

PASSWORD RESET GUIDE FOR SCHOOL EMAIL AND TEAMS

Purpose of this User Guide

This guide is intended to aid and serve as a “how to” for users in resetting their password with Self Service Password Reset (SSPR)

What is SSPR

Self Service Password Reset (SSPR)

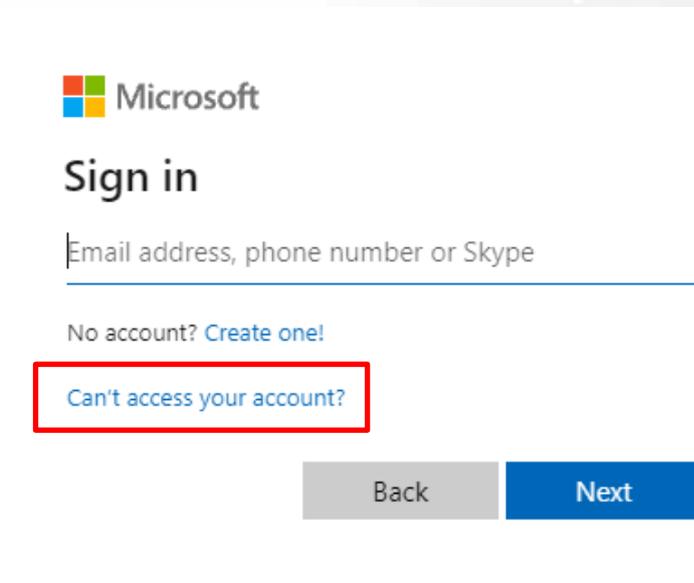
Self Service Password Reset (SSPR) is a Microsoft-delivered feature that allows an enrolled user the ability to reset their own password. SSPR will help reset passwords for school network login, school email, Microsoft Teams, and any other Microsoft 365 applications.

Resetting your password

Finding the Password Reset Process

The Self Service Password Reset process can be started in two ways:

1. Going directly to the following link: <https://aka.ms/sspr> - or -
2. Selecting the “Can’t access your account?” link on the Sign in page of any Office365 application such as Outlook, Teams, One Drive or Office portal.



3. Indicate “Work or school Account” on the “Which type of account do you need help with?” screen



Which type of account do you need help with?



Work or school account
Created by your IT department



Personal account
Created by you

Back

Resetting Your Password

Find Your Account

1. Enter your school email address
2. Enter the text displayed in the captcha (character puzzle to prove you are a human)
3. Select the "Next" button

Note: The logo on this screen will say "Microsoft" until you enter your User ID and tab to the next field. It will then change to the Northfields International School logo.

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email address or username and the characters in the picture or audio below.

Email or Username: *

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



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

Next

Cancel

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Next

Cancel

Note: If you have not already enrolled in SSPR you will receive a "We're sorry" error page. You will need to contact the IT Services department on itservices@northfields.school to reset your password.

Get back into your account

We're sorry

You cannot reset your password at this time because necessary information is missing from your account. There is no further action you can take to resolve this situation. Please [contact your admin](#) and ask them to reset your password for you. After you have access to your account again, you can learn how register the necessary information by following the steps in the article [Register for self-service password reset](#).

If you'd like, we can [contact an administrator](#) in your organization to reset your password for you.

Additional details: SSPR_0014: Additional security info is needed to reset your password. To proceed, contact your admin and ask them to reset your password. After you have access to your account you can register additional security info at <https://aka.ms/ssprsetup>. Your admin can add additional security info to your account by following the steps in [Set and read authentication data for Password Reset](#).

4. Select I've forgotten my password to reset your password.



Get back into your account

Why are you having trouble signing in?

I've forgotten my password

No worries, we'll help you to reset your password using the security info you've registered with us.

I know my password, but still can't sign in

This might happen because you've tried to sign in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel

Choose a Reset Option

Select one of the presented options and follow the steps. These were set up when you enrolled in SSPR. Only options you configured during enrolment will be presented.



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternative email address

Send a text to my mobile phone number

Call my mobile phone number

Answer my security questions

You will receive an email containing a verification code at your alternative email address (as*****@gmail.com).

Email

Enter a New Password

1. Enter and confirm your new password. The password must meet the following requirements:
 - Must be at least 8 characters long
 - Must contain 3 of the following 4 components:
An uppercase letter from A – Z o A lowercase letter from a – z
A number from 0 – 9
Include at least one of the following special characters: @ # \$ % ^ & * - _ ! + = [] { } | \ : ' , . ? / ` ~ " () ; < >

Note: Common phrases, spaces and other special characters are not supported.

2. Select the “Finish” button.



Get back into your account

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

* Enter new password:

* Confirm new password:

Finish

Cancel

3. You will receive a web page confirmation that your password has been reset.



Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

4. You can now navigate to any supported service to sign in. Depending on how you started this process, there may be a “Click Here” link to lead you back to the services you were initially trying to access.

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.

Why can't I use other special characters?

The limited list of special characters has been determined to be compatible with all systems that share this sign-in credential. In some cases, a non-supported character will be accepted but may cause issues when signing in to another system.

What is a "Common Phrase"?

For security reasons, the full list is not available; however, "Common Phrases" are a combination of characters that are well known to attackers. These phrases are not allowed to prevent you from unknowingly creating a vulnerable password. Some examples of password that should not be used are "Password1234", "QWERTyuiop!@# \$" or "Abcd12345678."

Official Microsoft Troubleshooting Tips

<https://docs.microsoft.com/en-us/azure/active-directory/user-help/active-directory-passwords-update-your-own-password>

Questions about this guide

If you have any questions or problems, please email on itservices@northfields.school