

Service Insights on MealConnect

Password Strength and MFA Password Reset Guide

Last updated 7/11/2025

Contents –

Password Strength Information:	page 2
What is MFA?:	page 3
How to Reset your Password:	page 4

Password Strength Information:

All passwords in SIMC must contain:

- A minimum of 14 characters and a maximum of 30 characters
- At least one uppercase letter
- At least one lowercase letter
- At least one number
- At least one special character

Existing users who do not meet these requirements can still log onto the platform. However, if a user updates their password, they will need to fulfill the new password requirements. Also, **if a food banker updates a user account, the password must meet the above requirements before the user updates can be saved.**

Create New User

A valid email and phone number are required for the user to reset their own password.

User Info

*First Name	*Last Name
<input type="text" value="Staci"/>	<input type="text" value="HallTest"/>
*Job Title	Phone #
<input type="text" value="Test MFA"/>	<input type="text"/>

*Email ? No email address

*Password ? Confirm Password

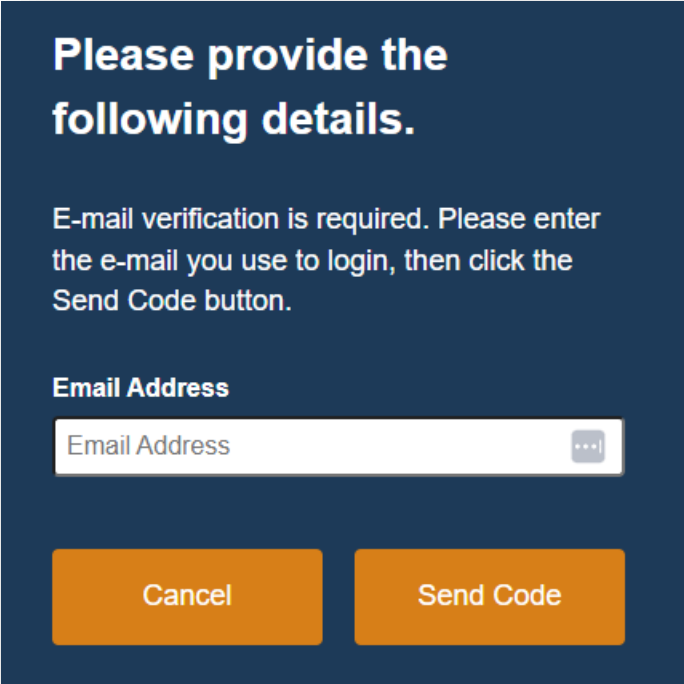
Please enter a password between 14 and 30 characters that contains at least one of each of the following characters: uppercase, lowercase, number and special character (!@#%&*~()_-+=)

The Password and Confirm Password values must match

What is MFA?

MFA, or multi-factor authentication, is an electronic security method that requires a user to verify their identity using two or more forms of evidence—such as an email address and a phone number—before completing a task like resetting a password. The user must also confirm receipt of a specific verification code.

MFA in SIMC allows users to reset their own password.



Please provide the following details.

E-mail verification is required. Please enter the e-mail you use to login, then click the Send Code button.

Email Address

Cancel **Send Code**

How to reset your password using the “Forgot Your Password?” link:

**Note:*

- *This feature is only compatible with US phone numbers.*
- *Starting the password reset process does not lock users out of their account. If they cancel the process at any time and remember their current password, they can still login.*

1. Click the Forgot your password? link.

Welcome

Email or Username
ABCadmin

Password

[Show Password](#) [Forgot your password?](#)

Sign In

*If you proceed, you agree to our
Privacy Policy and Terms of Use*

[Privacy Policy](#) [Terms Of Use](#)

2. Enter the email address used to login. **Note: user accounts that do not use an email to login, or shared user accounts, cannot use this feature. These users must contact their Food Bank Administrator to reset their password.*
3. Click Send Code. **Note: the code expires after five minutes.*

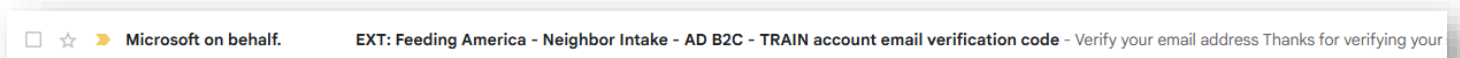
Please provide the following details.

