

OFFICE 365 SELF-SERVICE PASSWORD RESET

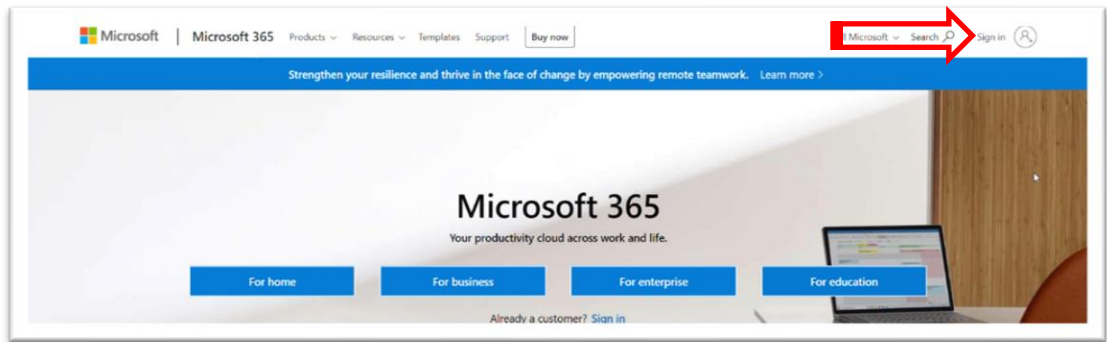
Created By: Technology Services

Self Service Password Reset (SSPR) Enrollment Guide

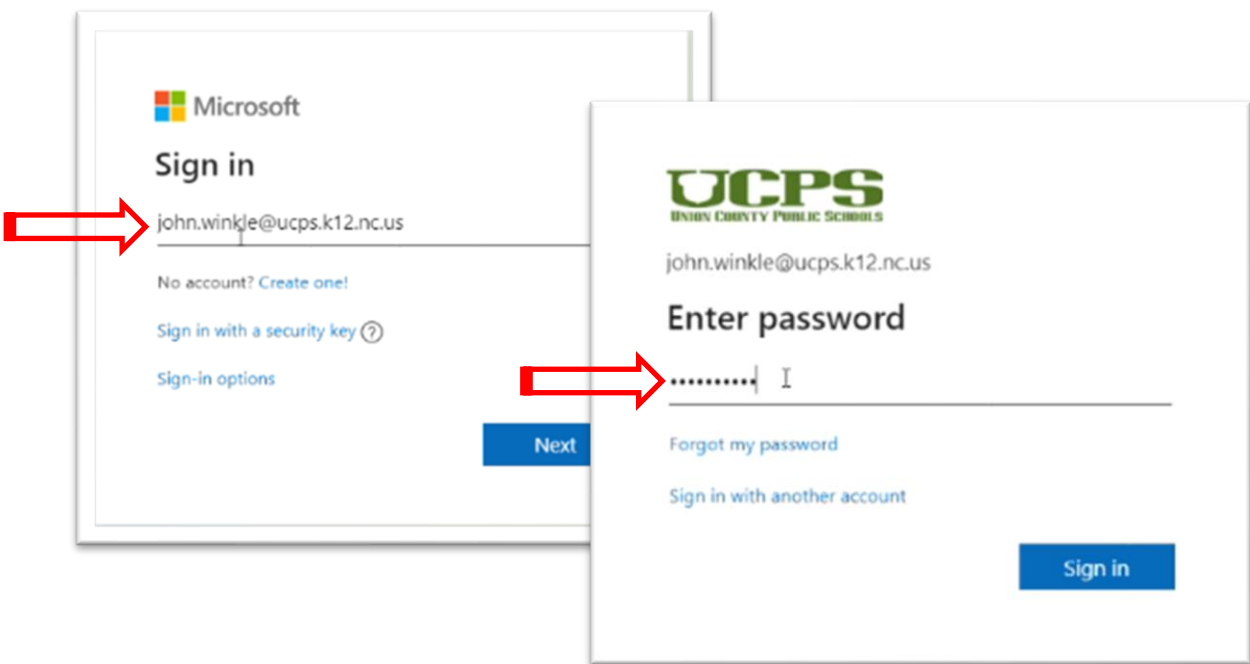
This guide is intended to help users navigate through the initial Self Service Password Reset (SSPR). After the initial enrollment is complete, settings can be modified by visiting the [Microsoft My Account](#) page and selecting update info in the security info block. All District users will be automatically enrolled in SSPR.

