

# SSPR- Self Service Password Reset User Guide



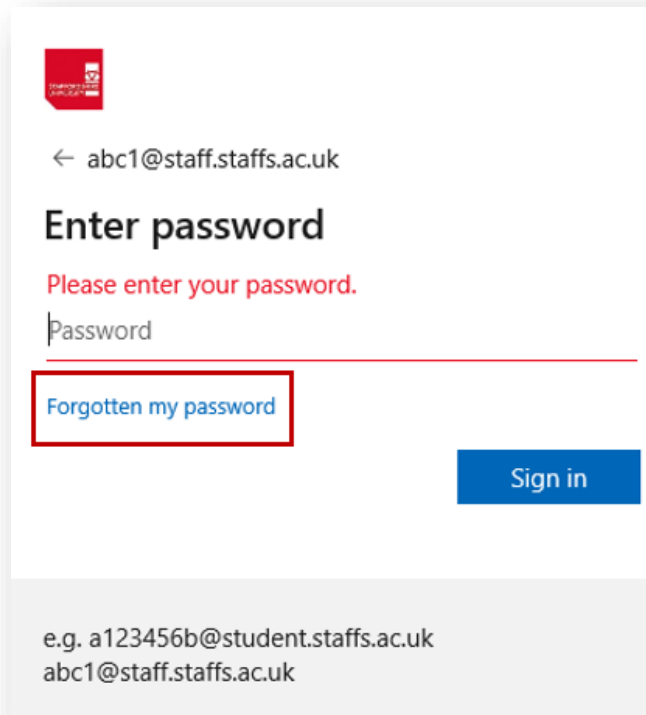
## Contents

Reset your password using SSPR on the web .....	3
Reset your password using SSPR on a University PC .....	6
Add your contact details for SSPR and MFA .....	9
Change or Delete your Contact Details.....	10

## 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](#)



← abc1@staff.staffs.ac.uk

### Enter password

Please enter your password.

Password

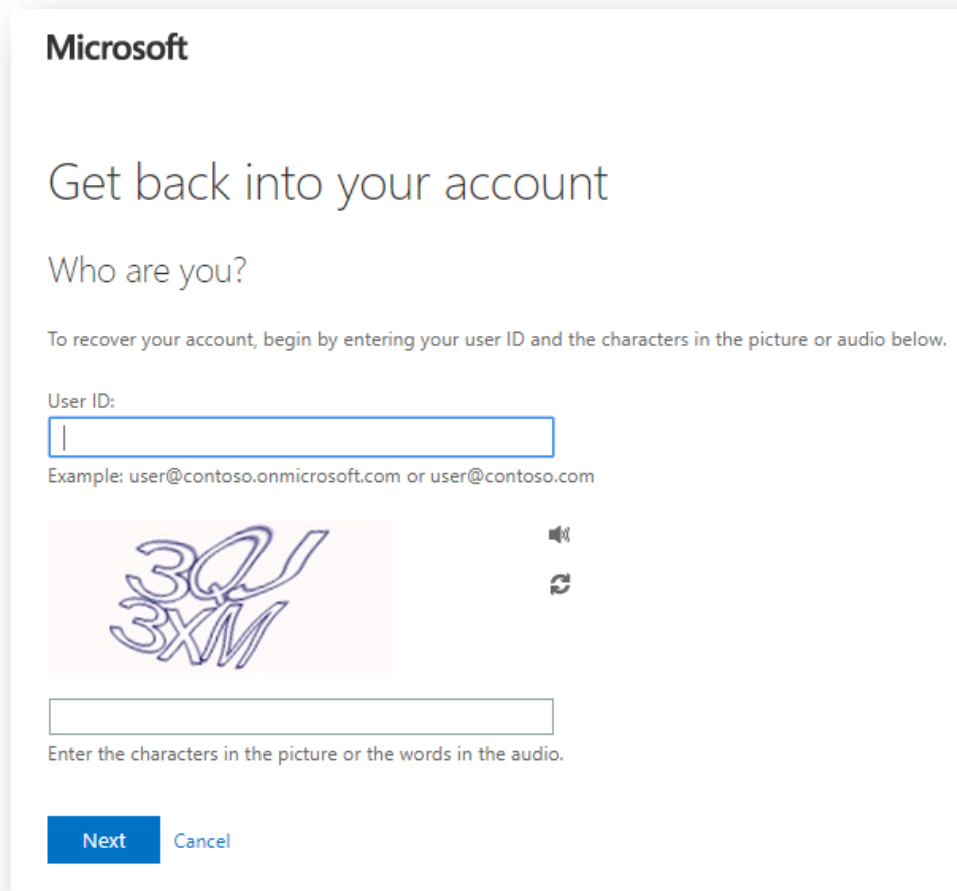
[Forgotten my password](#)

Sign in

e.g. a123456b@student.staffs.ac.uk  
abc1@staff.staffs.ac.uk

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**.



