SSPR- Self Service Password Reset User Guide

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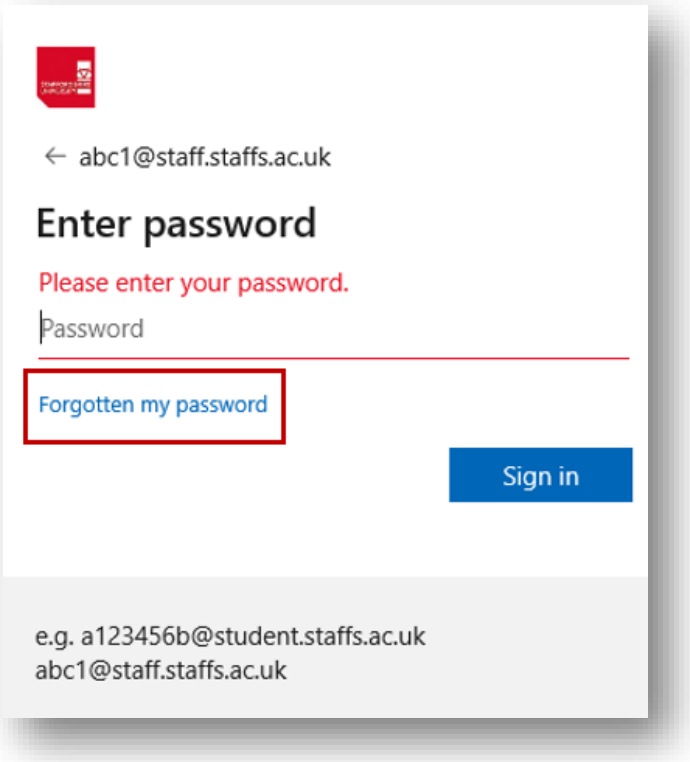
Reset your password using SSPR on the web

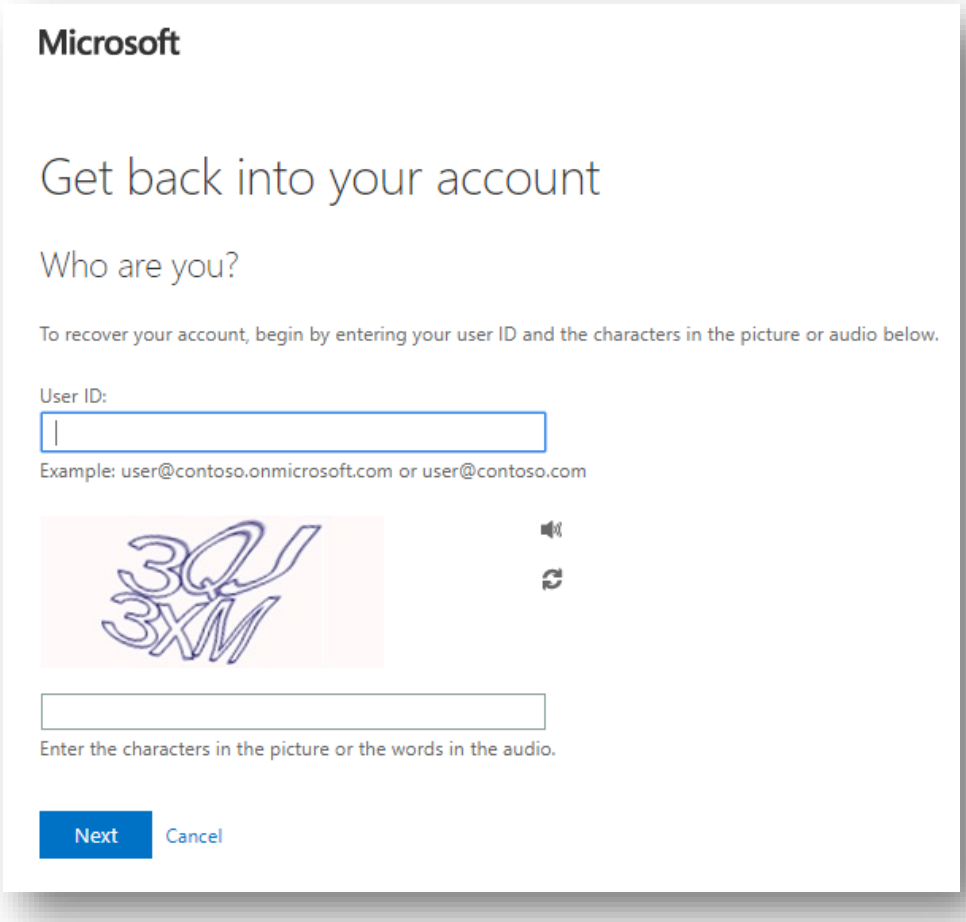
Use the following steps to access Azure AD Self-Service Password Reset (SSPR) and get back into your account.