Navigate to [Microsoft.com](https://microsoft.com)

1. Click **Sign in**



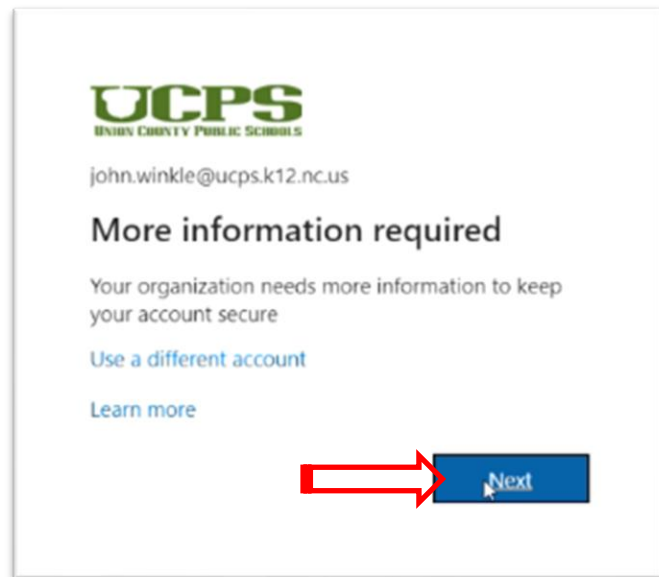
2. Enter your UCPS **username@ucps.k12.nc.us** and click **next**
3. Enter your UCPS **password** and click **sign in**.



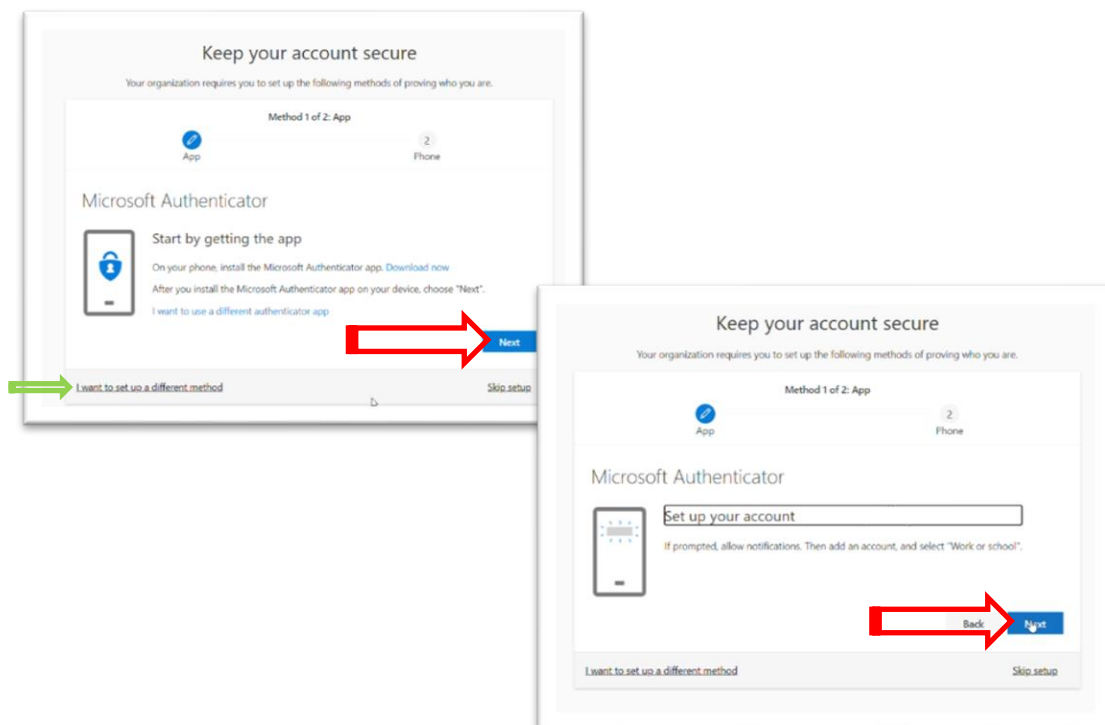
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4. This prompt will now be displayed.
 - a. Click **Next**



