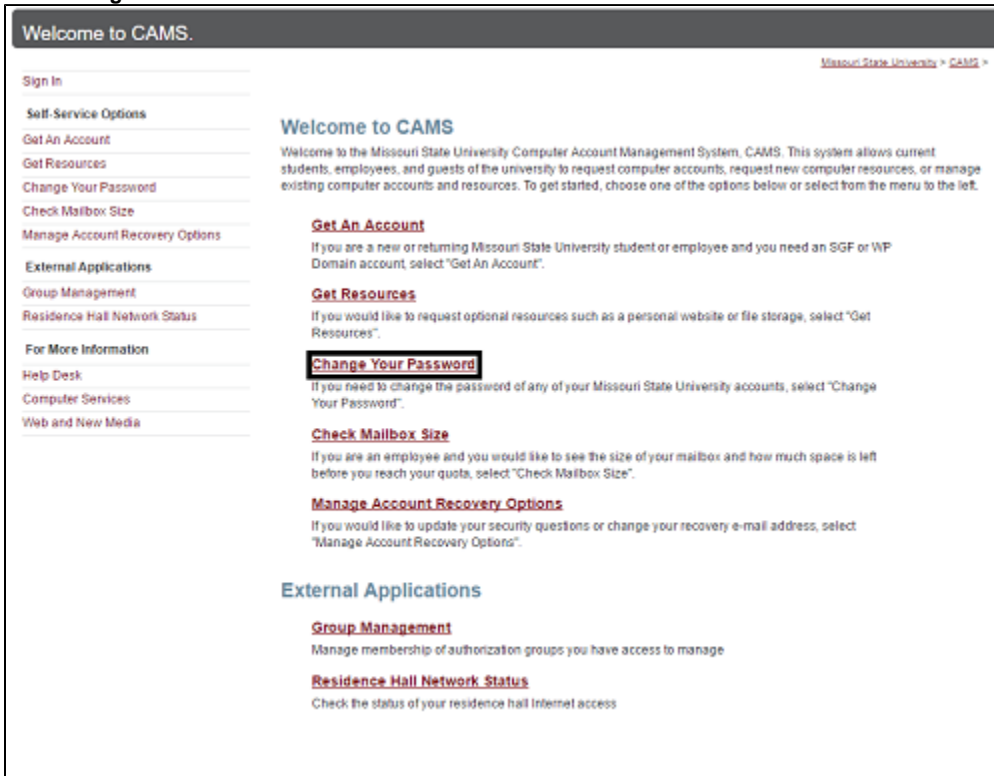


How To Configure Your Account Recovery Options

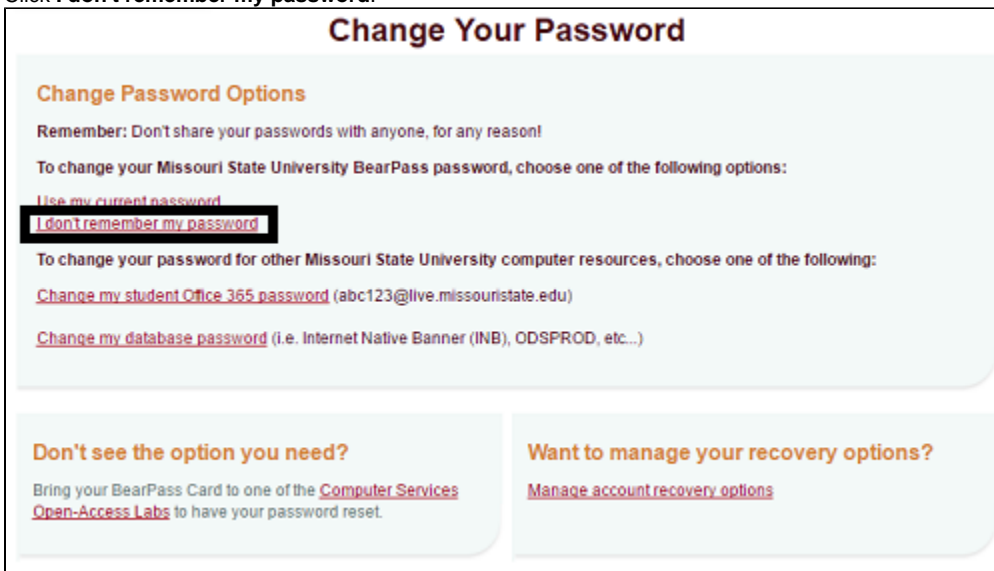
If your account recovery options have never been configured or Computer Services has cleared your security questions/account recovery e-mail, then you can follow the steps in this guide to get them set up once again and saved.

Step-by-step guide

1. Go to the website cams.missouristate.edu.
2. Click **Change Your Password**.



3. Click **I don't remember my password**.



4. Enter your Bear Pass Login (eg. abc123). Click **Next**.

Change Your Password

Recover account access

In order to recover access to your Missouri State University Computer Account, please identify yourself by entering your BearPass Login below.

