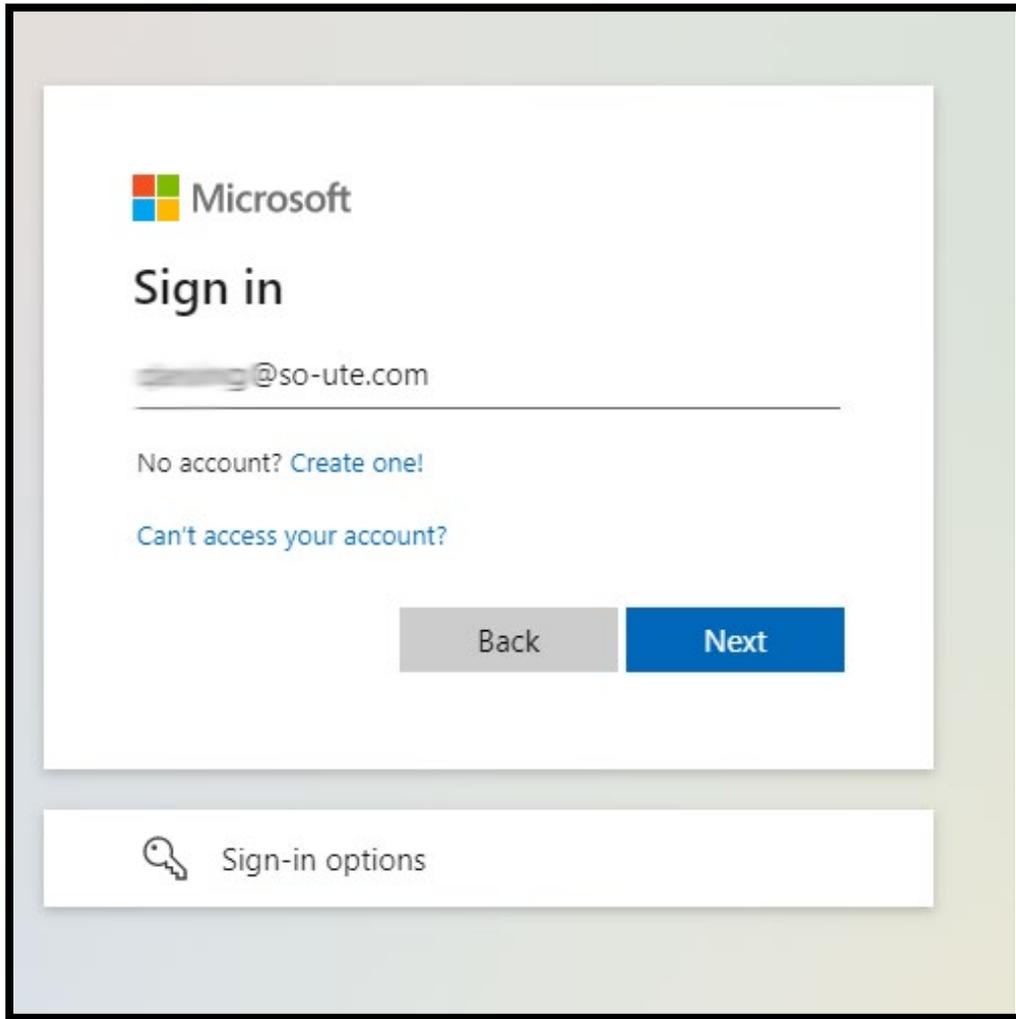


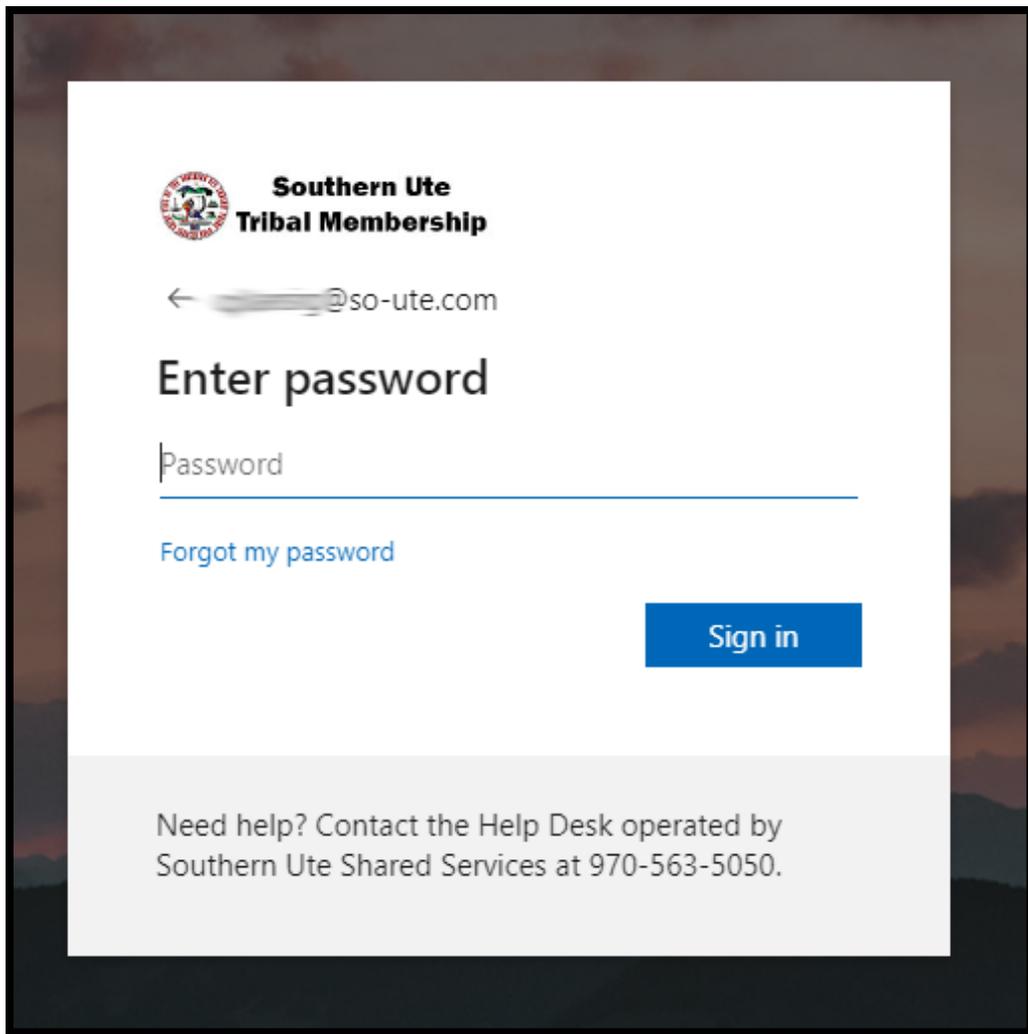
Tribal Member Website Password Reset Instructions