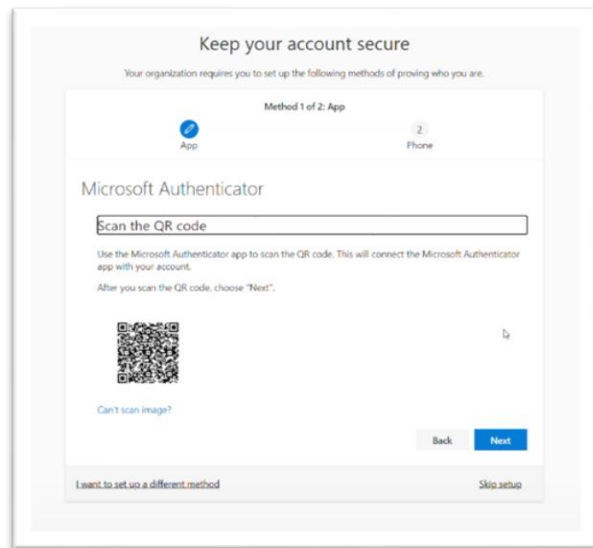
5. Microsoft Authenticator (The preferred option for Self Service Password Reset.) Click **Next**.
Note: If you do not have a smart phone select "I want to set up a different method" and skip ahead to step 14. See green arrow below.
6. Click **Next**



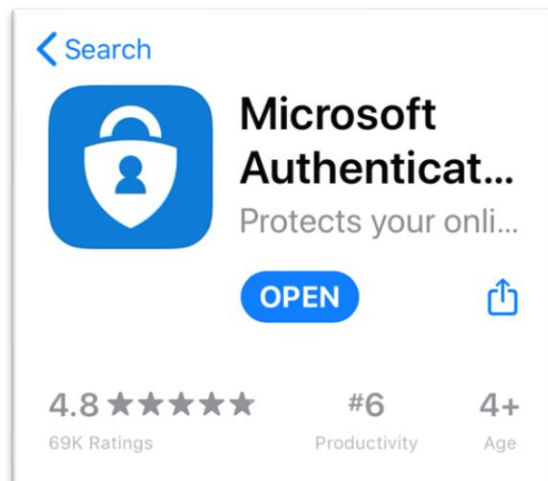
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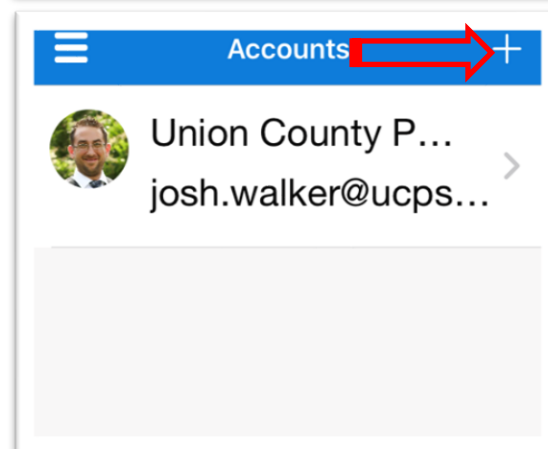
7. Stop at this screen and leave it open. You will need **your smart phone** for the next four steps (8-11).