1. From any Office 365 **Sign-in** page, select the **Forgotten my password** link or got directly to the [Password reset page]

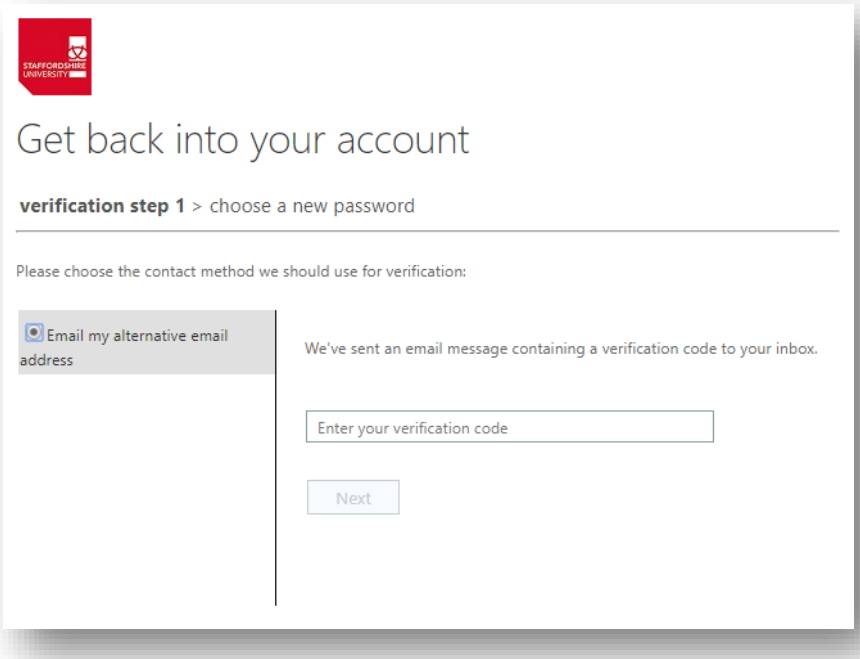


2. Enter your University **User ID**
   (e.g. a123456b@student.staffs.ac.uk or abc1@staff.staffs.ac.uk),
   prove you aren't a robot by entering the characters you see on the screen, and then

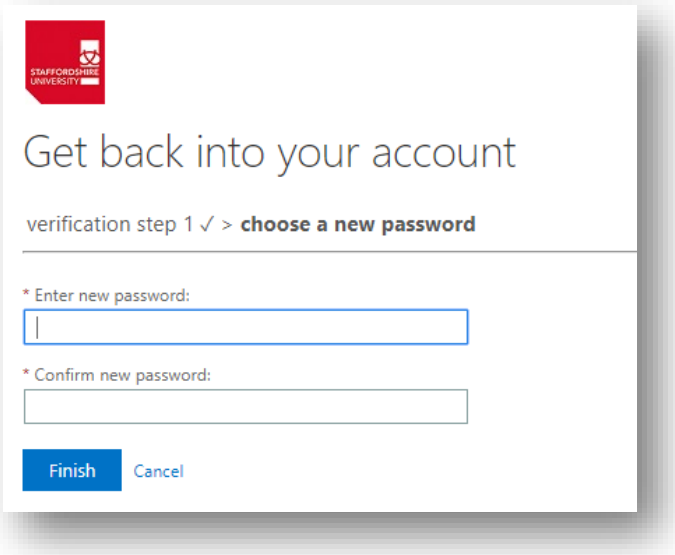
select **Next**.



