Office 365 User Guide

Setting up Self Service Password Reset

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SSPR (Self Service Password Reset) is a security feature allow users to reset their own passwords even without involving the IT or helpdesk team using secure methods. In this guide we will go through each method of authentication and how to set it up.

Setting up SSPR for First Use

Enabling SSPR methods depends on how the administrator enables the most secure method(s) that fit the company. In the below section I am going to guide you how to setup SSPR with the method that the administrator has enabled for you.

Setup SSPR using Alternative Email Address:

You can reset your own password using your alternative Email (Not Work Email) method. First you need to register your email using the below steps:

1. Click here to register in SSPR using your work account and password.
   Note: You need to re-enter your password if you already signed.
2. A screen as the below Figure 1 will appear to provide the methods that the administrator had already considered for you to use it when you reset your password. For instance, Mobile Phone and Email address. Set up your SSPR method by clicking on **Set it up now** or **Verify** if you already registered the method before.
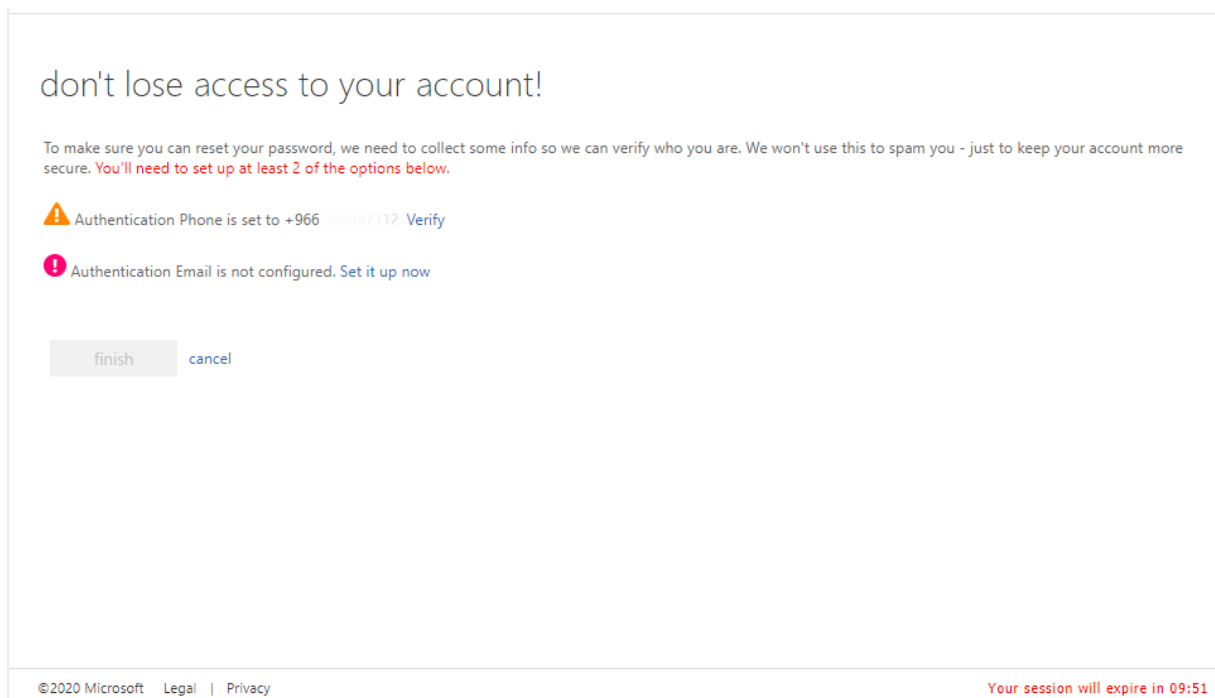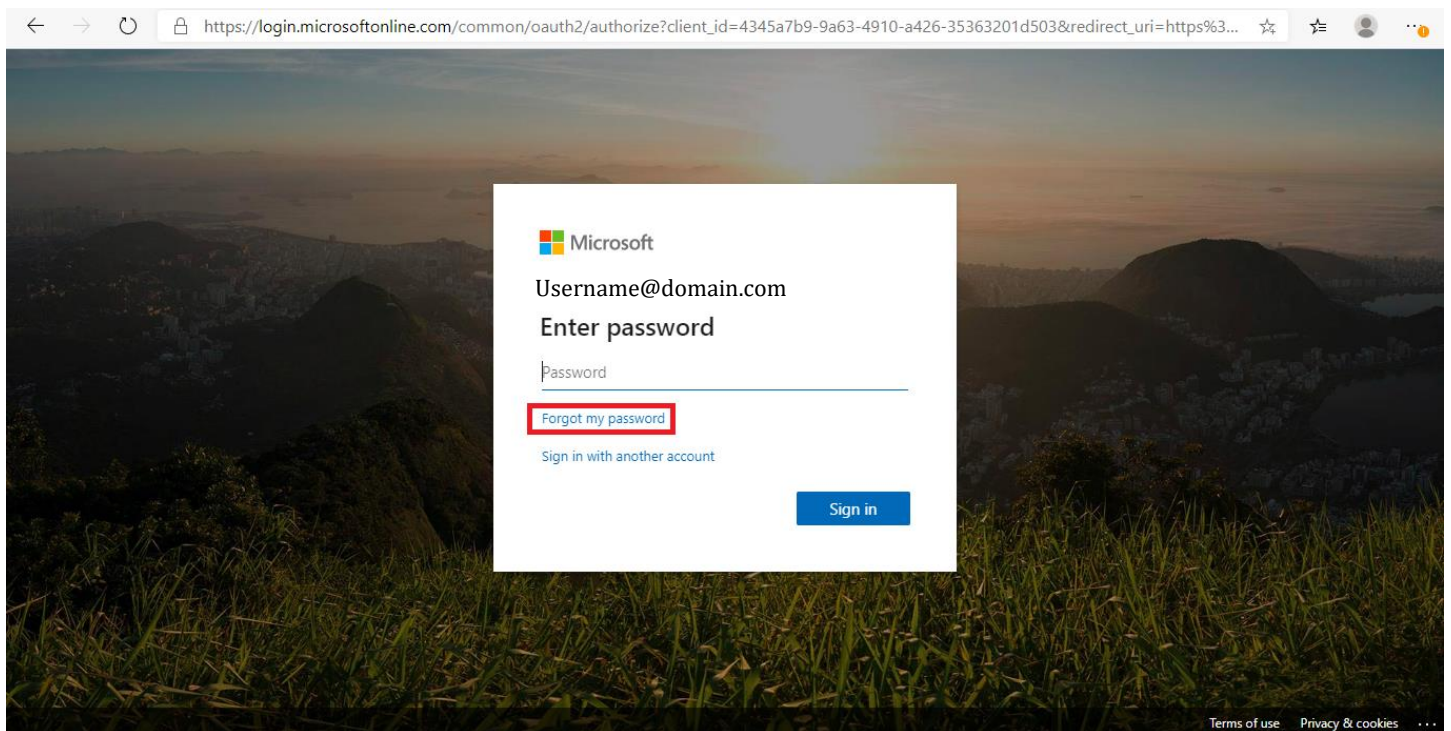

Figure 1: Registering SSPR.

3. Click on Set it up now to verify your personal email address.
4. Add your personal email address and click on email me to verify your email.

5. You will receive an email from **msonlineservicesteam@microsoftonline.com** with six digits code to verify your email address. Add the six digits and click verify

How to Reset your own Password

Incase if you've forgotten you password and you wanted to reset your password, please follow the below instructions:

1. Click here and type your work or school account.
2. Click on Forgot my password. As in the Figure 2.

Figure 2: Forgot my password

3. Type your work or school account ID, the custom characters and click next.
4. Then, you will get a screen as the below Figure 3. Click on **Email** button.

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

You will receive an email containing a verification code at your alternate email address (sh*******@ ____.com).

Email

Cancel

Figure 3: Email Verification

5. Enter the verification code and click next.
6. Type the new password and confirm it.
7. Your password has successfully changed.
8. Sign in using your work or school account and new password.