your account name and password can be found be calling the IT help desk 253-581-8005 or by sending a request through your assistant manager.

Detailed steps for enrollment:

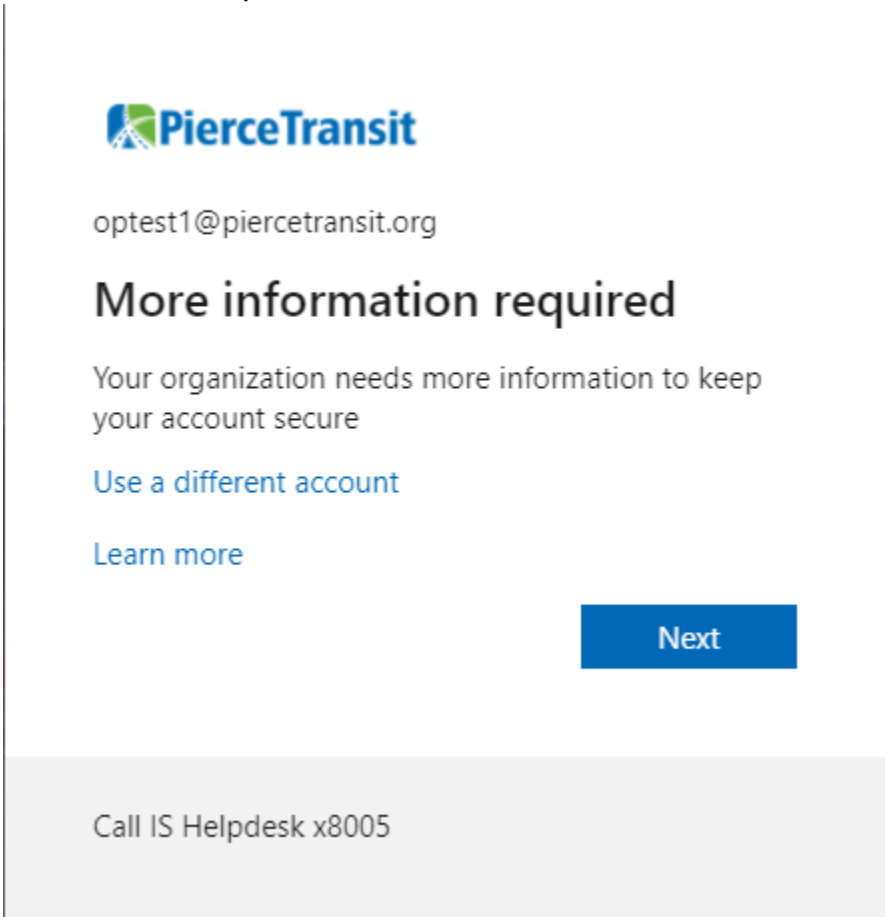
1. Browse to https://myaccount.microsoft.com
2. Enter your account name



