Azure AD Self-Service Password Reset (SSPR) Setup and Use
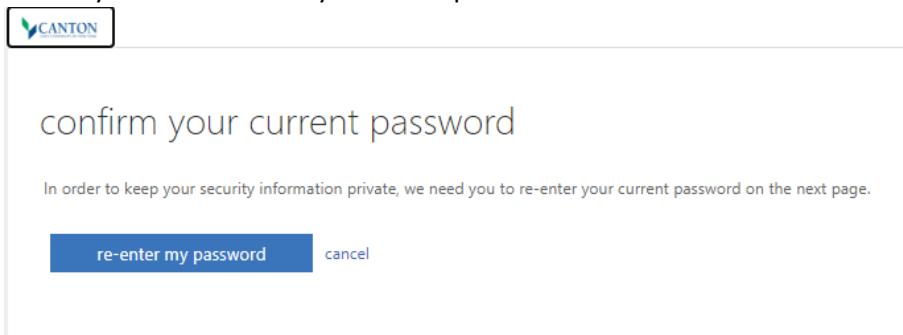
Login to the Microsoft 365 portal at https://portal.office.com with your Canton NetID. Once logged in, click on your profile picture in the upper right and then click on **My account**.
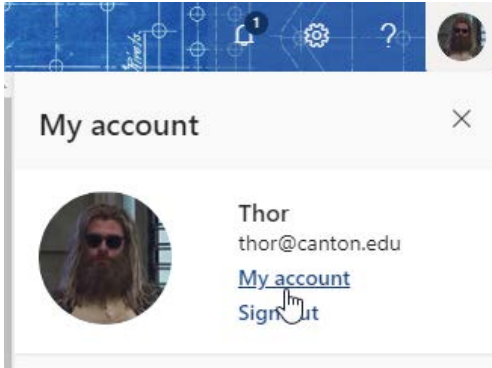
In the **Security Info** tile, click on **SET UP SELF-SERVICE PASSWORD RESET**
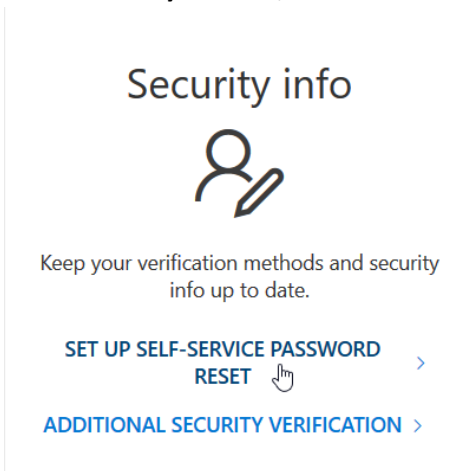
You may need to re-enter your NetID password to continue.

You will then be presented with the options for your password reset notifications that you can choose from.

- **Office phone** – not applicable to students and staff cannot change the number. If it is incorrect, you will need to notify the Help Desk.
- **Authentication phone** – with this option you can either receive a phone call with a code, or a text message.
- **Authentication email** – with this option you can enter in an alternate email address where a code would be sent.
- **Security questions** – with this option you would setup three security questions from a pre-configured list of questions.

You can setup as many of these as you wish, and it's recommended to have more than one option, but you must configure at least one.

don't lose access to your account!

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

🛇 Office phone is not configured. This information is managed by your administrator.

🛇 Authentication Phone is not configured. Set it up now

🛇 Authentication Email is not configured. Set it up now

🛇 Security Questions are not configured. Set them up now

finish   cancel

For example, to setup an authentication phone, click Set it up now.

Select your country code and enter in your phone number..

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don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)   ⌄

315-26[████]

text me   call me

back

Click one of the options to either text a code to you, or to receive a call.
In this example, we click on **text me**.

Enter in the code that you received and click **verify**

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don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)   ⌄