**Microsoft**




## Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

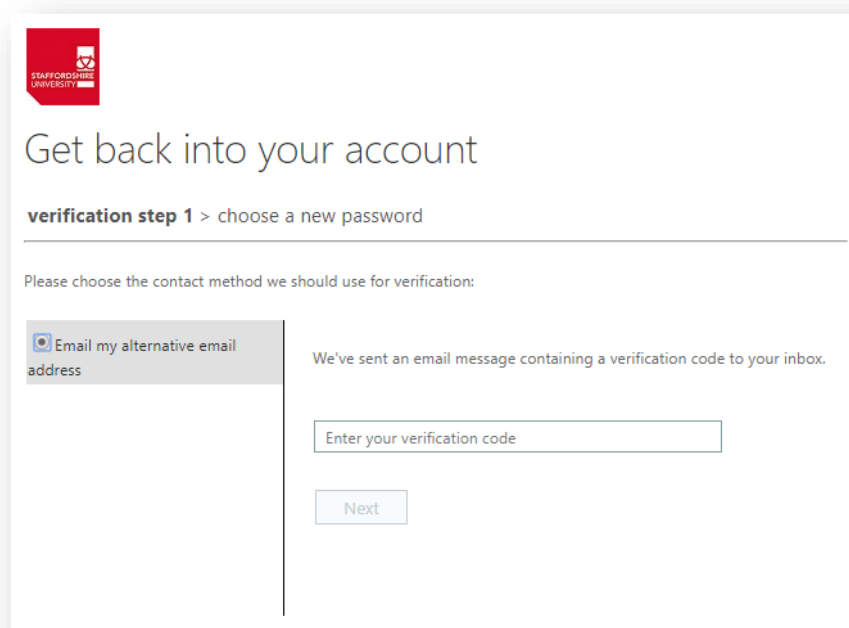
User ID:


Example: user@contoso.onmicrosoft.com or user@contoso.com

Enter the characters in the picture or the words in the audio.

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





## Get back into your account

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

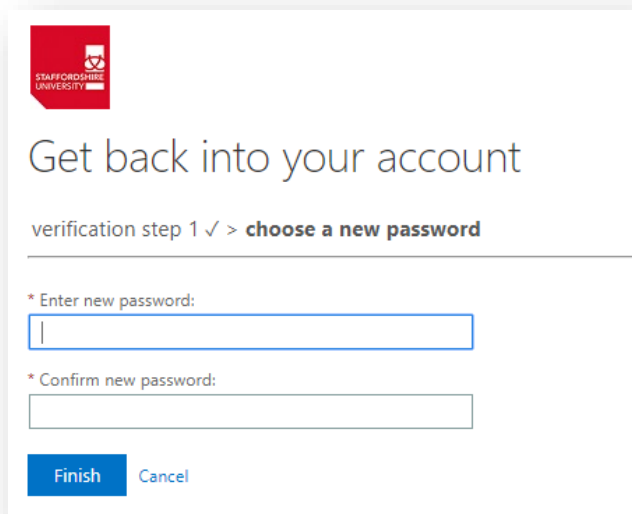
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Please choose the contact method we should use for verification:

Email my alternative email address

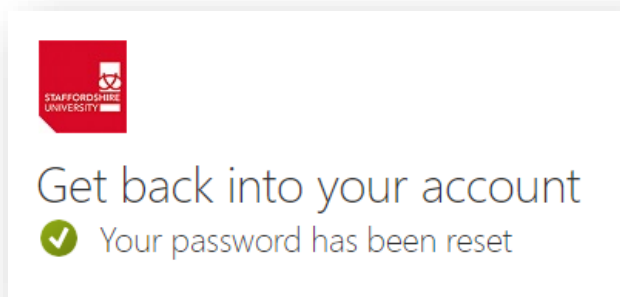
We've sent an email message containing a verification code to your inbox.