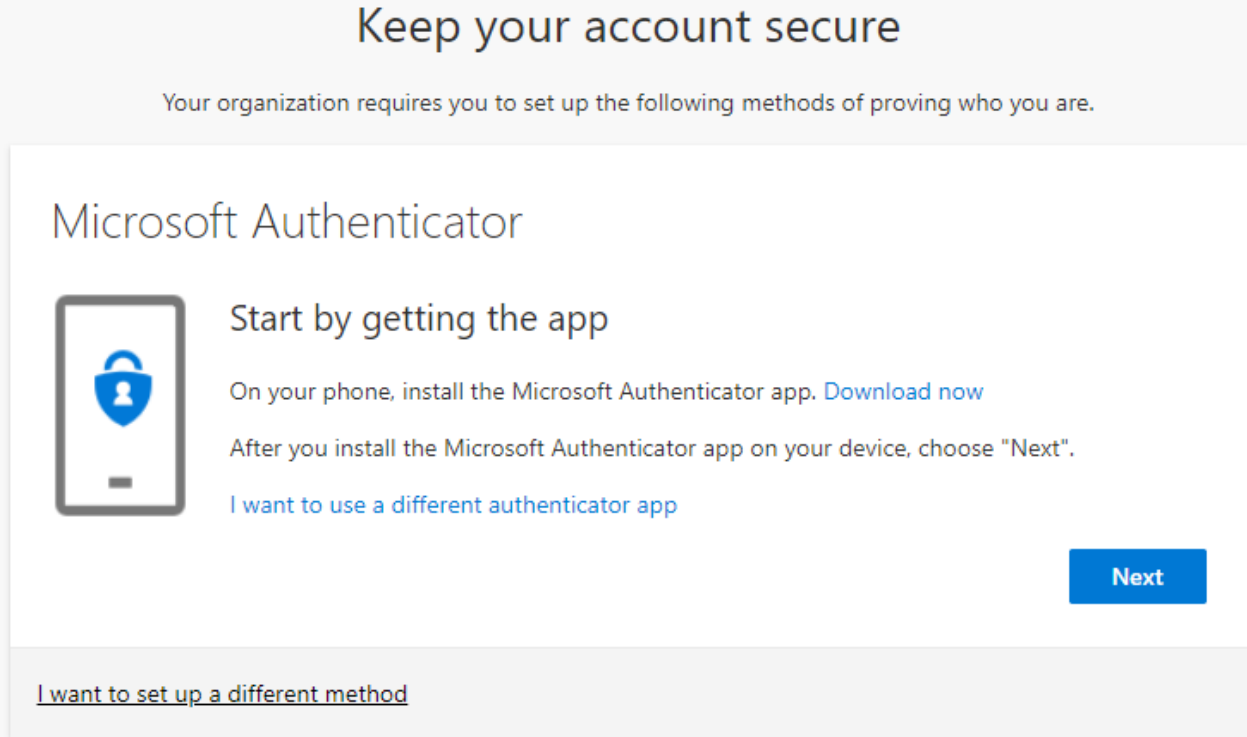
3. Enter your initial password



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



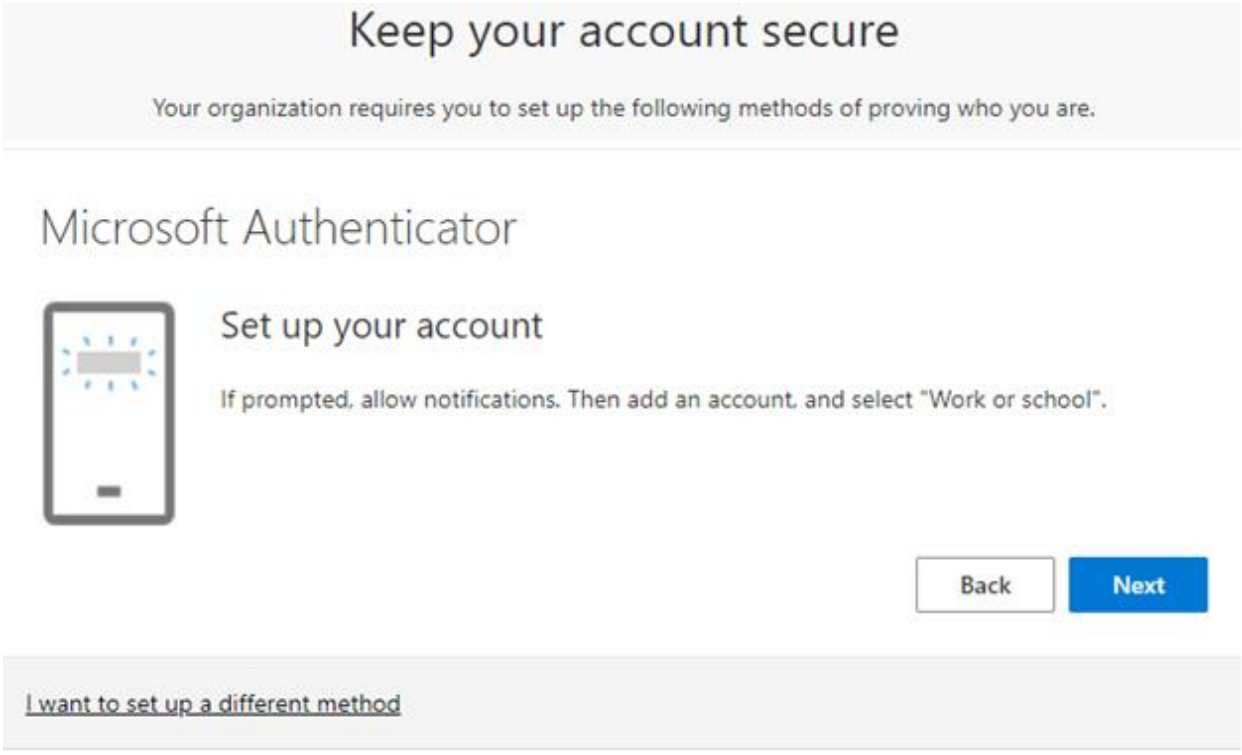
5. The next screen shows your progress and offers the suggested method of authentication, Microsoft Authenticator. You can choose to use a phone number for a text/call or the authenticator app. If you lose the phone you register you will have to contact IT to reset your account.



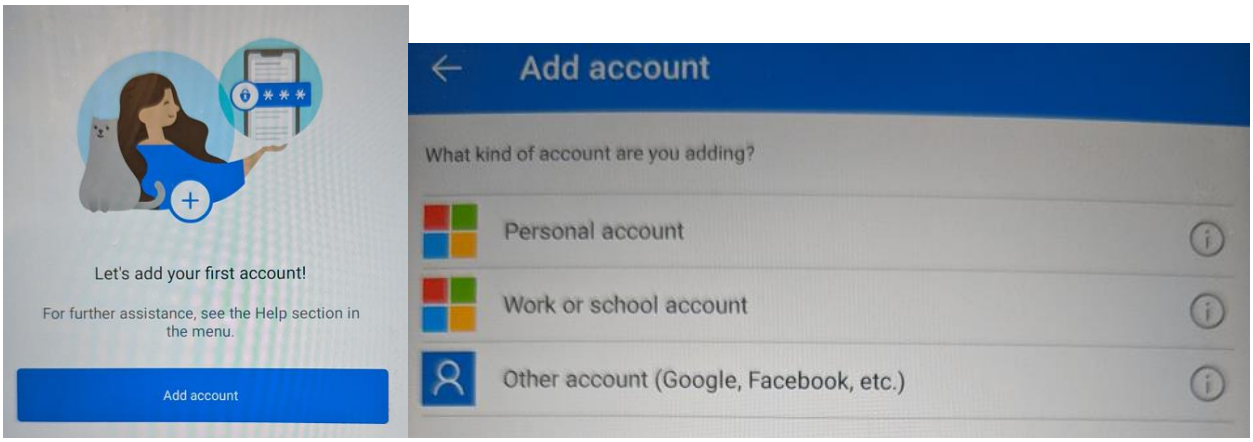
Click Next to enroll the Microsoft Authenticator app or click “I want to set up a different method” to choose a text or voice call to a phone. Steps 6 through 9 will walk you through the Microsoft Authenticator setup. Steps 10 through 13 will walk you through enrolling your phone for voice or text.