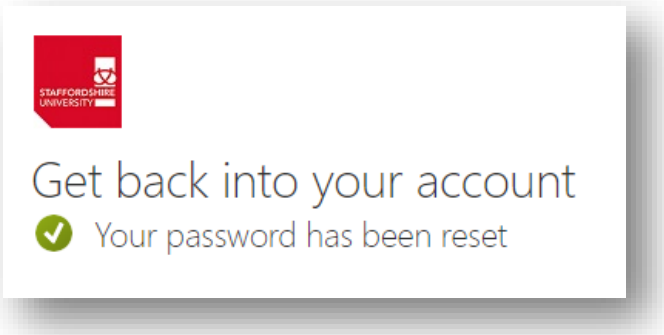
3. Choose an authentication method, provide the correct responses, and then select **Next**



4. On the **Choose a new password** page, enter a new password, confirm your password, and then select **Finish**

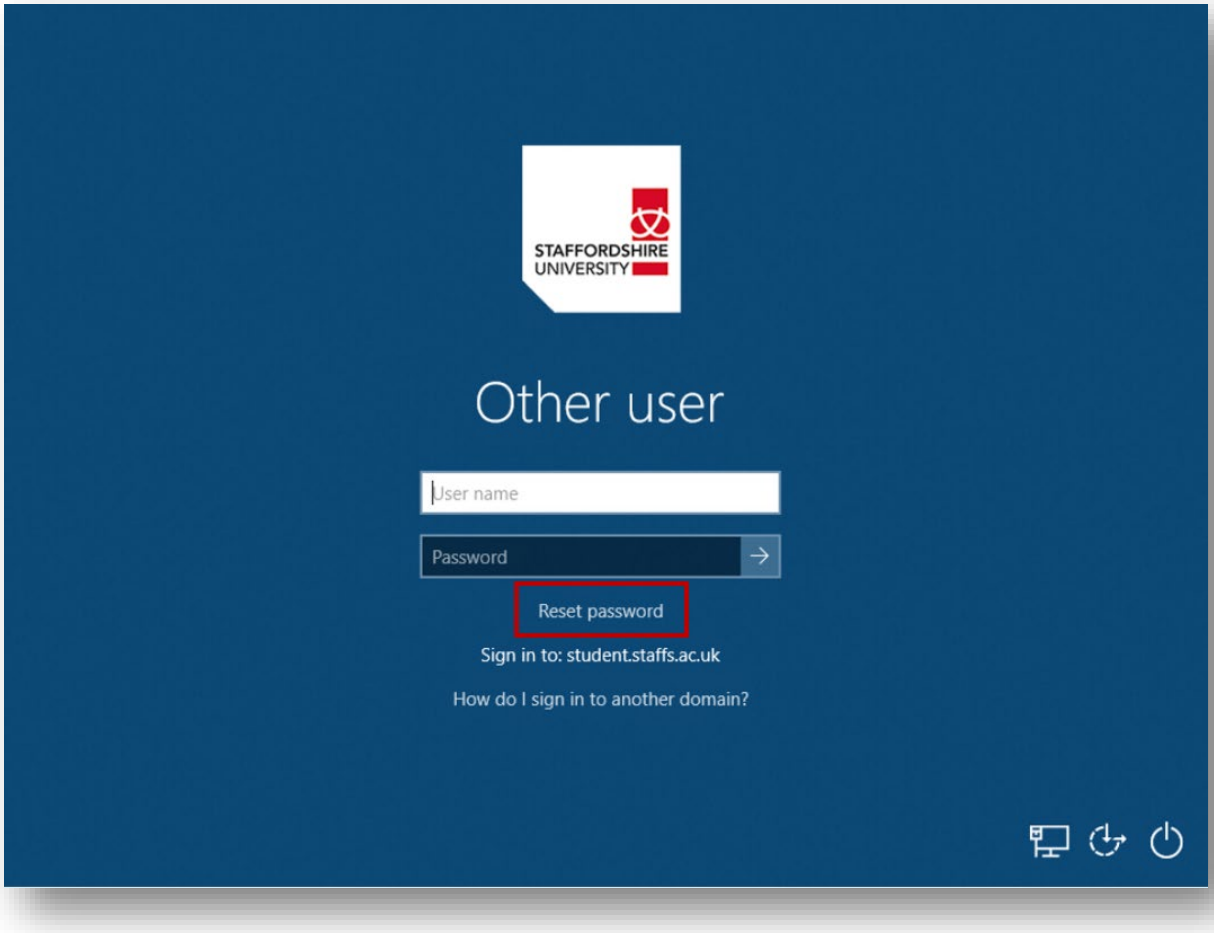


5. When you see the message, **Your password has been reset**, you can sign in with your new password