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



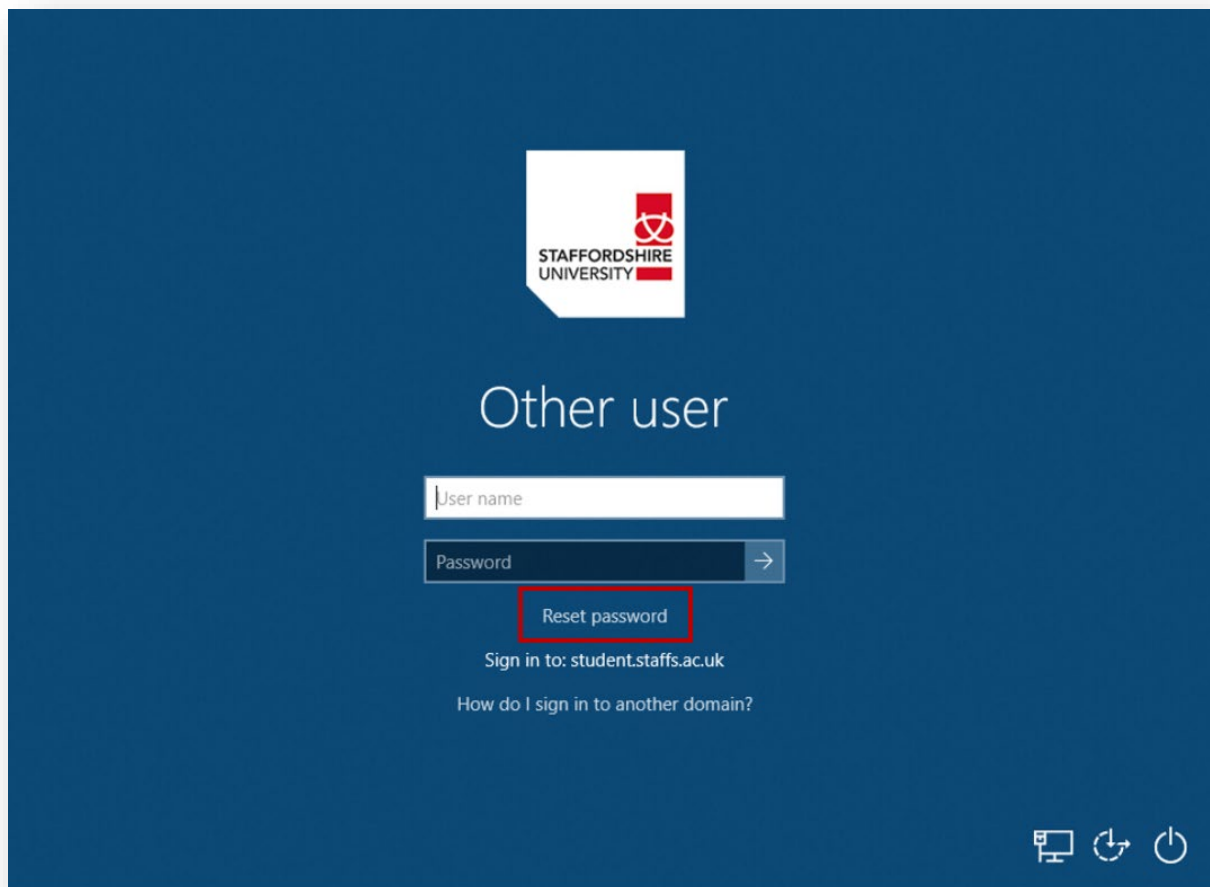
The screenshot shows a web page for Staffordshire University. At the top left is the university logo. The main heading is "Get back into your account". Below this, it says "verification step 1 ✓ > choose a new password". There are two input fields: the first is labeled "\* Enter new password:" and the second is labeled "\* Confirm new password:". At the bottom, there are two buttons: "Finish" (highlighted in blue) and "Cancel".

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

### Reset your password

Please choose the contact method we should use for verification:

Text my mobile phone

What phone number would you like to use for verification?

\*\*\*\*\*40

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.