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:

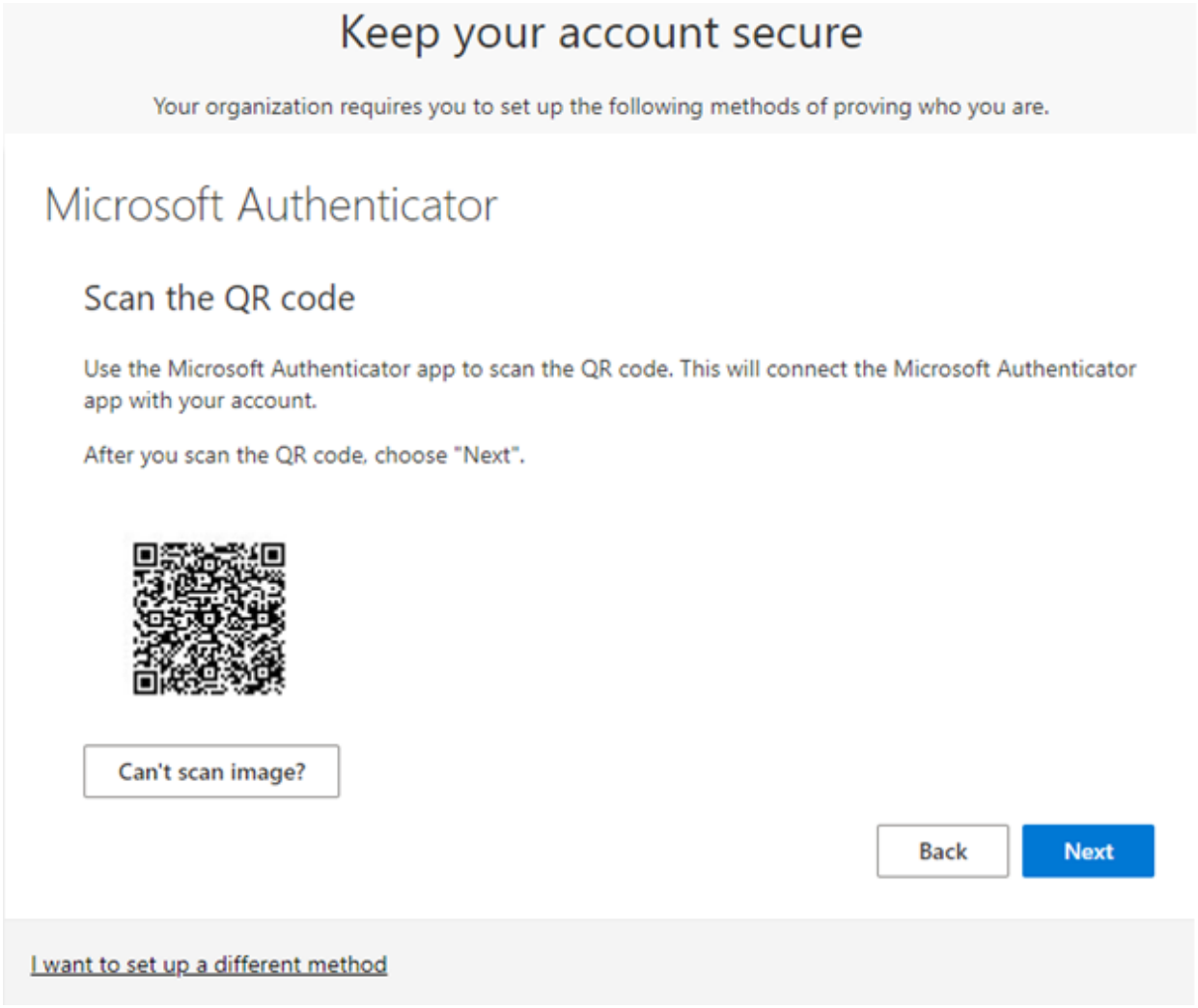


App:

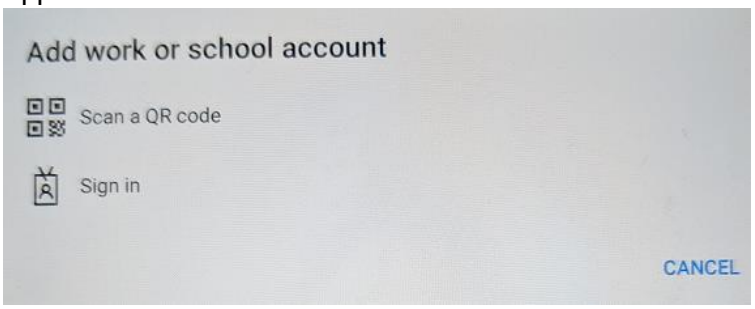


7. Click next on the computer to bring up a QR code. Tap QR Code on the phone to scan the QR Code on the computer screen.

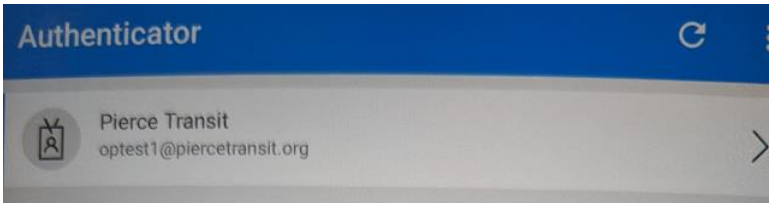
Computer:



App:

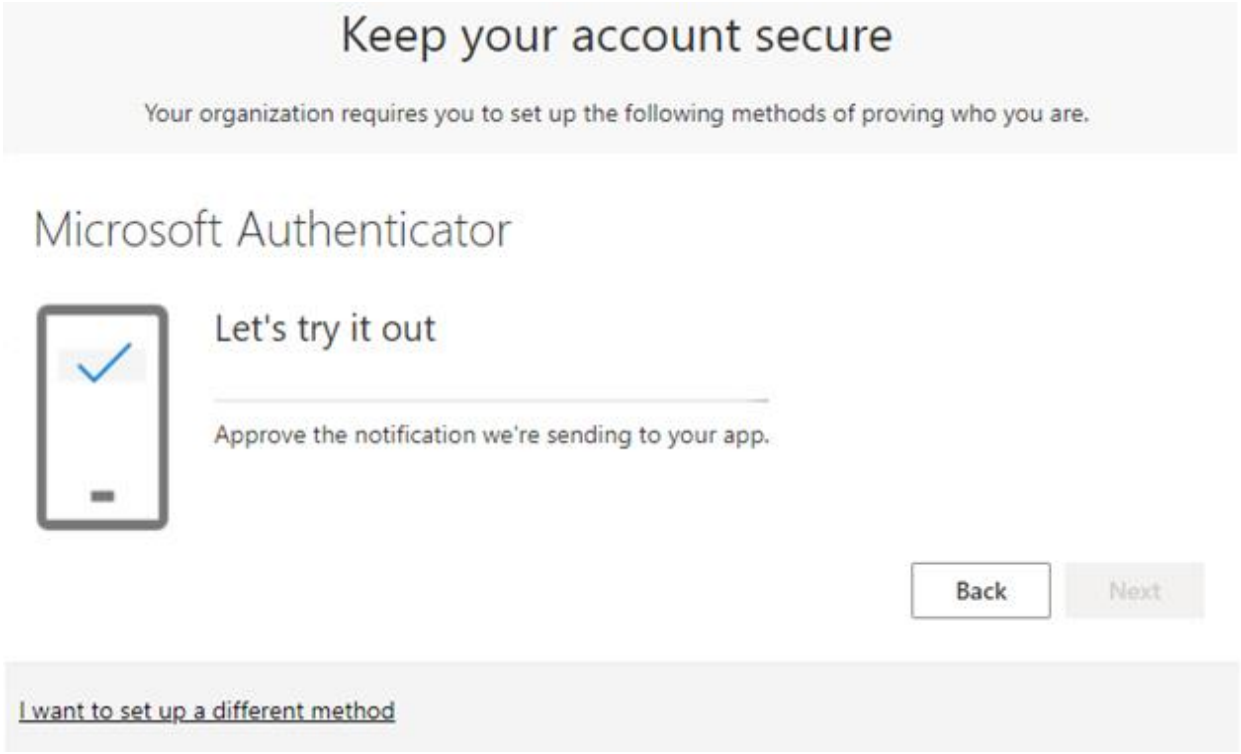


Scan the QR Code to register the account

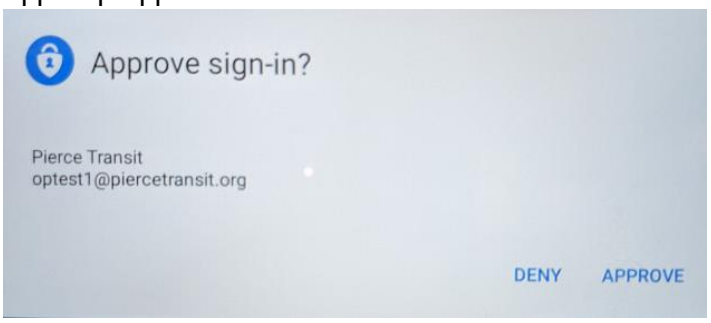

Authenticator
Pierce Transit
optest1@piercetransit.org

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

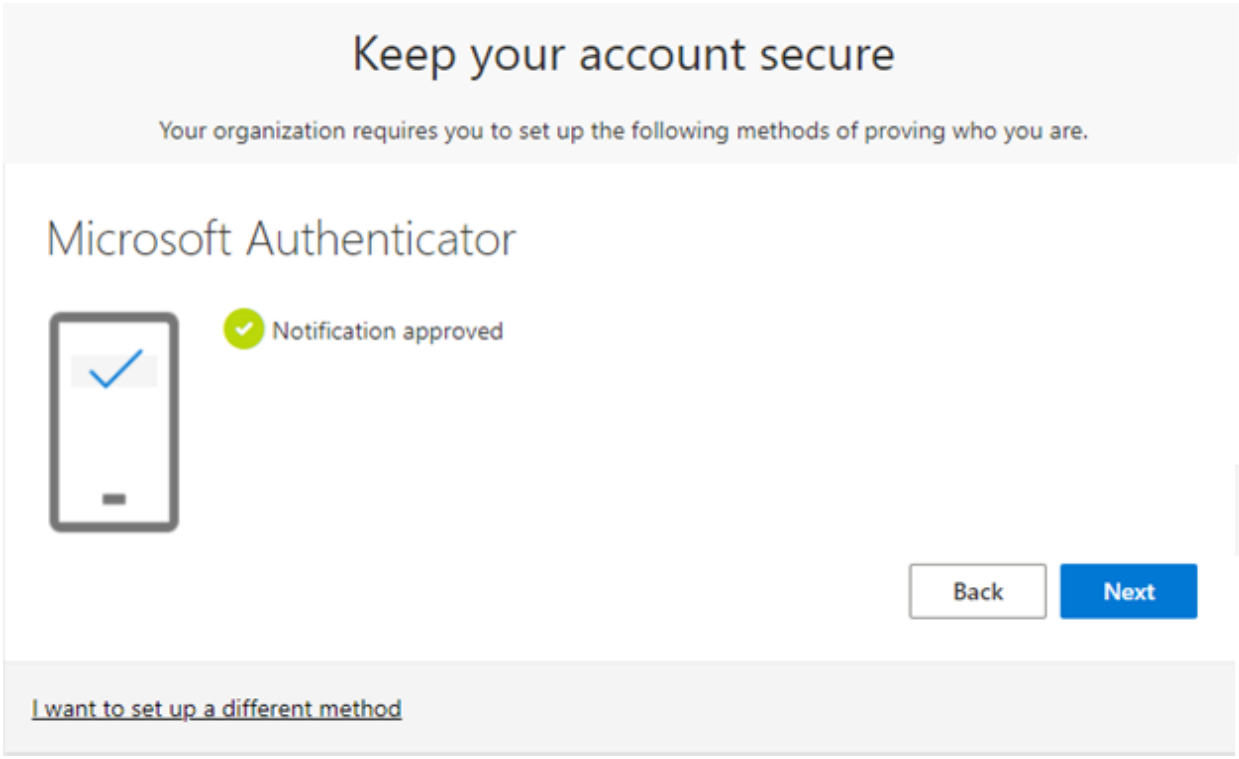
Computer:



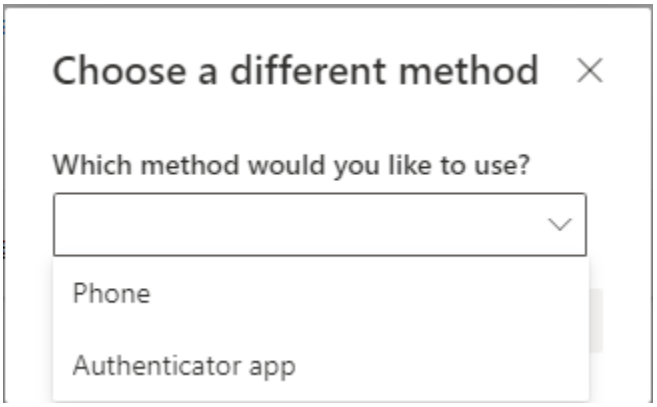
App: Tap Approve



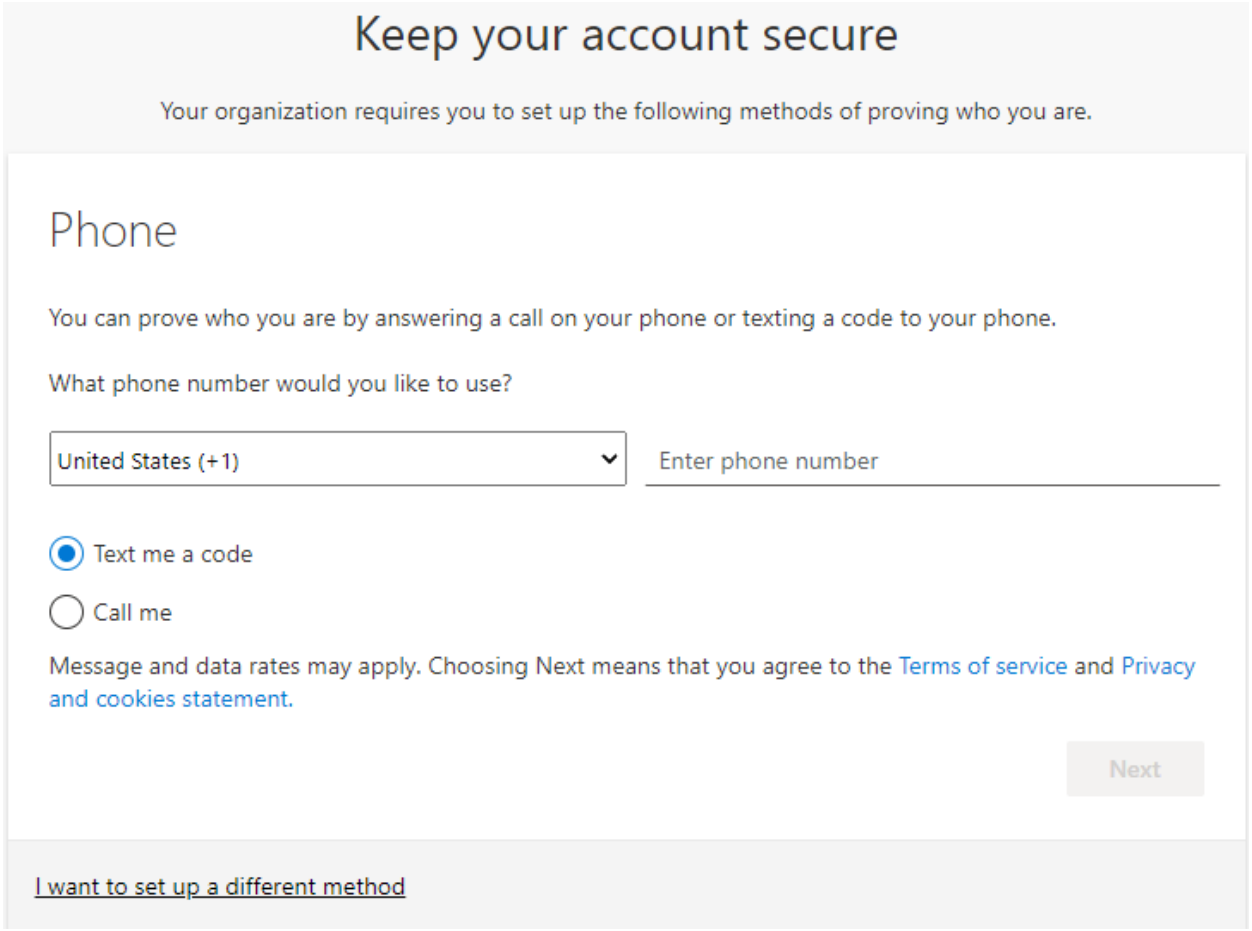
9. Click Next to finish your enrollment.



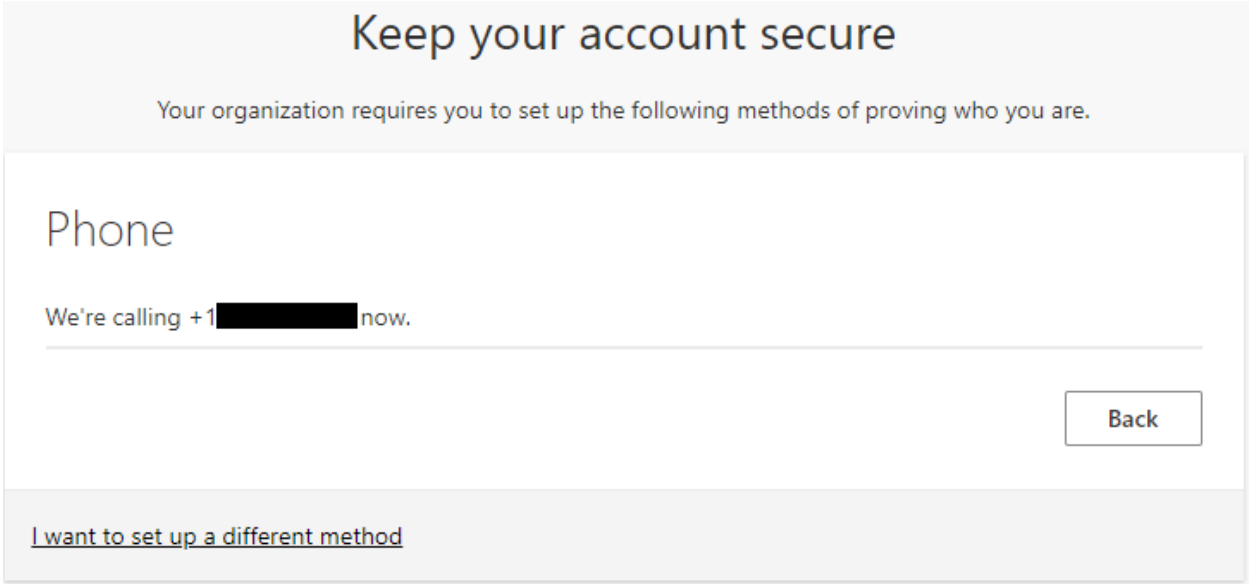
10. If you wanted to enroll your phone for text or voice calls proceed here.
    Click "I want to Setup a different method" and choose Phone and then Confirm