315-26[████]

text me   call me

We've sent a text message containing a verification code to your phone.
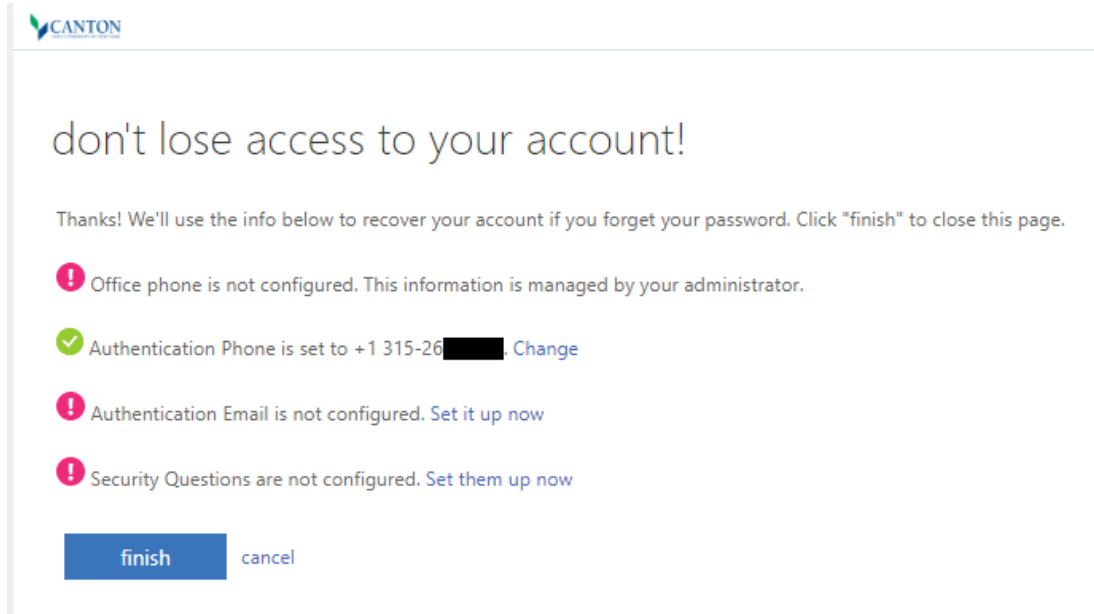
807457   verify   try again

back

Once verified, you will return to the main screen and will now have a green check by Authentication Phone and shows what phone number is configured and gives you the option to change it.
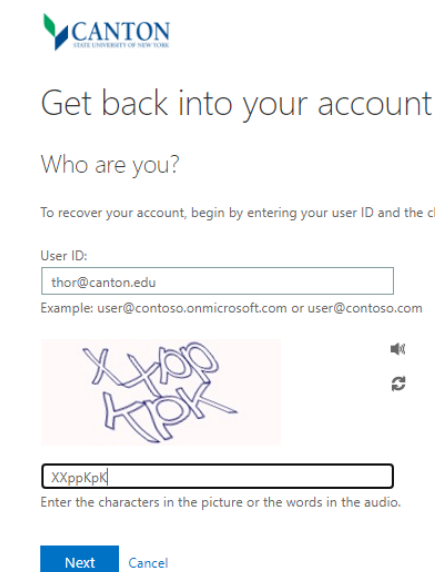

You can now click **finish** since you have configured at least one verification option, or you can setup additional options.

Resetting your forgotten password

To begin the self-service password reset process if you have forgotten your password or can't otherwise sign-in, browse to https://passwordreset.microsoftonline.com

Enter in your full NetID (including @canton.edu) and enter in the CAPTCHA characters

Click **Next**.

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Get back into your account

Why are you having trouble signing in?

🔘 I forgot my password

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

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

Next   Cancel

Selecting **I forgot my password** will begin the password reset process.
Selecting **I know my password, but still can't sign in** will allow you to enter in your password again in the event that your account was locked out due to too many failed login attempts.

In this example, we will select **I forgot my password** and click **Next**.

The verification options presented to you will be dependent on how many you setup during your initial sign-up.
Note: The option to use an authenticator app is not available until you sign-up for multifactor authentication (MFA).

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Get back into your account

verification step 1 > choose a new password

___

Please choose the contact method we should use for verification:

⚪ Email my alternate email

🔘 Text my mobile phone

⚪ Call my mobile phone

⚪ Answer my security questions

⚪ Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*************■) below. You will then receive a text message with a verification code which can be used to reset your password.

```
315-26
```

Text

Cancel

In this example, we will select the option to **Text my mobile phone**.

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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

○ Email my alternate email

◉ Text my mobile phone

○ Call my mobile phone

○ Answer my security questions

○ Enter a code from my authenticator app

We've sent you a text message containing a verification code to your phone.

330270

[Next]   Try again   Contact your administrator

Cancel

Enter in the verification code that was sent in the text and click **Next**.

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Get back into your account

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

* Enter new password:

[   ]

* Confirm new password:

[   ]

[Finish]   Cancel

Enter in your new password and confirm it, then click **Finish**.

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Get back into your account
✅ Your password has been reset