

GETTING STARTED

Managing My Account

Day-to-day account tasks: password resets, profile updates.

Accessing the My Account Portal

The My Account portal lets you manage your GDOTS guest account settings. To access it:

1. • Open your browser and navigate to <https://myaccount.azure.us>
2. Sign in with your @guest.gdots.com credentials
3. Complete MFA when prompted

Once signed in, you'll see sections for Security info (MFA methods), Password, and My Sign-Ins (sign-in activity).

Changing Your Password

To change your password (outside of the first-login forced change):

1. • In the My Account portal, select Password from the left menu (or the Password tile)
2. Enter your current password
3. Enter and confirm your new password
4. Click Submit

Your new password must meet the same requirements as your initial password:

- At least 12 characters long
- Mix of uppercase, lowercase, numbers, and special characters
- Cannot be the same as your previous password

TIP

GDOTS guest account passwords expire periodically. Change your password before it expires to avoid being locked out. If your password has already expired, you'll be prompted to change it at your next sign-in.

Updating Your MFA Method

If you get a new phone, need to add a backup method, or want to remove an old device:

ADDING A NEW DEVICE

1. • In the My Account portal, select Security info
2. Click + Add sign-in method
3. Select Authenticator app and click Add
4. Follow the prompts to install Microsoft Authenticator on your new device (if needed) and scan the QR code
5. Approve the test notification to verify the new device works

REMOVING AN OLD DEVICE

1. • In the Security info section, find the method you want to remove
2. Click Delete next to that method
3. Confirm the deletion

IMPORTANT

You must have at least one MFA method registered at all times. Add your new device before removing the old one.

CHANGING YOUR DEFAULT SIGN-IN METHOD

1. • In the Security info section, click Change next to "Default sign-in method"
2. Select your preferred method from the dropdown
3. Click Confirm

Viewing Your Sign-In Activity

You can review your recent sign-in history to check for suspicious activity:

1. • In the My Account portal, select My Sign-Ins
2. Review the list of recent sign-ins

Each entry shows:

- Date and time of the sign-in
- Application that was accessed (e.g., SharePoint, My Account)
- Location (approximate, based on IP address)
- Status (successful or failed)

SEE SOMETHING UNFAMILIAR?

If you notice sign-ins from locations you don't recognize or at times you weren't active, change your password immediately and contact your GDOTS point of contact.

Recovery Scenarios

PASSWORD EXPIRED

When your password expires, you'll be prompted to change it at your next sign-in. Enter your expired password, then enter and confirm a new one. If you can't sign in at all, contact your GDOTS point of contact to request a password reset.

LOST OR REPLACED PHONE

If you no longer have access to the device registered for MFA:

1. Contact your GDOTS point of contact to request an MFA reset
2. Once reset, sign in at <https://myaccount.azure.us>
3. You'll be prompted to set up MFA again on your new device (same process as initial setup; see the [MFA Setup Guide](#))

LOCKED OUT OF YOUR ACCOUNT

Account lockout occurs after multiple failed sign-in attempts:

- Wait a few minutes and try again with the correct password. The lockout duration increases with each subsequent failed attempt
- If you can't remember your password, contact your GDOTS point of contact to request a reset
- Do not continue attempting to sign in. Additional failed attempts extend the lockout

MFA PROMPT NOT WORKING

If you're not receiving the MFA approval prompt or it's failing:

- Ensure your device has an active internet connection
- Check that notifications are enabled for Microsoft Authenticator in your device settings
- Open the Authenticator app directly. It can generate time-based codes that work offline (tap your GDOTS account in the app to see the code)
- Update the Authenticator app to the latest version from your device's app store
- If problems persist, contact your GDOTS point of contact

B2B NOTE

If your organization has set up a [B2B connection](#), your account is managed through your own organization's portal instead. The My Account portal at myaccount.azure.us is for GDOTS guest accounts only.