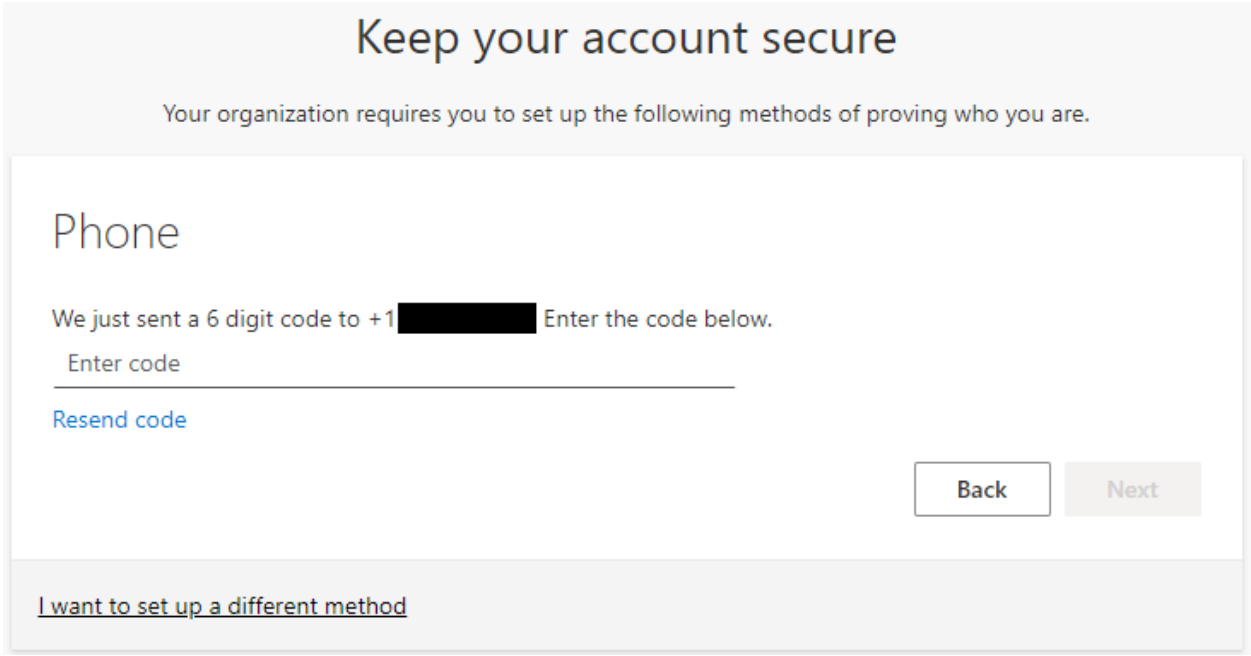
11. Enter your phone number, choose whether you would like a text or voice call and then click Next.



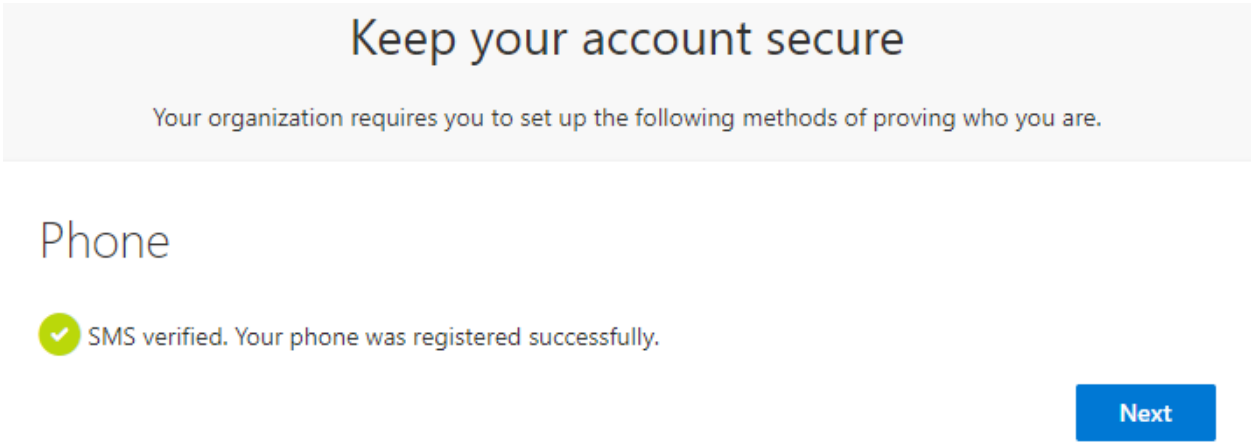
12. You will either receive a call where you will need to press #,