4255551240

Next Cancel

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

Reset your password

Create a new password

Enter new password:

8-16 characters; case sensitive; one number or symbol

Confirm new password:

Next Cancel

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

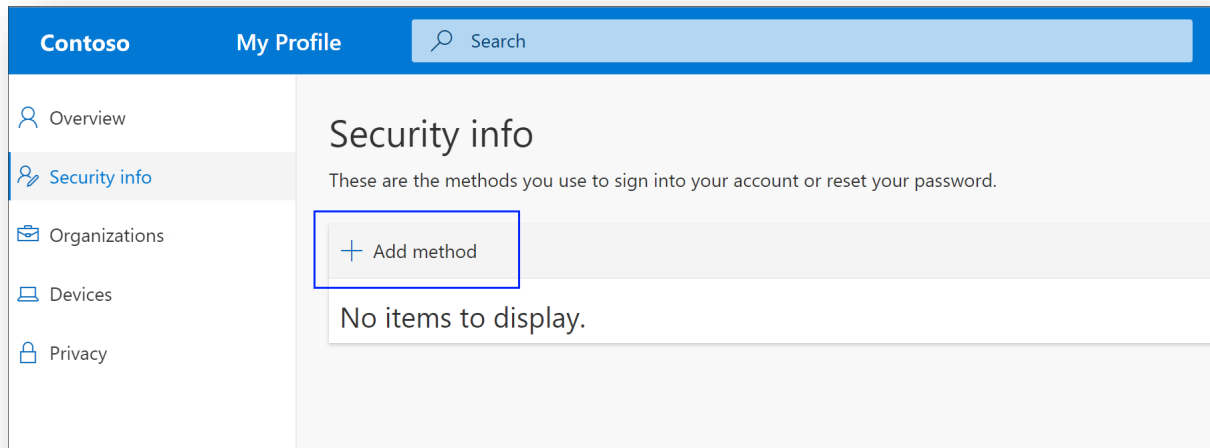
You should now be able to access your account. If not, contact [3800@staffs.ac.uk](mailto:3800@staffs.ac.uk)



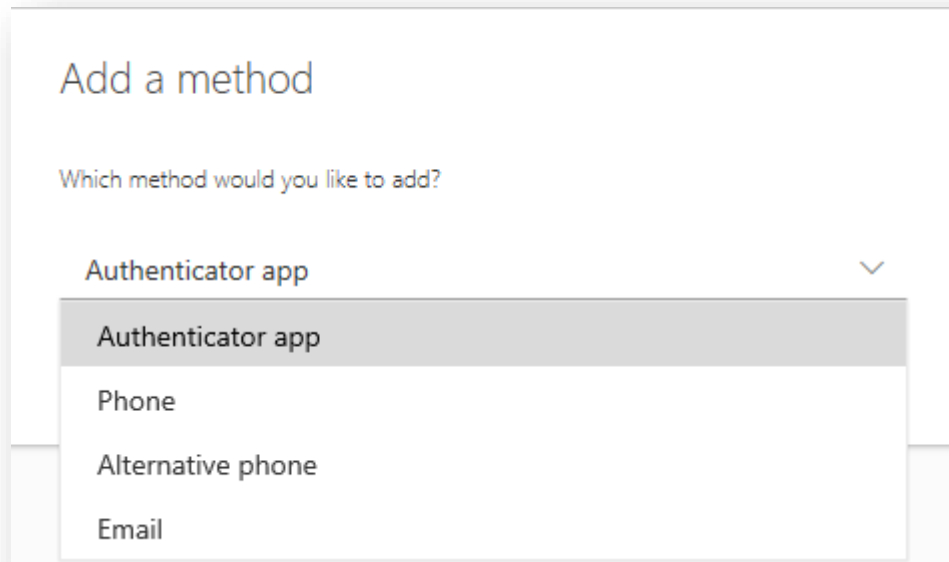
## Add your contact details for SSPR and MFA

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**

### Email

What email address would you like to use?

Cancel
Next

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

### Email

We just sent a code to joe.bloggs@gmail.com

[Resend code](#)

Back
Next

## Change or Delete your Contact Details



On the [My Security Info page](#), you can review, change or delete any of your contact methods

### Security info

These are the methods you use to sign into your account or reset your password.

**Default sign-in method:** Microsoft Authenticator - notification [Change](#)

[+ Add method](#)

 Phone	+1 1234567890	<a href="#">Change</a>	<a href="#">Delete</a>
 Microsoft Authenticator	XX-XXXX	<a href="#">Delete</a>	
? Security questions	---	<a href="#">Change</a>	<a href="#">Delete</a>