8. Download the **Microsoft Authenticator app** from your phone's app store then **open the app**.



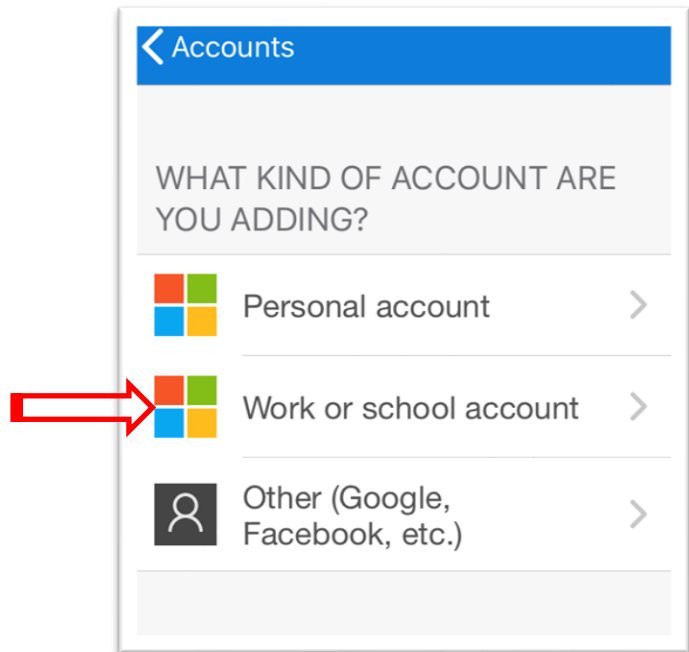
9. Click the **“+” icon**



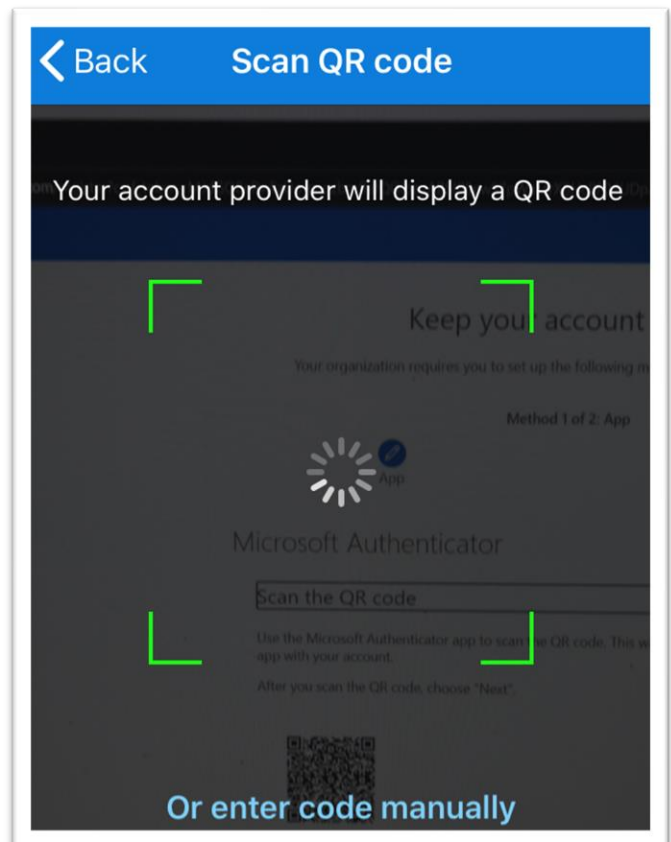
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10. Select **Work or school account**