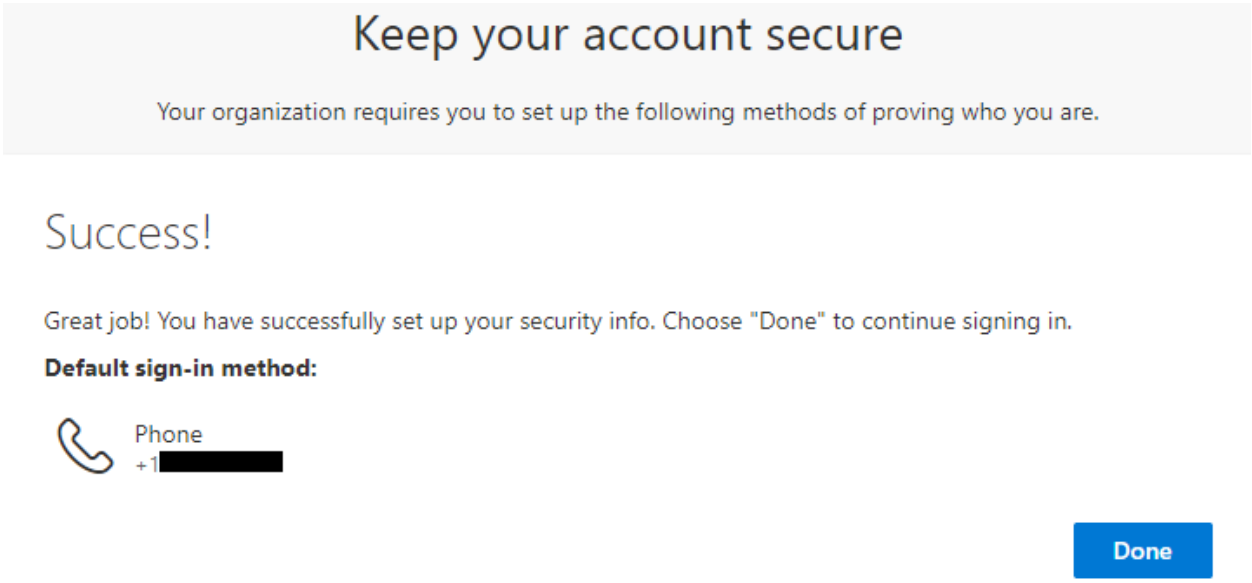
or receive a text where you will need enter the code and click Next.



13. Your enrollment method will show as confirmed



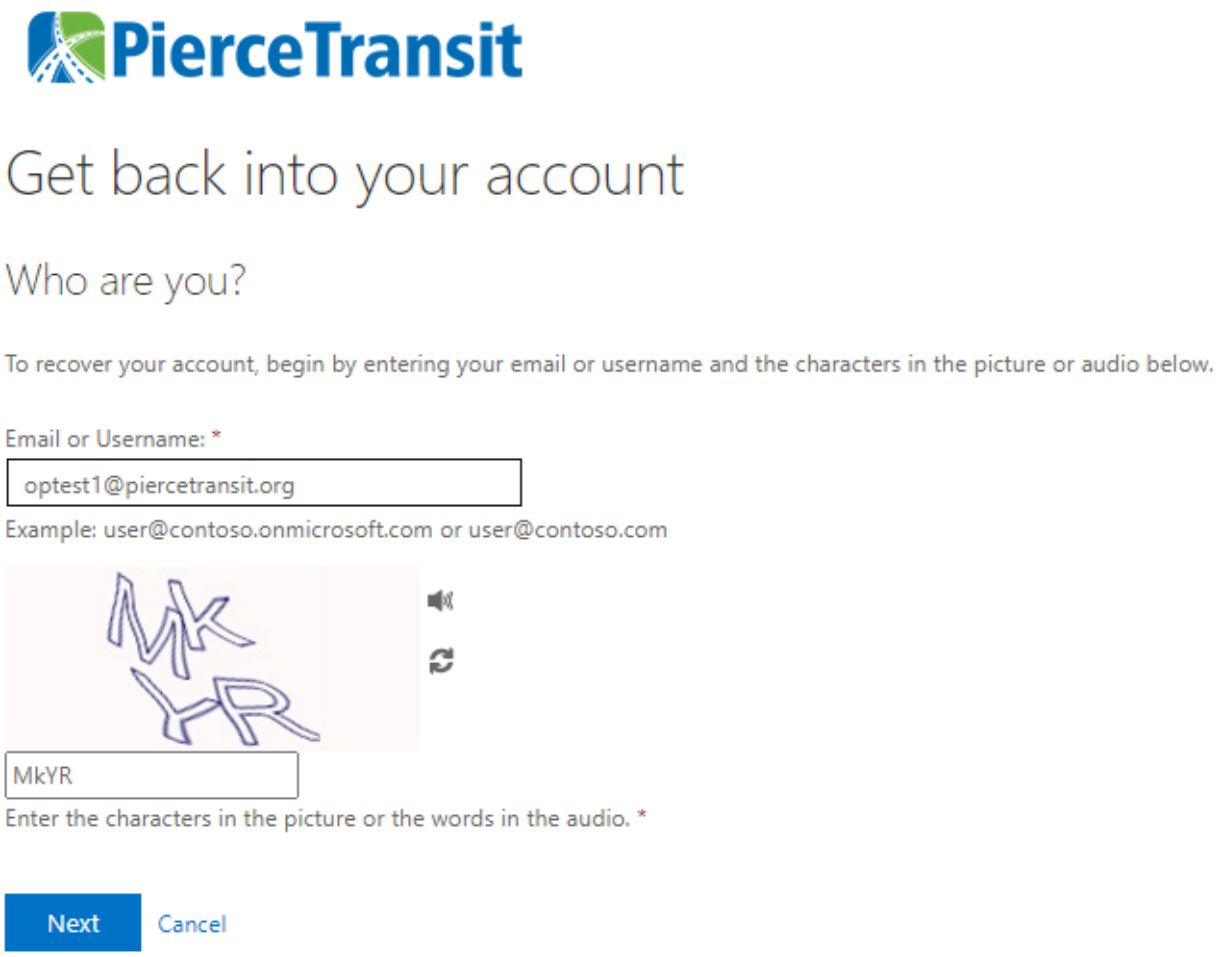
14. Congratulations, you are successfully enrolled in multi factor authentication and self-service password reset. The review page is shown letting you review the option you chose.



