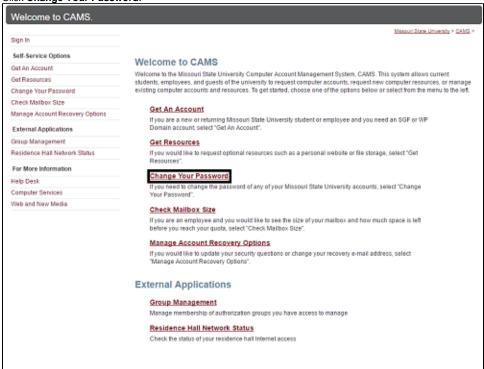
How To Configure Your Account Recovery Options

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.



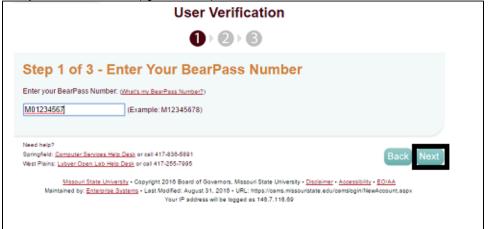
4. Enter your Bear Pass Login (eg. abc123). Click Next.



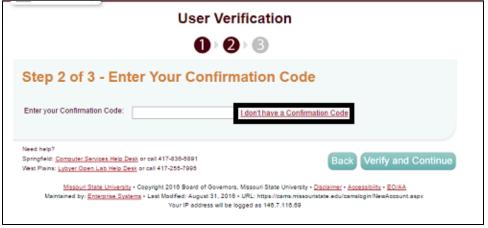
5. Click the link that says Click here to set up your account recovery options.



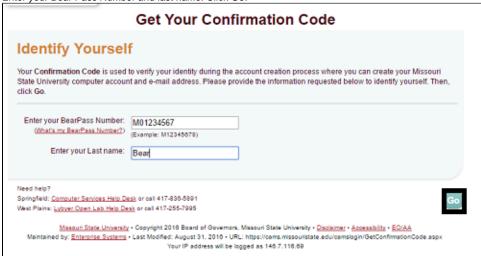
6. Enter your Bear Pass Number (eg. M01234567). Click Next.



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



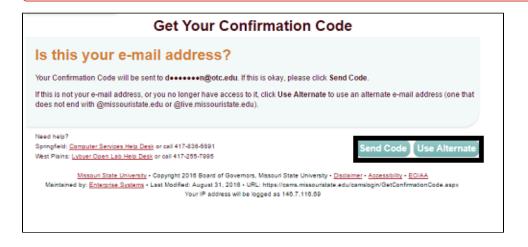
8. Enter your Bear Pass Number and last name. Click Go.



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.



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).

| niversity (i.e. on your application for admission, etc). fler you have entered the requested information, it will be checked against our records. If the information you enter does not match that is in the university's records, it must be manually reviewed and will delay your ability to get an account. pon verification, you will be sent a Confirmation Code, which you can then use to get an account. First Name: Date of Birth: Primary Phone: () - Secondary Phone: () | | Get Your Confirmation Code |
|--|------------------------------------|--|
| Date of Birth: Primary Phone: () - Secondary Phone: () - Permanent Street Address: Example: 1234 E Bear Lane, Apt 1A | erify Your Ide | ntity |
| fler you have entered the requested information, it will be checked against our records. If the information you enter does not match that is in the university's records, it must be manually reviewed and will delay your ability to get an account. pon verification, you will be sent a Confirmation Code, which you can then use to get an account. First Name: | | |
| First Name: Last Name: Date of Birth: Secondary Phone: () - Second | ter you have entered the requ | ested information, it will be checked against our records. If the information you enter does not match |
| Date of Birth: Primary Phone: () - Secondary Phone: () - Permanent Street Address: Example: 1234 E Bear Lane, Apt 1A | on verification, you will be se | ent a Confirmation Code, which you can then use to get an account. |
| Primary Phone: () Secondary Phone: () - Permanent Street Address: | First Name | Last Name: |
| Permanent Street Address: Example: 1234 E Bear Lane, Apt 1A | Date of Birth | = |
| Example: 1234 E Bear Lane, Apt 1A | Primary Phone | () - Secondary Phone: () - |
| | Permanent Street Address | |
| Elian only are assess assessed free are only, asses, or the ones, | | Example: 1234 E Bear Lane. Apt 1A Enter only the street address (not the city, state, or zip code) |
| | ingfield: Computer Services Helo (| |
| ed help? ringfield: <u>Computer Senioes Helo Desi</u> or cell 417-838-5691 | | |
| Go Reins: <u>Lybrer Open Lab Help Dest</u> or call 417-356-591 St Plains: <u>Lybrer Open Lab Help Dest</u> or call 417-256-7995 | | |
| Go Masouri State University - Copyright 2018 Board of Governors, Masouri State University - <u>Disclaimer</u> - <u>Accessibility</u> - <u>EQUAA</u> Maintained by: <u>Enterprise Systems</u> - Last Modified: August 31, 2016 - URL: https://coms.missouristate.edu/comsiogin/GetConfirmationCode.aspx | | |

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 West Plains: Lybyer Open Lab Help Desk or call 417-255-7995 |
| Need help? Springfield: Computer Services Help Desk or call 417-836-5891 |
| West Plains: <u>Lybyer Open Lab Help Desk</u> or call 417-255-7995 |
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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.



- 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.