BearPass Login: (Example: abc123)

Next Clear Cancel

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Your IP address will be logged as 146.7.116.69

5. Click the link that says **Click here to set up your account recovery options**.

Change Your Password

You have not set up any security questions: [Click here to set up your account recovery options](#)

For assistance, please contact the Computer Services Help Desk by calling (417) 836-5891 or e-mail HelpDesk@MissouriState.edu.

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6. Enter your Bear Pass Number (eg. M01234567). Click **Next**.

User Verification

1 2 3

Step 1 of 3 - Enter Your BearPass Number

Enter your BearPass Number. (What's my BearPass Number?)

(Example: M12345678)

Need help?
Springfield: [Computer Services Help Desk](#) or call 417-836-5891
West Plains: [Lytner Open Lab Help Desk](#) or call 417-255-7995

Back **Next**

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7. Click the link that says **I don't have a confirmation code**.

User Verification

1 2 3

Step 2 of 3 - Enter Your Confirmation Code

Enter your Confirmation Code: [I don't have a Confirmation Code](#)

Need help?
Springfield: [Computer Services Help Desk](#) or call 417-836-5891
West Plains: [Lycoper Open Lab Help Desk](#) or call 417-255-7995

[Back](#) [Verify and Continue](#)

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Your IP address will be logged as 140.7.110.69

8. Enter your Bear Pass Number and last name. Click **Go**.

Get Your Confirmation Code

Identify Yourself

Your Confirmation Code is used to verify your identity during the account creation process where you can create your Missouri State University computer account and e-mail address. Please provide the information requested below to identify yourself. Then, click **Go**.

Enter your BearPass Number: [\(What's my BearPass Number?\) \(Example: M12345678\)](#)

Enter your Last name:

[Go](#)

Need help?
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Your IP address will be logged as 140.7.110.69

9. Send the Confirmation Code by clicking **Send Code**.

If this is an e-mail you cannot access, click the button that says **Use Alternate** and enter your alternate e-mail address.

Get Your Confirmation Code

Is this your e-mail address?

Your Confirmation Code will be sent to **d*****@otc.edu**. If this is okay, please click **Send Code**.

If this is not your e-mail address, or you no longer have access to it, click **Use Alternate** to use an alternate e-mail address (one that does not end with **@missouristate.edu** or **@live.missouristate.edu**).

[Send Code](#) [Use Alternate](#)

Need help?
Springfield: [Computer Services Help Desk](#) or call 417-836-5891
West Plains: [Lycoper Open Lab Help Desk](#) or call 417-255-7995

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Your IP address will be logged as 140.7.110.69

1. Enter your first and last name, date of birth, primary street address, and primary phone number (you may leave the secondary phone number blank).

Get Your Confirmation Code

Verify Your Identity

Now, to verify you are who you claim to be, please provide the requested information below exactly as you submitted it to the university (i.e. on your application for admission, etc).

After you have entered the requested information, it will be checked against our records. If the information you enter does not match what is in the university's records, it must be manually reviewed and will delay your ability to get an account.

Upon verification, you will be sent a Confirmation Code, which you can then use to get an account.

First Name: Last Name:


Date of Birth:

Primary Phone: () - Secondary Phone: () -

Permanent Street Address:

Example: 1234 E Bear Lane, Apt 1A
Enter only the street address (not the city, state, or zip code)

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West Plains: [Lybber Open Lab Help Desk](#) or call 417-255-7995



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Your IP address will be logged as 148.7.116.89

2. If you receive the message Identity Verification Pending you should check your e-mail for a message that will indicate which piece of information did not match our records which you will receive within one business day and retry the process from Step 7 if possible.

Get Your Confirmation Code

Identity Verification Pending

Thank you for submitting your information. Your identity could not be verified automatically because it does not match our records. Your information must be manually reviewed, and you will receive further instruction at that time.

Manual verification is done during university business hours, 8am to 5pm CT on weekdays, and may take up to two business days to complete.

If you have questions or would like assistance, please contact the Help Desk:

Springfield: [Computer Services Help Desk](#) or call 417-836-5891
West Plains: [Lybber Open Lab Help Desk](#) or call 417-255-7995

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Your IP address will be logged as 148.7.116.89

3. If you receive this e-mail and are having difficulty determining the correct information call or e-mail the Help Desk (417-836-5891 helpdesk@missouristate.edu) between 8am-5pm on Monday-Friday.

10. Enter the Confirmation Code on the previous page and click **Verify and Continue**.

User Verification

1 2 3

Step 2 of 3 - Enter Your Confirmation Code

Enter your Confirmation Code: [I don't have a Confirmation Code](#)

Need help?
Springfield: [Computer Services Help Desk](#) or call 417-836-5891
West Plains: [Lybber Open Lab Help Desk](#) or call 417-255-7995

[Back](#) [Verify and Continue](#)

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Your IP address will be logged as 145.7.116.00

11. Answer all four security questions, which can each be adjusted by using the drop down menu and click **Next**.
12. You will then be able to update the password following the steps in this guide: [How to Change Your Password](#).