

# 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](http://cams.missouristate.edu).
2. Click **Change Your Password**.

Welcome to CAMS.

Missouri State University > CAMS >

Sign In

**Self-Service Options**

- Get An Account
- Get Resources
- Change Your Password**
- Check Mailbox Size
- Manage Account Recovery Options

**External Applications**

- Group Management
- Residence Hall Network Status

**For More Information**

- Help Desk
- Computer Services
- Web and New Media

**Welcome to CAMS**

Welcome to the Missouri State University Computer Account Management System. CAMS. This system allows current students, employees, and guests of the university to request computer accounts, request new computer resources, or manage existing computer accounts and resources. To get started, choose one of the options below or select from the menu to the left.

**Get An Account**  
If you are a new or returning Missouri State University student or employee and you need an SGF or WP Domain account, select "Get An Account".

**Get Resources**  
If you would like to request optional resources such as a personal website or file storage, select "Get Resources".

**Change Your Password**  
If you need to change the password of any of your Missouri State University accounts, select "Change Your Password".

**Check Mailbox Size**  
If you are an employee and you would like to see the size of your mailbox and how much space is left before you reach your quota, select "Check Mailbox Size".

**Manage Account Recovery Options**  
If you would like to update your security questions or change your recovery e-mail address, select "Manage Account Recovery Options".

**External Applications**

- Group Management**  
Manage membership of authorization groups you have access to manage
- Residence Hall Network Status**  
Check the status of your residence hall Internet access

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

**Change Your Password**

**Change Password Options**

**Remember:** Don't share your passwords with anyone, for any reason!

To change your Missouri State University BearPass password, choose one of the following options:

- Use my current password
- I don't remember my password**

To change your password for other Missouri State University computer resources, choose one of the following:

- [Change my student Office 365 password](#) (abc123@live.missouristate.edu)
- [Change my database password](#) (i.e. Internet Native Banner (INB), ODSPROD, etc...)

**Don't see the option you need?**  
Bring your BearPass Card to one of the [Computer Services Open-Access Labs](#) to have your password reset.

**Want to manage your recovery options?**  
[Manage account recovery options](#)

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](mailto: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: [Lycoper 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](#)

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Back **Verify and Continue**

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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**.

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Enter your BearPass Number:   
(What's my BearPass Number?) (Example: M12345678)

Enter your Last name:

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**Go**

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\*\*\*\*\*n@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**).

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

**Send Code** **Use Alternate**

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- a. 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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- b. 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  
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- c. 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](#)

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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](#).