11. Put the smart phone camera over the webpage from step 7 to **Scan QR code**

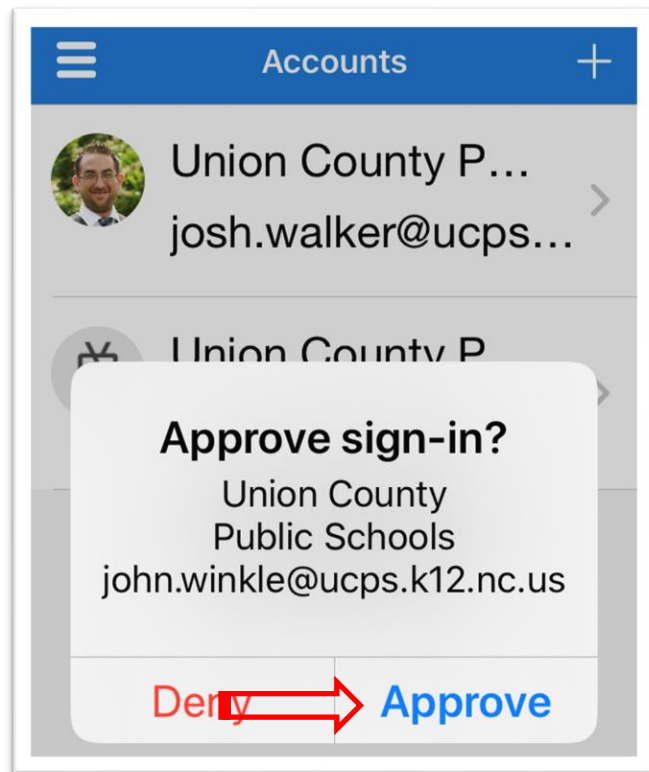


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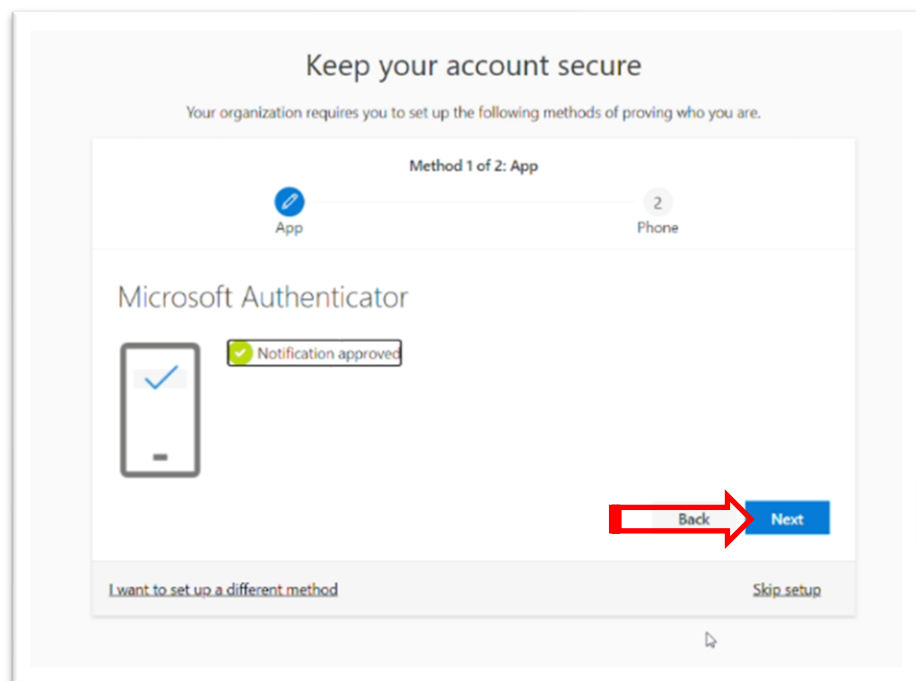
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12. The Authenticator application will ask for approval.

a. Click **Approve**.



