



## Self Service Password Reset (SSPR)

### Self Service Password Reset (SSPR): Initial Setup Directions

CBSD has a new password reset tool available. The new password reset tool by Microsoft is a convenient tool to easily and securely manage your user account from anywhere on any device. This will allow CBSD staff to safely reset their password from home without the need to be on campus or coordinate with the Technology and Innovation Department.

*In order to use the new reset tool, you must provide the following information. You will be prompted when you log into your Microsoft Account to complete the following:*

<p>More information required</p> <p>Your organization needs more information to keep your account secure</p> <p><a href="#">Use a different account</a></p> <p><a href="#">Learn more</a></p> <p><b>Next</b></p>	<p>Click <b>next</b>.</p>
<p>don't lose access to your account!</p> <p>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.</p> <ul style="list-style-type: none"><li>Authentication Phone is not configured. Set it up now</li><li>Authentication Email is not configured. Set it up now</li></ul> <p><a href="#">finish</a> <a href="#">cancel</a></p>	<p>Pick <b>1</b> of the <b>2</b> options (cell phone is recommended).</p>
<p>don't lose access to your account!</p> <p>Please verify your authentication phone number below.</p> <p>Authentication phone</p> <p>Select your country or region</p> <p>Enter your authentication phone number</p> <p><a href="#">text me</a> <a href="#">call me</a></p> <p><b>back</b></p>	<ol style="list-style-type: none"><li>1.) Select your country</li><li>2.) Enter your phone number</li><li>3.) Click text me</li></ol>
<p>don't lose access to your account!</p> <p>Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.</p> <ul style="list-style-type: none"><li>Authentication Phone is set</li><li>Authentication Email is not configured. Set it up now</li></ul> <p><b>finish</b> <a href="#">cancel</a></p>	<p>Click <b>finish</b>.</p>



don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

text me

call me

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

verify

Enter the code that you receive and then click **verify**.

Once you successfully complete the process, your Office 365 account will open.

### Self Service Password Reset (SSPR): Directions

Go to: <https://passwordreset.microsoftonline.com> to reset your password:

Microsoft

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.

Next Cancel

**User ID** is your full CB email.

Enter characters and then click **NEXT**.



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

Click **Next**.



Get back into your account

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

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

Text my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*92) below. You will then receive a text message with a verification code which can be used to reset your password.

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

Text

Choose contact method for verification.

If text my mobile phone, enter number and click **Text**.



### Get back into your account

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

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

Text my mobile phone

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

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

Enter your Verification Code and click **Next**.



### Get back into your account

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

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

Approve a notification on my authenticator app

Send a notification to your authenticator app on your mobile device.

Enter a code from my authenticator app

Choose the second contact method to use for Verification.



### Get back into your account

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

\* Enter new password:

\* Confirm new password:

Enter a new password and confirm password. Please see the password protocol below. Click **Finish**.

## Password Protocol

### Staff Password Protocol:

- Must be a minimum of 8 characters – but it can be more
- Must include at least **one number**
- Must include **one upper case letter**
- Must include **one lower case letter**
- **CANNOT** include the user's account name or parts of the user's name that exceed two consecutive characters

These requirements are enforced when passwords are changed or created. Staff shall not reveal their passwords to another individual. Staff are not to use a computer that has been logged into under another employee's name.

**Staff Password Protocol effective 9/8/2020**