

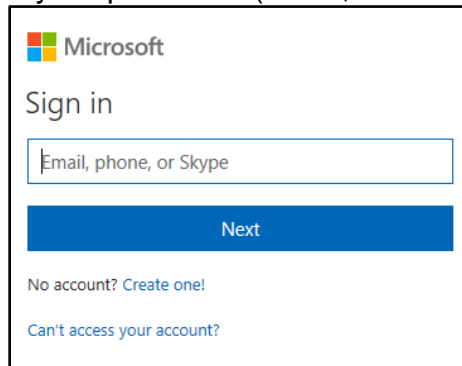
## Self-Service Password Reset Portal

Self-Service Password Reset (SSPR) offers a simple way to reset your password or unlock your account, on your own, when and where you need to. This tip sheet will walk you through the process of registering for Self-Service Password Reset, resetting your password, and unlocking your account from an internet accessible device.

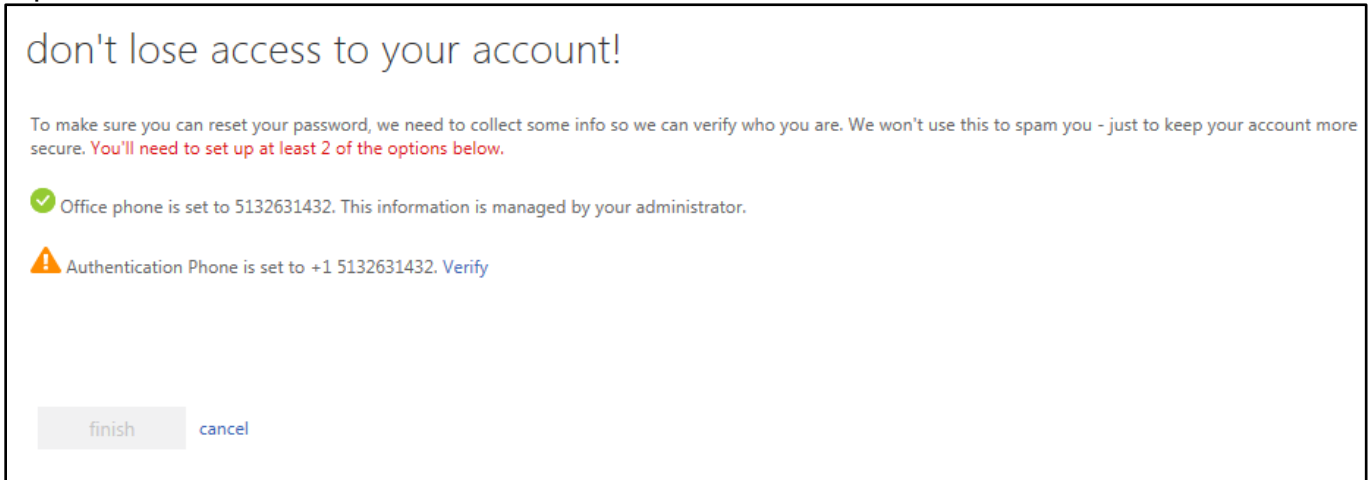


### How Do I Register for Self-Service Password Reset?

1. Open your web browser and go to <http://aka.ms/ssprsetup>
2. Enter your email and then enter your password (O365, Active Directory, etc).



3. If you've enabled MFA on your account, you may be prompted to verify your identity.
4. Once you complete the verification process, you will be taken to the second verification screen where you will continue to verify your account by the phone number that is set and the security questions.



- A. If you do not see the screen above, the system will use your settings that were identified when you registered for MFA.
1. **Office Phone.** This is populated from Active Directory.
  2. **Authentication Phone** (Mobile Phone, etc. May have been provided when setting up MFA.)
    - a. Click **Verify** to verify the phone number that is on the account.
    - b. You will be prompted to have them **text** or **call me**.

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone


United States (+1)

5. Select **Save Answers**. You can now use SSPR when needed in the future.



## How Do I Reset or Unlock my Password?

1. From an internet accessible device, navigate to <https://login.microsoftonline.com> and click on the **Can't access your Account?** link.

 Microsoft

Sign in

No account? [Create one!](#)

[Can't access your account?](#)

- a. Note: You can also go directly to the **Password Reset Page:** <https://passwordreset.microsoftonline.com>
2. Click on **Work or school account**.
  3. Enter your *email address* in the **User ID** field and complete the Captcha.


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.

4. Click **Next**.
5. On the **Why are you having trouble signing in?** page, you have two choices:
  - a. **I forgot my password** – Use for resetting your password.

- b. **I know my password, but still can't sign in** – Use for unlocking your account.
6. Make your selection, and click **Next**.
  7. You will have 2 options to choose from, select the option you want to complete. Follow the verification steps 1 & 2.

## Get back into your account

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

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

<input checked="" type="radio"/> Text my mobile phone	In order to protect your account, we need you to enter your complete mobile phone number (*****32) below. You will then receive a text message with a verification code which can be used to reset your password.
<input type="radio"/> Call my mobile phone	

8. Enter a new password and click **Finish**.



## Additional Information

- Contact the **Help desk, 513-585-4357**, with any questions you may have.