1. Open your web browser and navigate to <https://soute.sharepoint.com>.
2. Enter in your username that was created for you when signing up to access the portal and click next. Example: firstname.lastname@so-ute.com.



The screenshot shows the Microsoft Sign in page. At the top left is the Microsoft logo. Below it is the text "Sign in". A text input field contains the email address "firstname.lastname@so-ute.com". Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom right of the sign-in area are two buttons: "Back" (grey) and "Next" (blue). Below the sign-in area is a "Sign-in options" section with a key icon.

3. Click on the forgot my password link below the input field and follow the steps to reset.



The screenshot shows a login page for Southern Ute Tribal Membership. At the top left is the tribal logo, a circular seal with a mountain, river, and sun, surrounded by the text 'SOUTHERN UTE TRIBAL COUNCIL'. To the right of the logo is the text 'Southern Ute Tribal Membership'. Below this is a back arrow icon and the email address '@so-ute.com'. The main heading is 'Enter password'. Underneath is a password input field with the placeholder text 'Password'. Below the input field is a blue link that says 'Forgot my password'. To the right of the input field is a blue button with the text 'Sign in'. At the bottom of the page, there is a grey footer box containing the text: 'Need help? Contact the Help Desk operated by Southern Ute Shared Services at 970-563-5050.'

4. Select the method you would like to verify yourself with. You have the choice of having the code sent as SMS text to your registered phone that was used when setting up your two-factor authentication, using your authenticator app, or having a call placed to the phone number. In this example we'll choose to receive a text message to the registered device. After entering in the full phone number click the Text button to receive your code.



Southern Ute Tribal Membership

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****40) below. You will then receive a text message with a verification code which can be used to reset your password.

[Cancel](#)

5. Enter in the verification code from the text you received and click next.



Southern Ute Tribal Membership

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Text my mobile phone
- Call my mobile phone
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

We've sent you a text message containing a verification code to your phone.

[Next](#) [Try again](#) [Contact your administrator](#)

If you are unable to reset your password after retrying, please [contact Support](#) for assistance.

[Cancel](#)

6. For verification step 2 open your authentication app on your device and enter in the auth code for your @so-ute.com account. **NOTE:** If you have changed or lost your device after setting up your authenticator app and did not recover your account this might cause login problems and prevent you from being able to reset your password. In such case, please contact the SUSS Help Desk at 970-563-5050 to request help.



Southern Ute Tribal Membership

Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

Approve a notification on my authenticator app

Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

[Next](#)

[Cancel](#)

7. On the new password screen enter in your new password and click Finish.



Southern Ute Tribal Membership

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

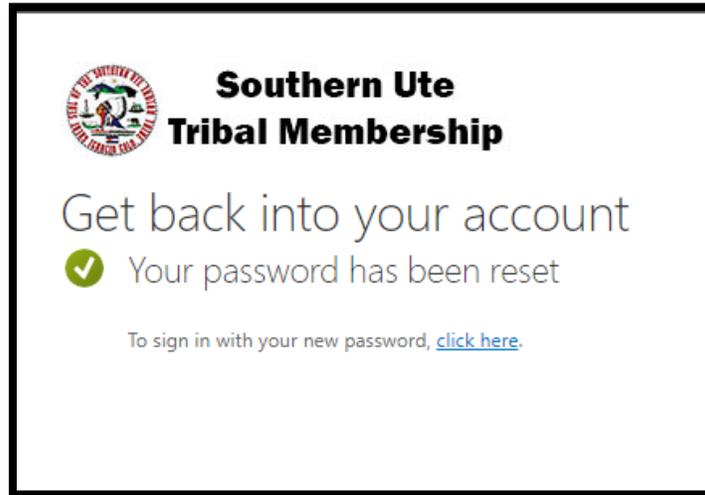
strong

* Confirm new password:

Finish

Cancel

8. You will see the success screen where you can click the link to go back to the sign in page and use your new password to gain access to the Tribal Member Portal.



9. After entering in your new password use the authenticator app to approve your sign in request and you will be taken to the Tribal Member Portal home page.