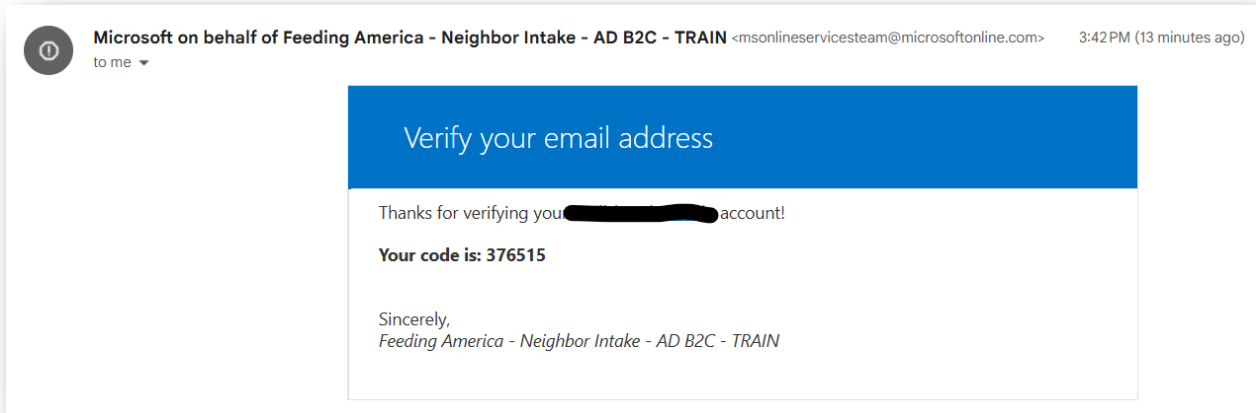
E-mail verification is required. Please enter the e-mail you use to login, then click the Send Code button.

Email Address

Cancel **Send Code**

4. Check for an email with the verification code.



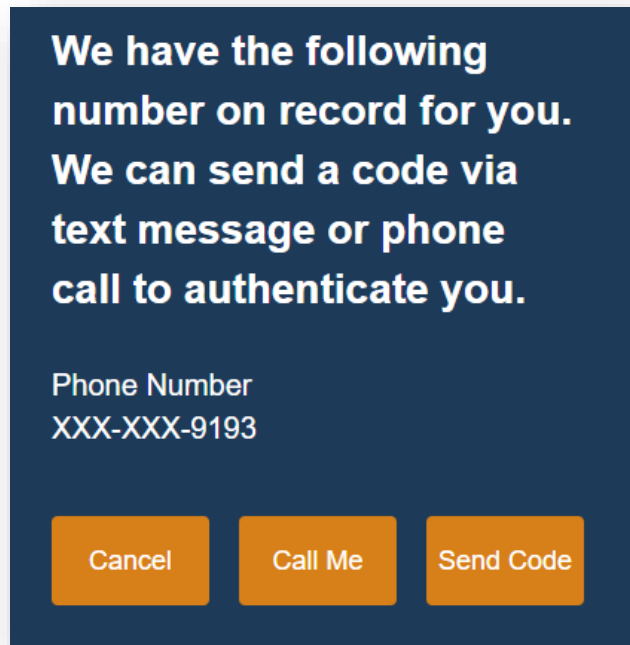


- Users will see an email similar to the images above.
- **The email will come from: msonlineservicesteam@microsoftonline.com**
- The email will state: **‘Microsoft on behalf of Feeding America - Neighbor Intake - AD B2C - TRAIN’** (or PROD at the end for the live environment).
- *Please Note: Feeding America will never ask you for your verification code. If you are ever unsure during a password reset process, please contact your Food Bank.*