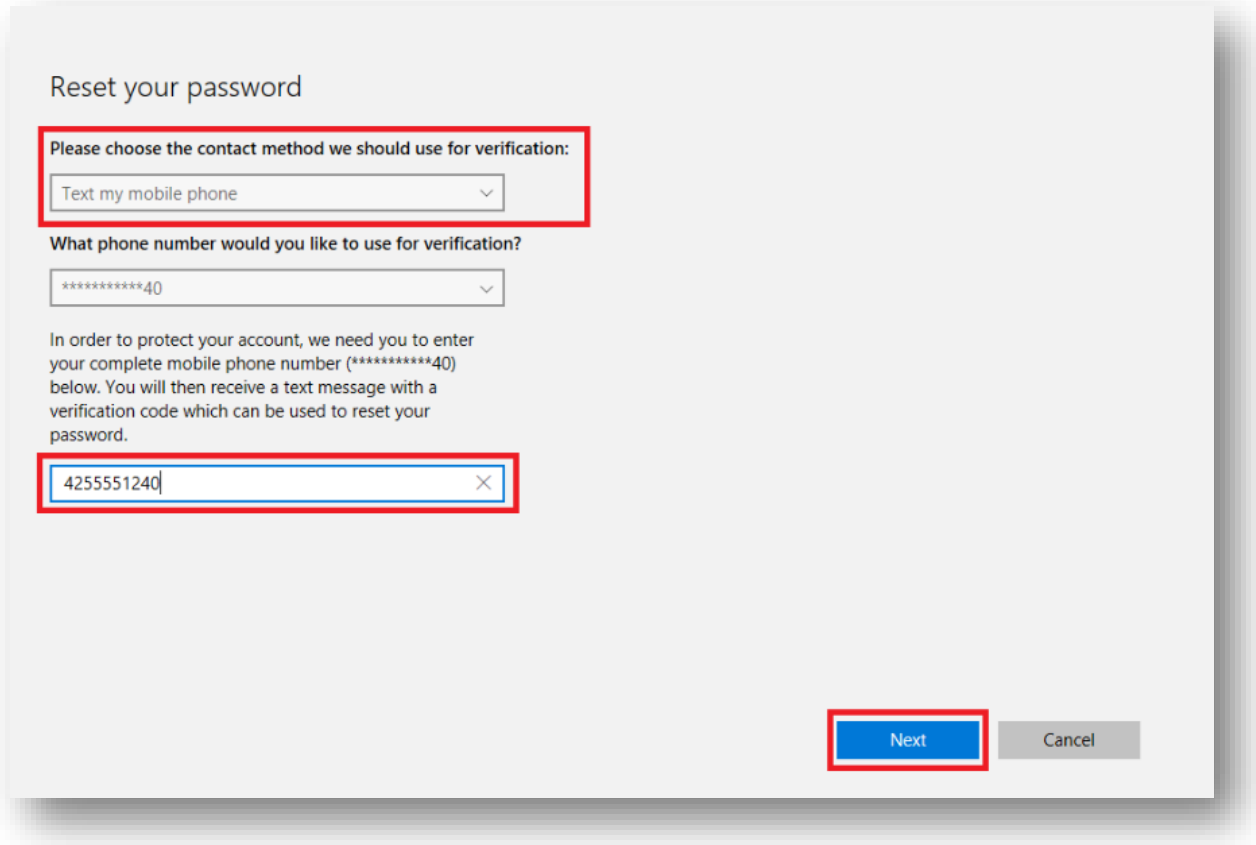


Reset your password using SSPR on a University PC

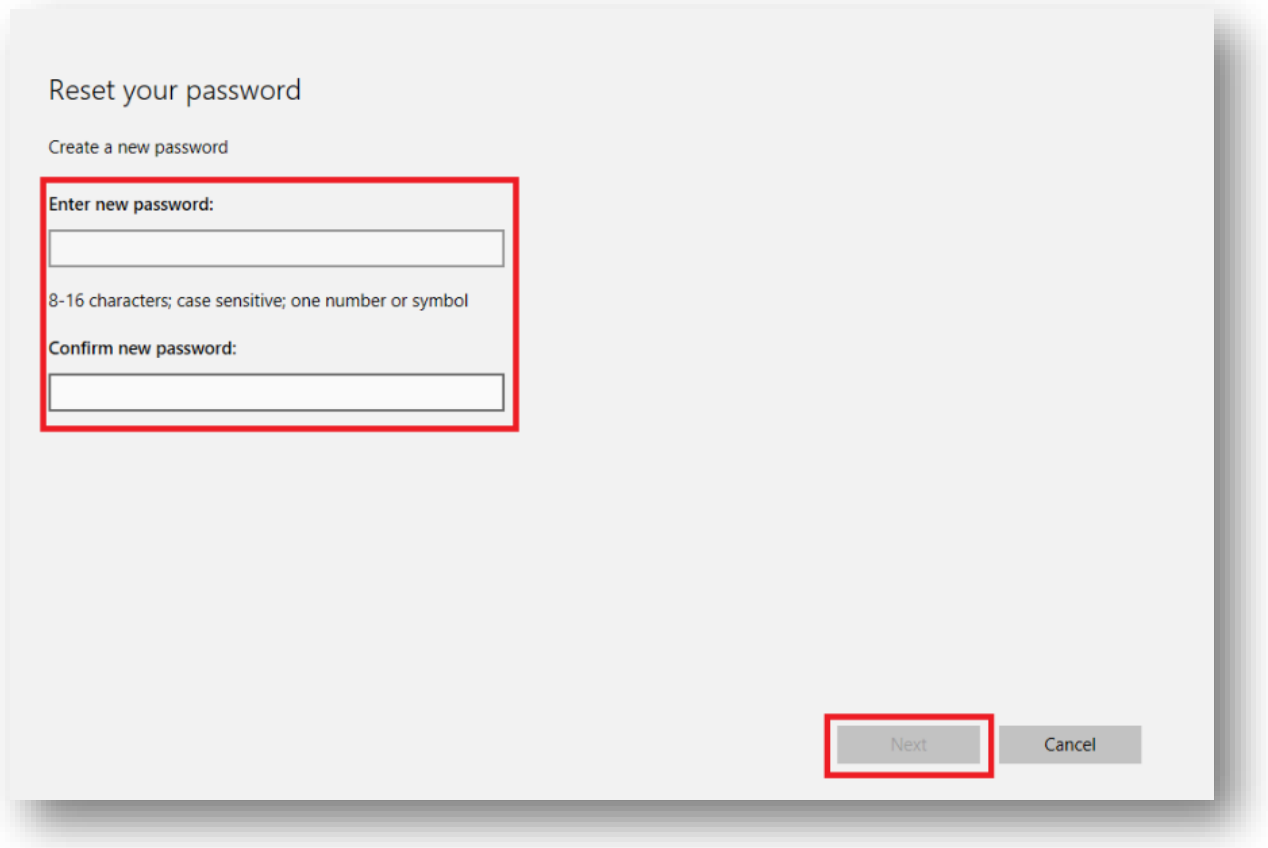
On a University Windows PC, click the **Reset Password** link on the sign in screen



1. Confirm your user ID *(in the format username@student.staffs.ac.uk OR username@staff.staffs.ac.uk)* and select **Next**
2. Select and confirm a contact method for verification



3. On the **Create a new password** page, enter a new password, confirm your password, and then select **Next**. We suggest that your password is 8-16 characters long and consists of uppercase and lowercase letters, numbers, and special characters