13. Authenticator app setup is complete. Click **Next** to setup your phone.



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14. The default method is 'Text me a code.' This can be changed to 'Call me' and a code will be given verbally.
 - a. Enter a **phone number**
 - b. Click **Next**

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone

App Phone

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1) 704 [Redacted]

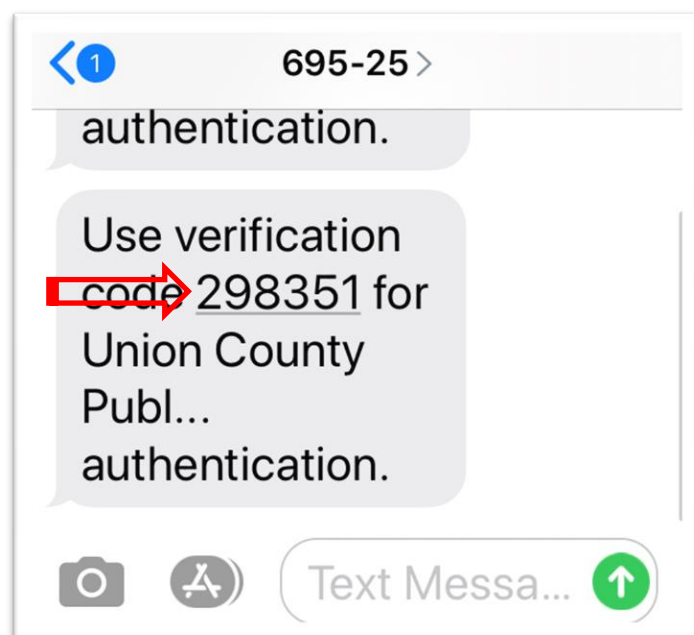
☒ Text me a code
☐ Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

[I want to set up a different method](#) [Skip setup](#)

Next

15. Retrieve the verification code that was sent to the phone number, either by text or phone call.



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16. Enter the 6-digit code.

- Click **Next**

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone

App Phone

Phone

We just sent a 6 digit code to +1 704 [redacted]. Enter the code below.

298351

[Resend code](#)

[Back](#) [Next](#)

[I want to set up a different method](#) [Skip setup](#)

17. Click **Next** to complete the setup

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone

App Phone

Phone

[SMS verified. Your phone was registered successfully.](#)

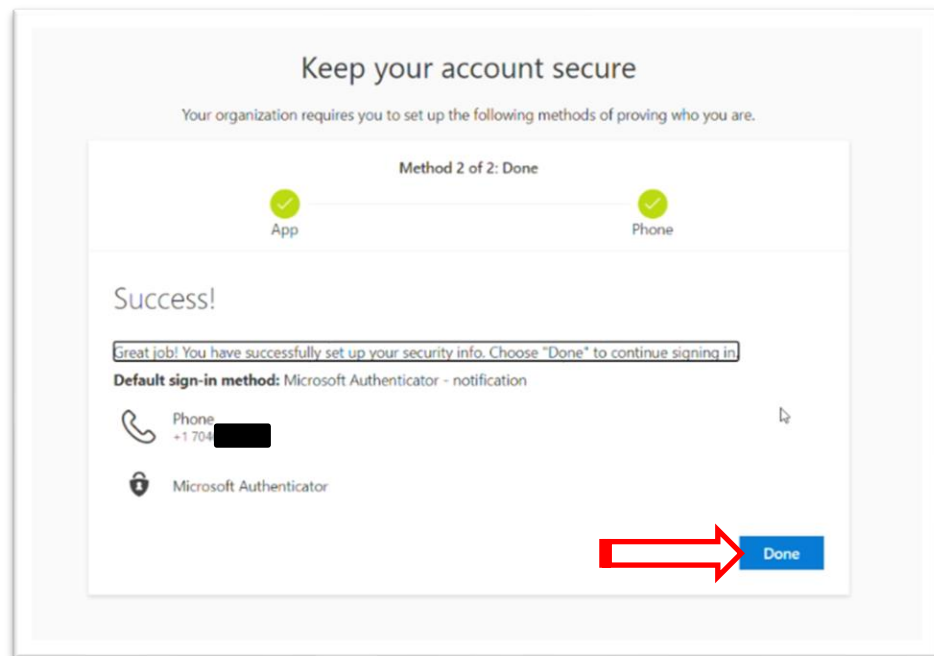
[Next](#)

[Skip setup](#)

