1. Introduction
Once it’s set up, the Microsoft Self-Service Password Tool will allow you to change or unlock your UTMB password from anywhere, at any time.

2. Steps for initial setup of Self-Service Password Tool
   1. Open any web browser, including mobile phones or tablets, and go to http://mymail.utmb.edu/.

   2. Enter your UTMB email address and click ‘Next’ twice.
   3. Provide the alternative contact information required. A cell phone, alternate (non-UTMB) email address and/or security questions should be entered. Completing at least 2 of the 4 items is required. Below are screen shots of what you will encounter during this setup process.

   4. You can choose to setup your cell phone as the authentication phone (a verification process ensues).
   5. You can choose an alternate (non-UTMB) email address and type in the verification code delivered to that email address.

Contact the UTMB IS Service Desk
(409) 772-5200   |   (281) 554-1577   |   (888) 898-2401   |   ishelp@utmb.edu
6. You can choose to answer 5 Security Questions:

**Security question 1**
What is your father's middle name?  
Leroy

**Security question 2**
What was the name of your first pet?  
Cleo

**Security question 3**
In what city does your nearest sibling live?  
Lafayette

**Security question 4**
In what city was your father born?  
Moon

**Security question 5**
What was your favorite sport in high school?  
Gold

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Set Up the Microsoft Online Password Reset Tool

Once you have completed this process, you will arrive at your Office 365 account. You can generate a new password here by clicking on the gear symbol at top right and then clicking on “Password”.

You can go to [http://mymail.utmb.edu/](http://mymail.utmb.edu/) from anywhere, at any time in the future, to unlock or change your password.

Note: If you need to change their alternative contact info or security questions, and you know your current password, visit [https://aka.ms/ssprsetup](https://aka.ms/ssprsetup).

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