

## SELF SERVICE PASSWORD RESET ENROLMENT GUIDE

### Purpose of this User Guide

This guide is intended to aid and serve as a “how-to” for users as they enrol in Self Service Password Reset (SSPR). This same procedure can be used to update your SSPR settings.

### What is SSPR

#### Self Service Password Reset (SSPR)

Self Service Password Reset (SSPR) is a Microsoft-delivered feature that allows an enrolled user the ability to reset their own password. SSPR will help reset passwords for school network login, school email, Microsoft Teams and any other Microsoft 365 applications.

### Enrolling in Self Service Password Reset (SSPR)

1. Open the web browser on your device and go to the password reset registration page (<https://aka.ms/ssprsetup> ).
2. If prompted, enter your school username and the password. The username is in the format of [firstname.lastname@s.northfields.school](mailto:firstname.lastname@s.northfields.school) for students.
3. You can configure up to three validation methods on your account and you should have at least one method configured. It is recommended, but not required, that you set-up as many methods as you can. This gives you flexibility when one of the methods isn't available.
  - **Authentication Phone (call or text):** Your mobile phone number
  - **Authentication Email Address:** An email other than the school email
  - **Security Questions:** If you select this option you will need to set-up 5 questions



John.Smith@s.northfields.school | ?

### don't lose access to your account!

To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We won't use this to spam you – we'll just use it to make your account more secure. **You'll need to set up at least 1 of the options below.**

- ! Authentication Phone is not configured. [Set it up now](#)
- ! Authentication Email Address is not configured. [Set it up now](#)
- ! Security Questions have not been configured. [Set them up now](#)

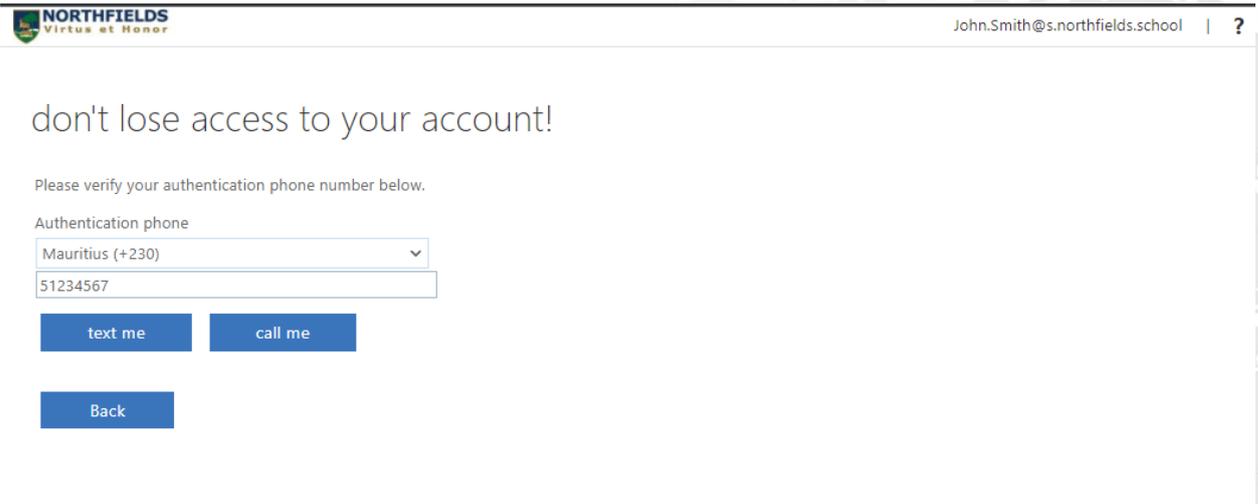
Finish

Cancel

**NOTE:** You will receive a phone call, text or email message while doing setup to verify that this method of communication is working. You will need access to any configured email address or phone during enrolment.

