



NORWICH UNIVERSITY®

Expect Challenge. Achieve Distinction.

How to Set Up Your Norwich Account New User Guide

Welcome to Norwich!

To get started using all of Norwich's digital resources, you need to set your password. You will need your Norwich username and your Norwich email address to complete the process. Follow the steps below to begin the process of setting up your account:

If you have any questions, contact the Norwich Help Desk

Phone: (802) 485-2456 or

Email: helpdesk@norwich.edu

Step 1 - Go to the SSO Dashboard

- Open a web browser and navigate to <http://sso.norwich.edu>
- The system will bring you to a Microsoft page with the URL "myapplications.microsoft.com"
- Enter your email address and click next.
- On this screen, click the blue "Forgot my password" link.

Note: If you use an account associated with Microsoft, please use a different web browser when setting your Norwich password to avoid any account conflicts.

Step 2 - Enter the CAPTCHA

A verification page will open.

- Complete the two boxes using your Norwich email address in the User ID box, like `jsmith1@norwich.edu`

Note: there should be no "stu" in the email suffix

- Fill in the second box using the characters shown within the picture on your browser

Note: This image is an example and will differ on your browser.

- Click "Next" when you have finished

Step 3 - I Forgot My Password

The next screen that loads will bring you to the "Get back into your Account" screen

- Select the "I forgot my password" option.
- Click "Next"



← virtualhelpdesk@norwich.edu

Enter password

Password

[Forgot my password](#)

Sign in

Step 1 - Go to the SSO Dashboard



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

Email or Username:

virtualhelpdesk@norwich.edu

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Step 2 - Enter the CAPTCHA



Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

Step 3 - I Forgot My Password



Step 4 - Send Yourself a Code

When the following screen loads:

- Select the option of "Email my alternate email"
- Click "Next"

Note: Government, military, or education email addresses are often unable to receive the verification emails from Norwich. The best practice is to use a commercial email domain such as Gmail, Yahoo, etc. If needed, please share your alternate email with us to update our system, and you will be able to receive the verification code.

Step 5 - Enter the Code

- You will receive an email with your six-digit verification code from the Norwich Help Desk, helpdesk@norwich.edu
- Enter the code that was emailed to you into the "Get back into your account" webpage in your browser

Note: there is a time limit for resetting your password.

Step 6 - Set Your New Password

Once you enter the verification code, the system will bring you to a screen for setting your password for your student account. Complete the fields and click "Finish"

Your Norwich password must follow the below:

- 14-30 characters in length, and cannot have 3 consecutive repeated characters
- A minimum of 6 letters
- Include 3 of the 4 character types:
 - At least 1 uppercase character
 - At least 1 lowercase character
 - At least one number
 - At least one special character (ex: !, @, #)
- It cannot contain more than 3 consecutive characters of your account ID or display name



Get back into your account

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

Please choose the first contact method we should use for verification:

<input checked="" type="radio"/> Email my alternate email	You will receive an email containing a verification code at your alternate email address (da*****@gmail.com).
	<input type="button" value="Email"/>

Step 4 - Send Yourself a Code



Verify your email address

Thanks for verifying your [@norwich.edu](#) account!

Your code is: 446622

Sincerely,
Norwich University

This message was sent from an unmonitored email address. Please do not reply to this message.



Step 5 - Enter the Code



Get back into your account

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

* Enter new password:

* Confirm new password:

Step 6 - Set New Password



Step 7 - Sign In

If the process is successful, the system will bring you to this screen

- Click the text "Click Here" to take you back to the login page so you can log in using your new credentials
- Alternatively, you can go to <http://sso.norwich.edu>.
- When you are prompted to sign in, please do so

Please call the Norwich Help Desk if you are not successful (802)485-2456

Step 8 - Set Up MFA

Until you set up alternate communication methods, aka MFA methods, the system will show you this screen every time you attempt to log in.

- Click Next

Step 9 - Choose Your Method

The first MFA method you set up will become your default method.

- Click Next to set up the Microsoft Authenticator app on your mobile device or iPad
- Click "I want to use a different method" to set up one of the other methods: alternate email, mobile number, or security questions

Norwich ITS highly suggests using the Microsoft Authenticator app for its ease of use, quickness, and better security.



Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

Step 7 - Sign In



virtualhelpdesk@norwich.edu

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

Step 8 - Set Up MFA



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](#)

Step 9 - Choose Your Method



Step 10 - Follow the Directions

If you choose to use a different method, please follow the directions given for the one you choose.

In this example, we will set up security questions

Step 11 – Select questions

- This CANNOT be a Norwich email
- Click Next to receive an email from Microsoft on behalf of Norwich University

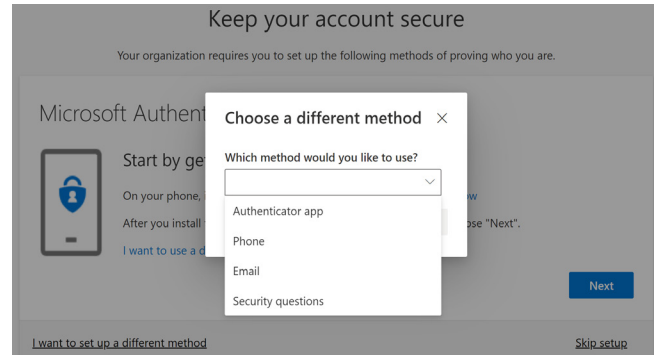
Step 12– Enter the Code

- You will receive an email with your six-digit verification code from Microsoft on behalf of Norwich
- Enter the code that was emailed to you into the “Get back into your account” webpage in your browser
- Click Next to continue

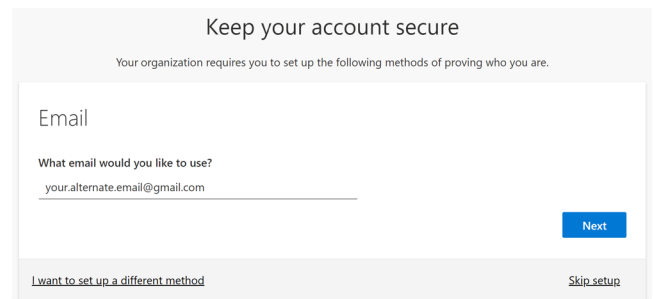
You can and should add more methods once you get into your account. You can do this anytime by going to the SSO dashboard at sso.norwich.edu

- Once you sign in, click your profile avatar in the top right corner
- Then click View Account
- When your account profile loads, click Update Info in the Security box
- The system may ask you to sign in again; please do so
- Once you get into your security profile, you will see this page where you will be able to add, edit, view, or delete your MFA methods
- You can also change your default method

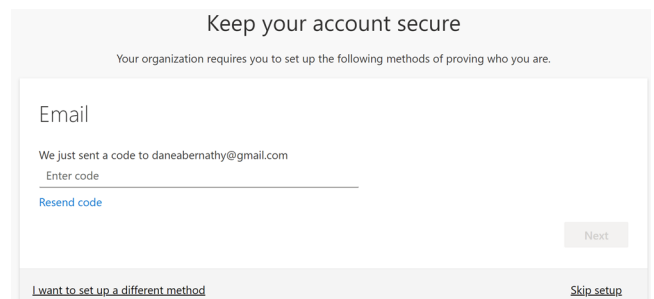
Note: Security Questions are ONLY used for password resets, they are not a form of MFA.



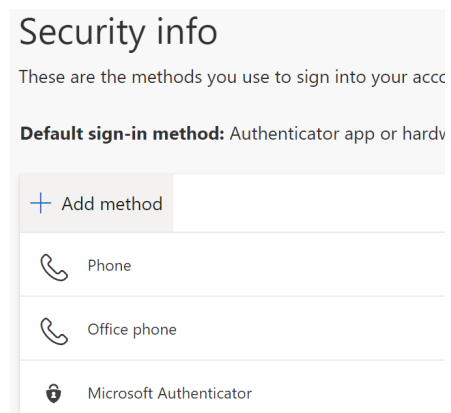
Step 10 - Follow the Directions



Step 11 - Select Questions



Step 12 - Select Questions



Final look