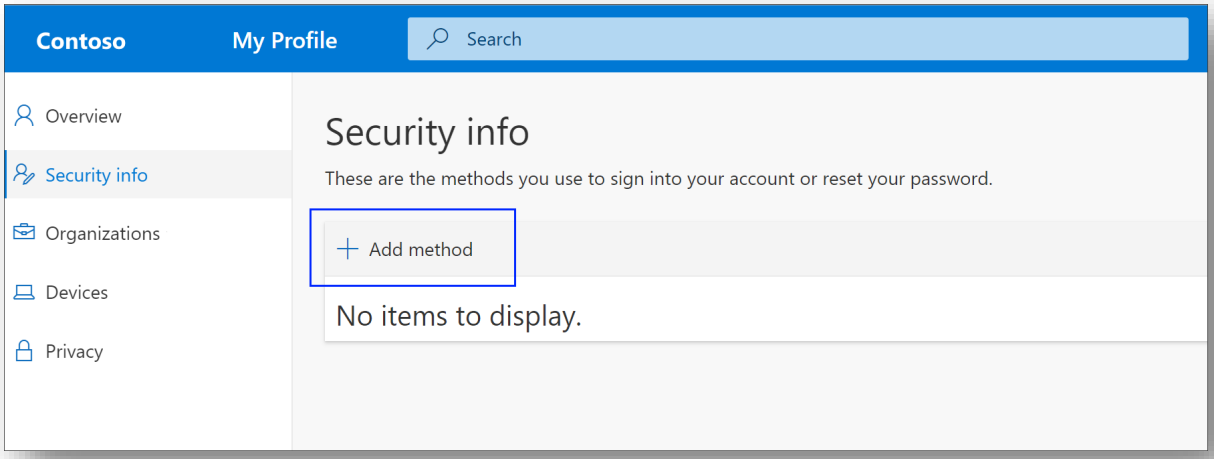
4. When you see the message **Your password has been reset**, select **Finish**.

You should now be able to access your account. If not, contact 3800@staffs.ac.uk

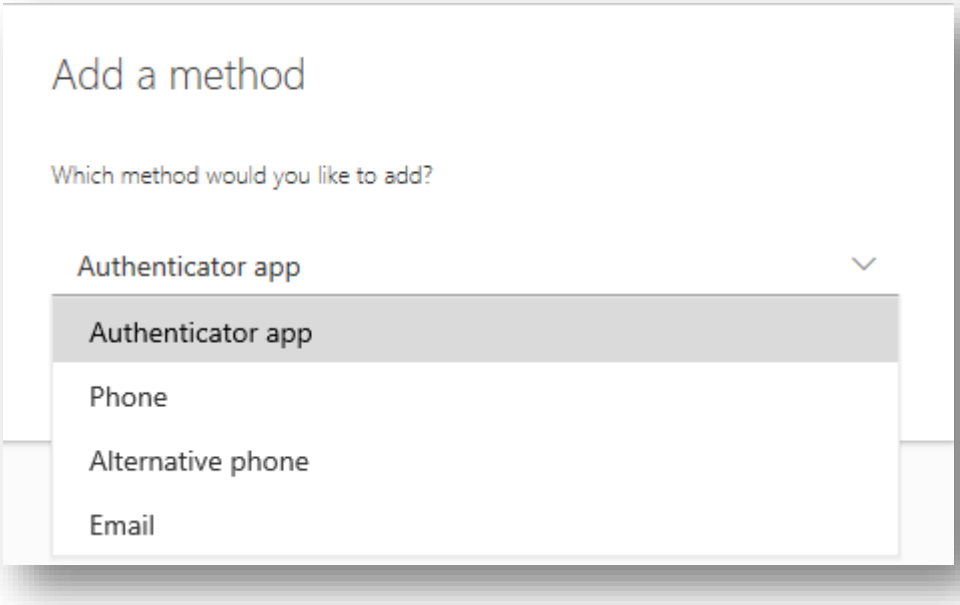
Add your contact details for SSPR and MFA

At any time, if you wish to add or update your contact details for SSPR or MFA then please visit the [My Security Info page]

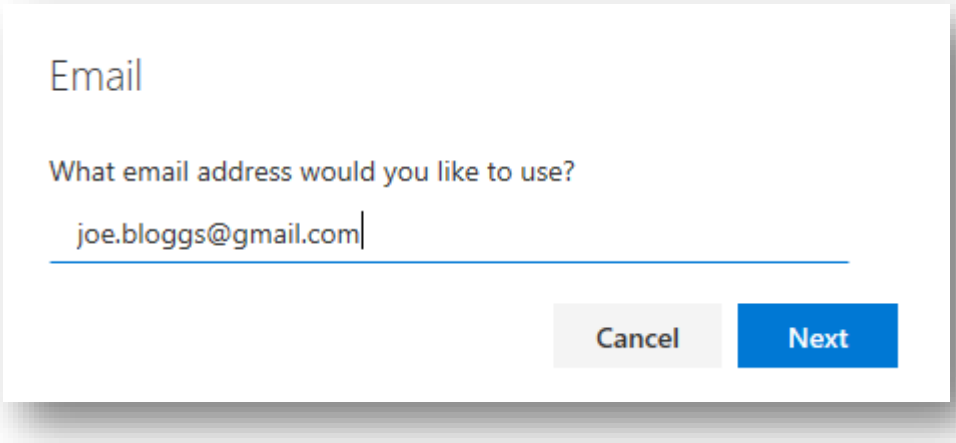
1. On the **Security info** page, select **Add method**