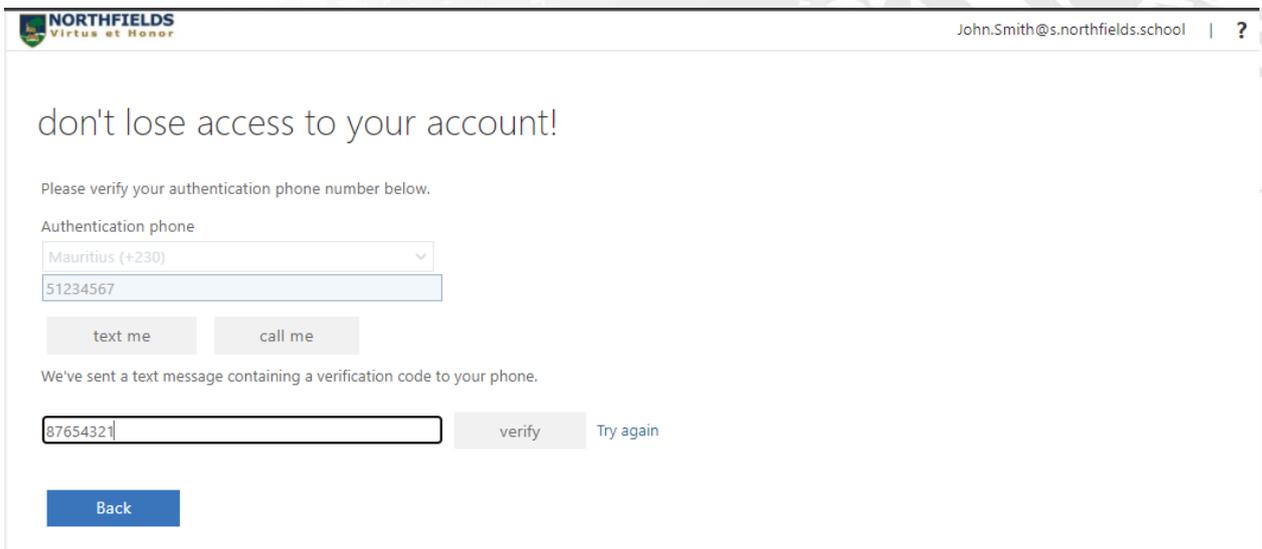
## Setting Up Alternative Authentication Phone (call or text)

1. Select the "Set it up now" link next to "Authentication Phone is not configured..."
2. Set your Region Code [typically Mauritius (+230)].
3. Enter Your Phone Number.
4. Select either the "Text Me" or "Call Me" button to verify the phone number (only one option needs to be completed).



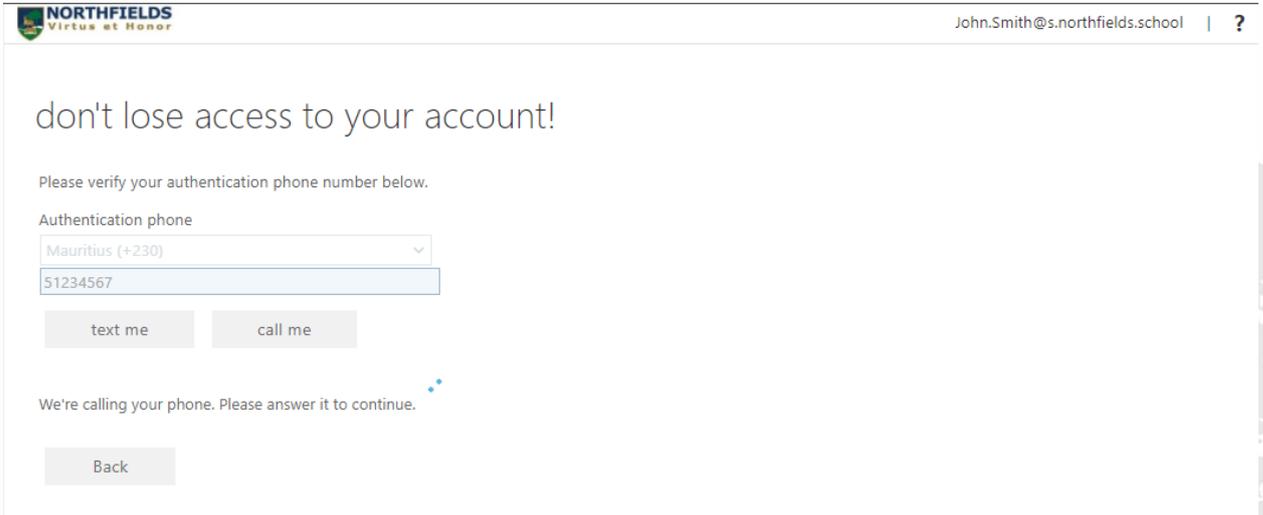
### 4.1 Text Me Option

- 4.1.1. Enter the code received in a text and select the "Verify" button.
- 4.1.2. If successful, you will be returned to the initial setup screen.



## 4.2. Call Me Option

- 4.2.1. Answer your phone.
- 4.2.2. When prompted on the phone, hit the “#” key.
- 4.2.3. If successful, you will be returned to the initial setup screen