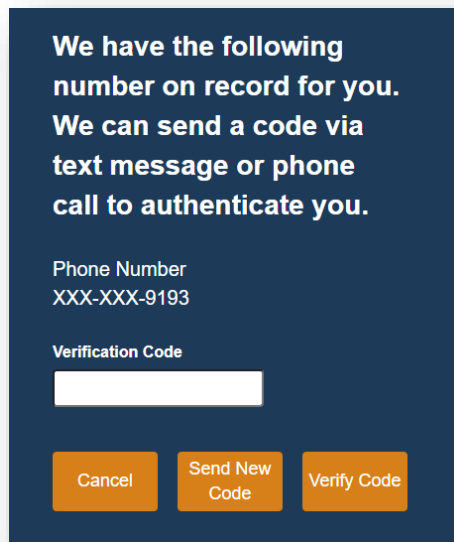
5. Enter Code and click Verify Code.

A dark blue verification screen with white text. The heading is 'Please provide the following details.' Below it, a message states: 'A verification code has been sent to your e-mail. Please copy it to the Verification Code input box below.' There are two input fields: 'Email Address' (with a redacted value) and 'Verification Code' (with the placeholder text 'Verification Code'). At the bottom, there are three orange buttons: 'Cancel', 'Send New Code', and 'Verify Code'.

6. Next, click Send Code to have a code texted to the stored number on file, or click Call Me to receive a verification phone call to the number on file.
 - a. If you select Call Me, the screen will remain the same as above. Please wait a moment for the phone call – no need to continue clicking the Call Me button. When you answer the call, the system will announce it is Microsoft and to press the pound key (#). After this, you will hear your sign in was successful and the call will end.



7. If you selected Send Code to receive a text message, please look for the text message and enter the Verification Code below. **Note: the code expires after five minutes.*

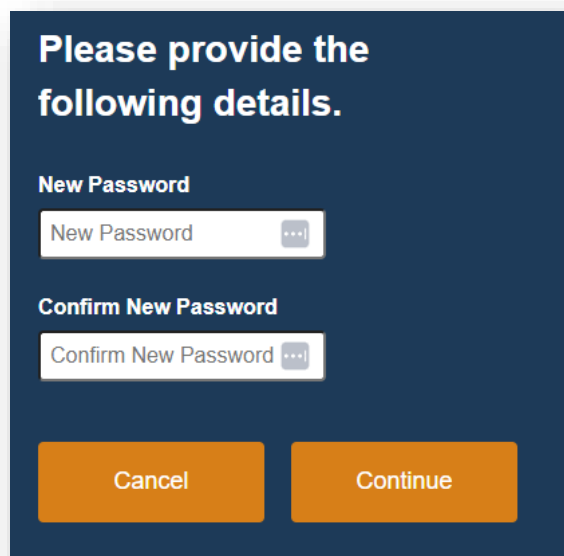


We have the following number on record for you. We can send a code via text message or phone call to authenticate you.

Phone Number
XXX-XXX-9193

Verification Code

8. Click Verify Code
 - a. Click Send New Code if you did not receive a text message, you entered the code incorrectly, or if the code timed out.
9. Enter a New Password in each field to confirm.
 - a. If the new password does not meet the password strength requirements, those requirements will appear on screen in red text.



Please provide the following details.

New Password

Confirm New Password

Please provide the following details.

The password entry fields do not match. Please enter the same password in both fields and try again.

New Password

The password must be between 14 and 30 characters.

The password must include each of the following:

- an uppercase letter (A-Z)
- a lowercase letter (a-z)
- a number (0-9)
- a special character (!@#\$%^&*()!-_=)

Confirm New Password

* This is required

10. Click Continue and the user will be routed to the Home page of SIMC (already signed in!)