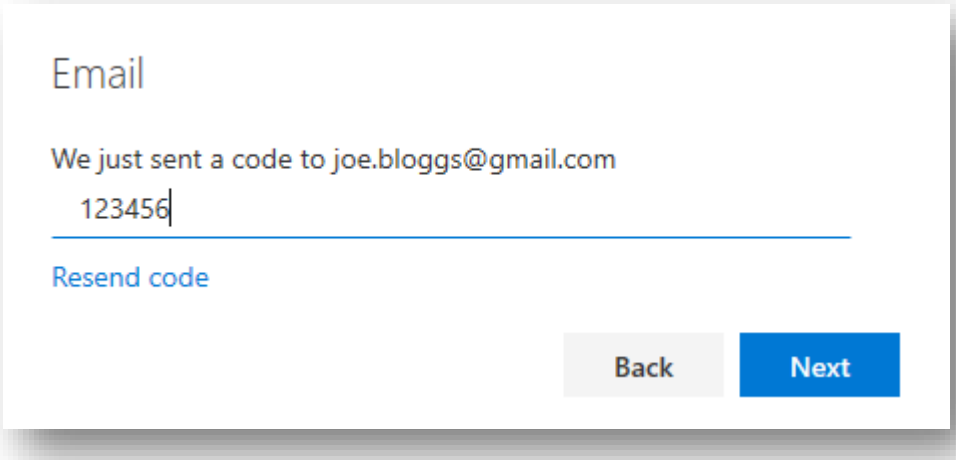
2. On the **Add a method** page, select **a contact method** from the drop-down list, and then select **Add**

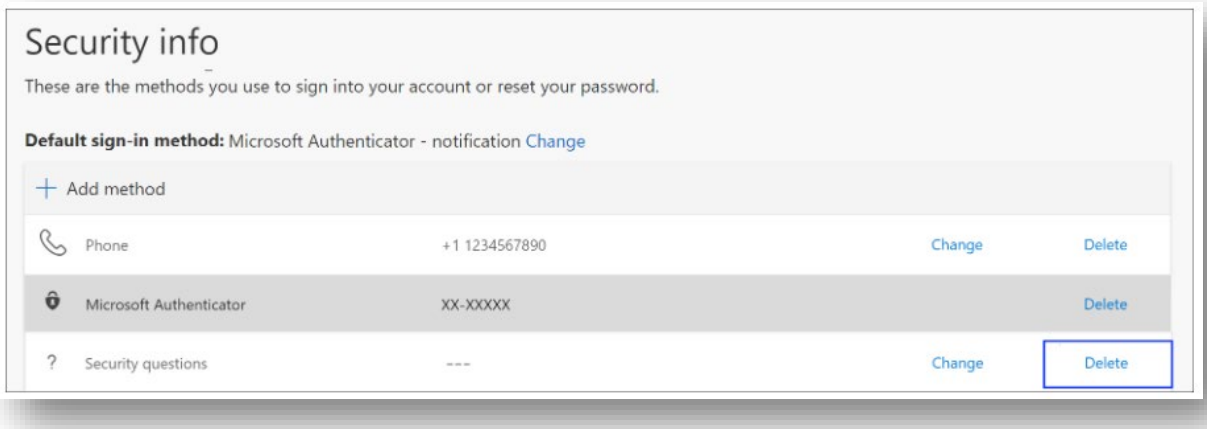


3. Add your contact details and click **Next**



4. Enter the code that is sent to you and click **Next**



Change or Delete your Contact Details

On the My Security Info page, you can review, change or delete any of your contact methods