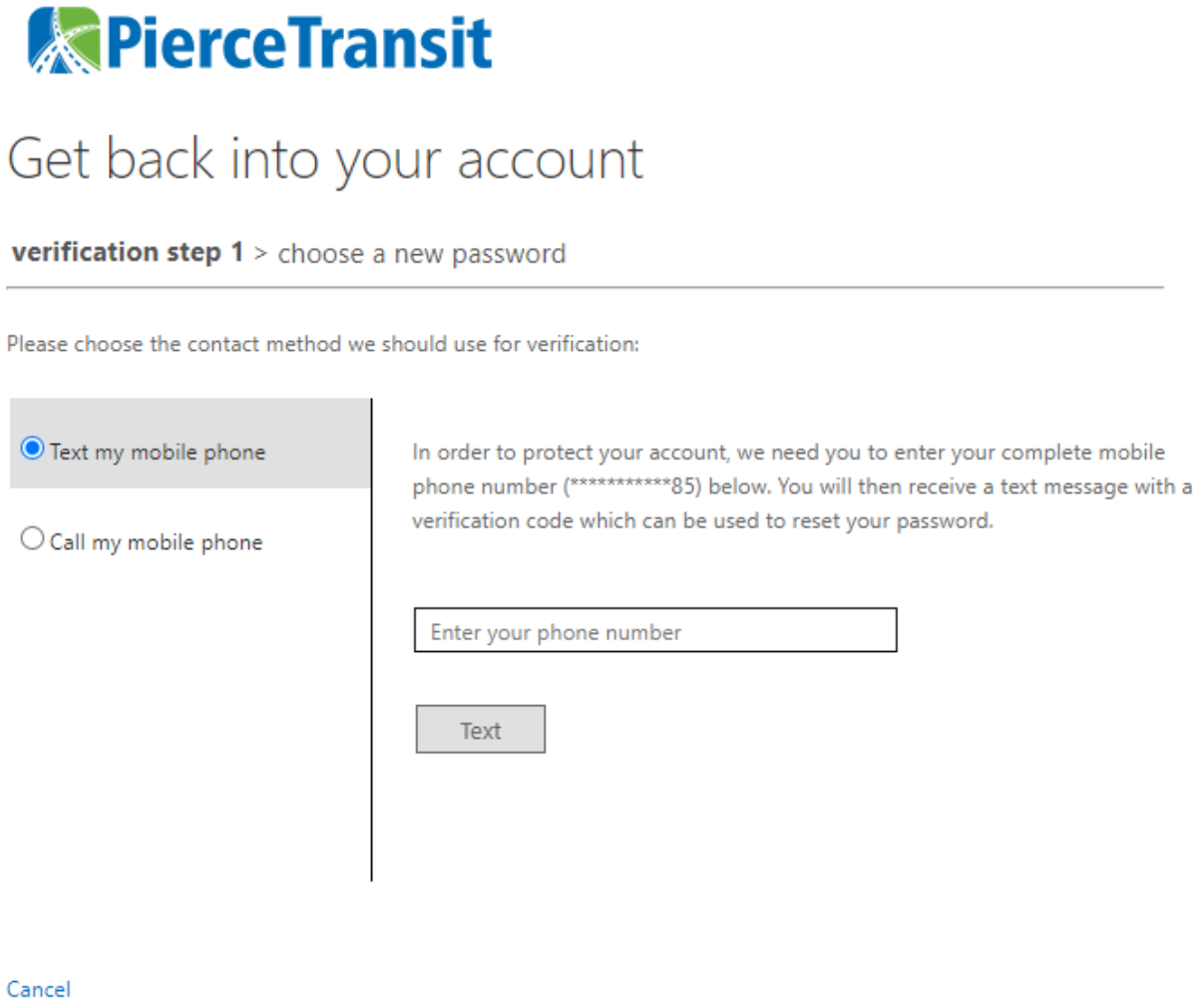
Click done will bring you to your account page where you can make changes.

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.

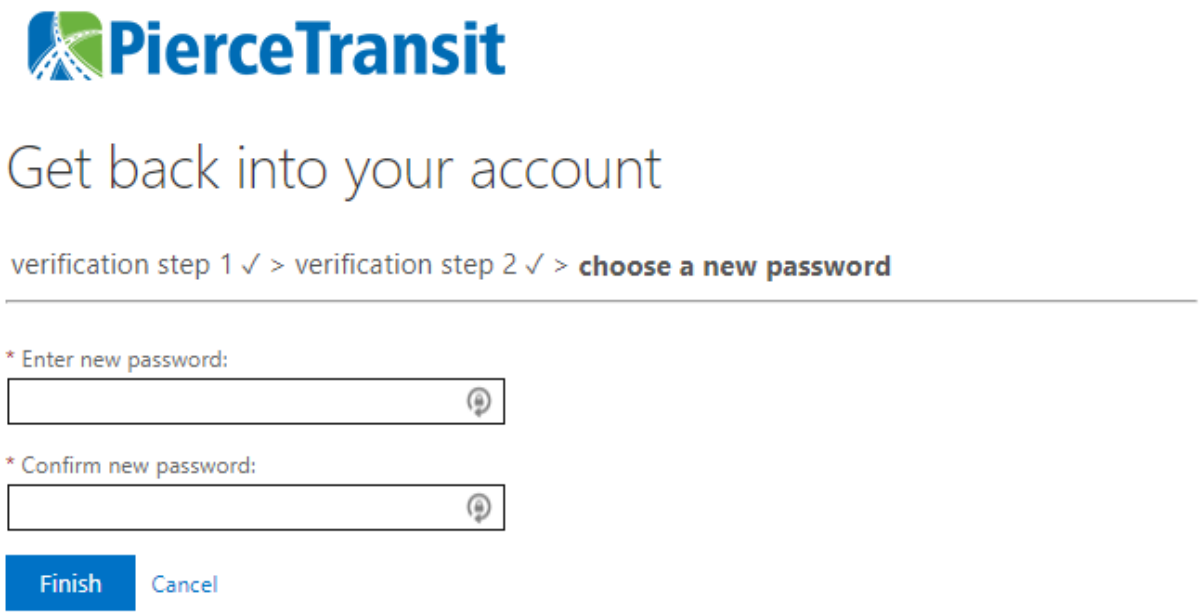


2. This brings you to the verification page.



Choose the method to verify your account.

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



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