**NORTHFIELDS** Virtus et Honor John.Smith@s.northfields.school | ?

### don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Mauritius (+230)

51234567

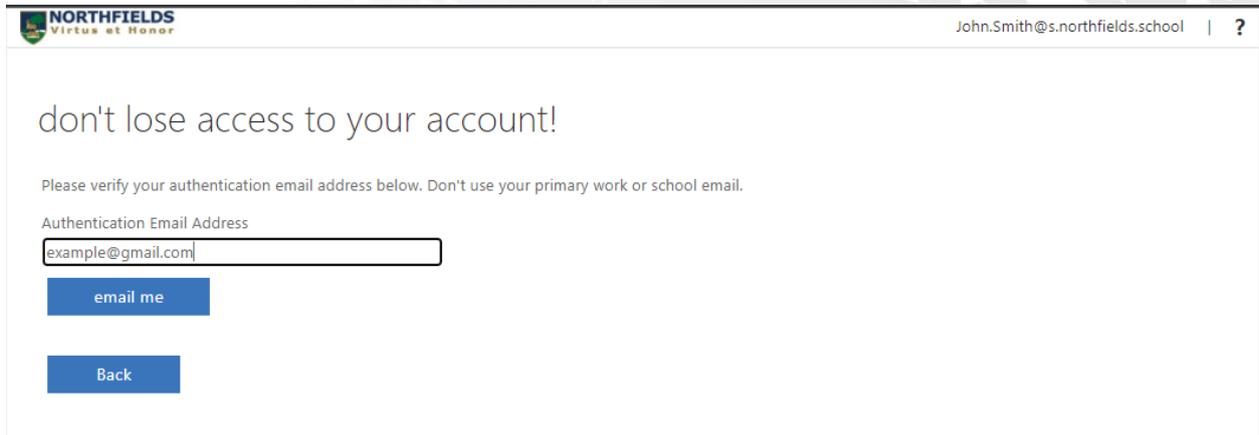
text me call me

We're calling your phone. Please answer it to continue.

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## Setting Up Alternative Authentication Email

1. Select the “Set it up now” link next to “Alternative Email...”.
2. Enter an email address other than your work email account.
3. Select the “email me” button.



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### don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email Address

example@gmail.com

email me

Back

4. Get the verification code from this email account and enter in the verification field and then select the “Verify” button.

## don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email Address

email me

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

verify

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## Setting Up Security Questions

1. Select the "Set them up now" link next to "Security Questions...".
2. Choose five questions and provide answers.

## don't lose access to your account!

Please select questions to answer below. **Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.**

Security question 1

In which city was your father born? ▾



Security question 2

What is your favourite food? ▾



Security question 3

What was the name of the first school that you attended? ▾



save answers

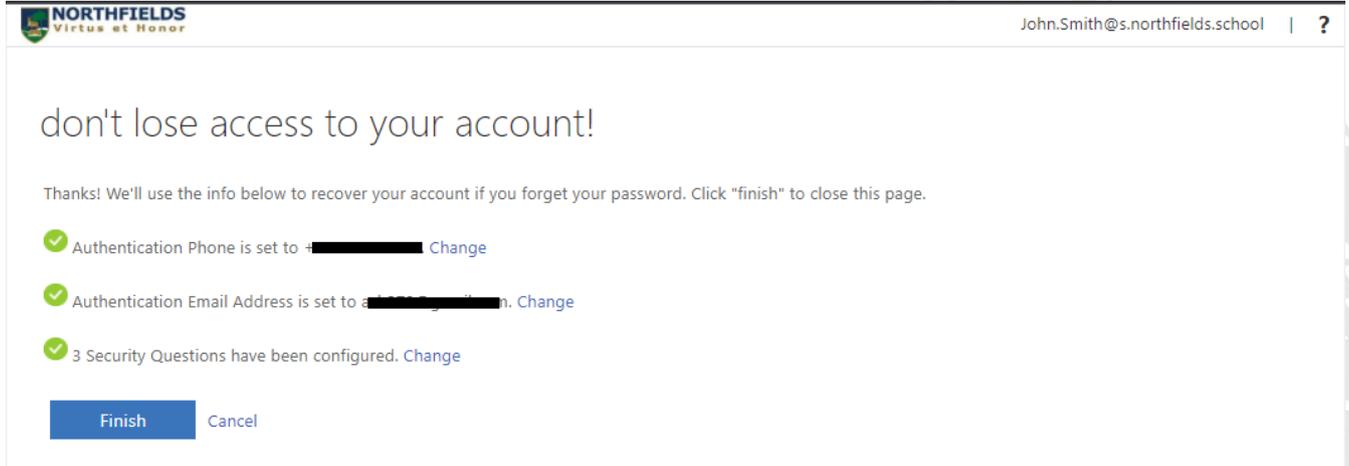
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3. After completing all questions, select the "save answers" button.

## Finish

Once you have completed your choice of settings, select the “finish” button to continue to other applications. It is important to complete this step, or your changes will be lost.

**Note:** You may be prompted for your password again after you select the “Finish” button.



## To Update Your Settings

1. Return to <https://aka.ms/ssprsetup>
2. Select on “Change” next to the setting you wish to update.
3. Follow the instructions above for each setting.
4. Select the “finish” button when you are complete

## Frequently Asked Questions

### Your information is protected.

If you enter data for Authentication Phone or Authentication Email, it's not visible in the global directory. The only people who can see this data are you and the IT Administrator. Only you can see the answers to your security questions.

### You may need to reconfirm your information.

After a period of time, and to ensure you still have the appropriate methods registered, your administrators will require you to confirm your authentication methods.

### Official Microsoft Troubleshooting Tips

<https://docs.microsoft.com/en-us/azure/active-directory/user-help/active-directory-passwords-reset-register>

If you have any questions or problems, please email on [itservices@northfields.school](mailto:itservices@northfields.school)