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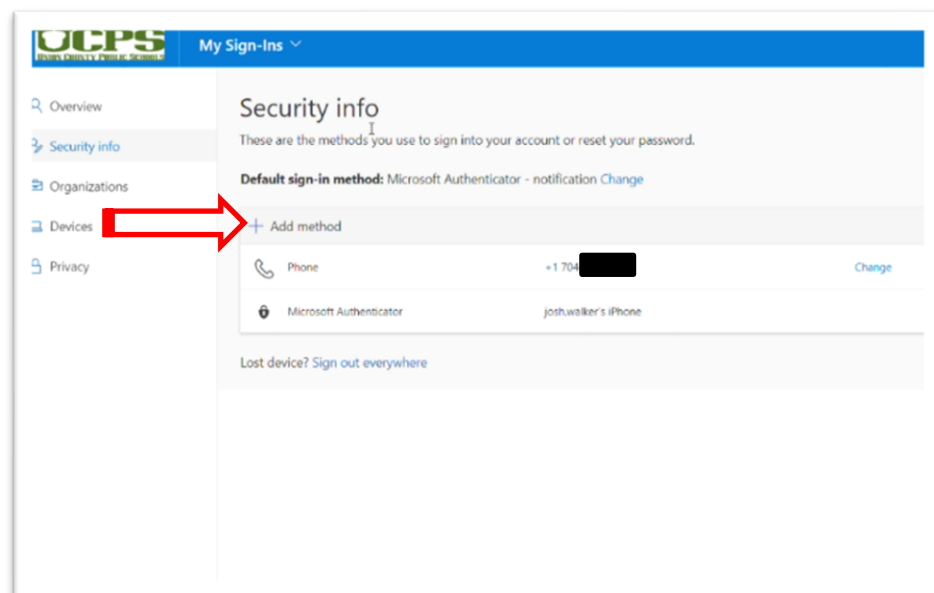
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18. Setup is now complete. Click **Done**.



Optional steps

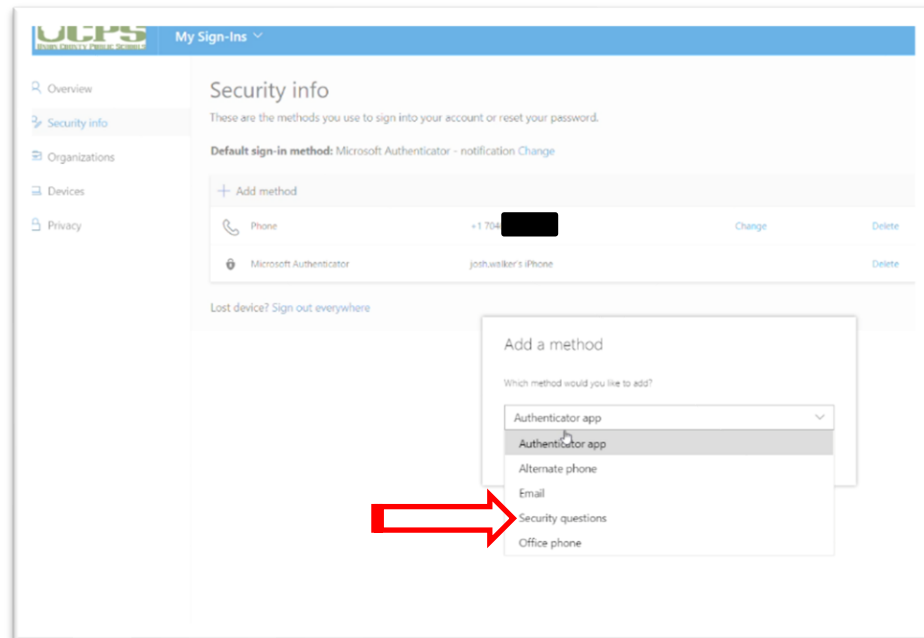
19. Additional methods for recovery can be added after this initial setup is completed.
20. [Visit the My Account page](#) to add these additional methods.
21. For **Security questions**: Click **+ Add method**.



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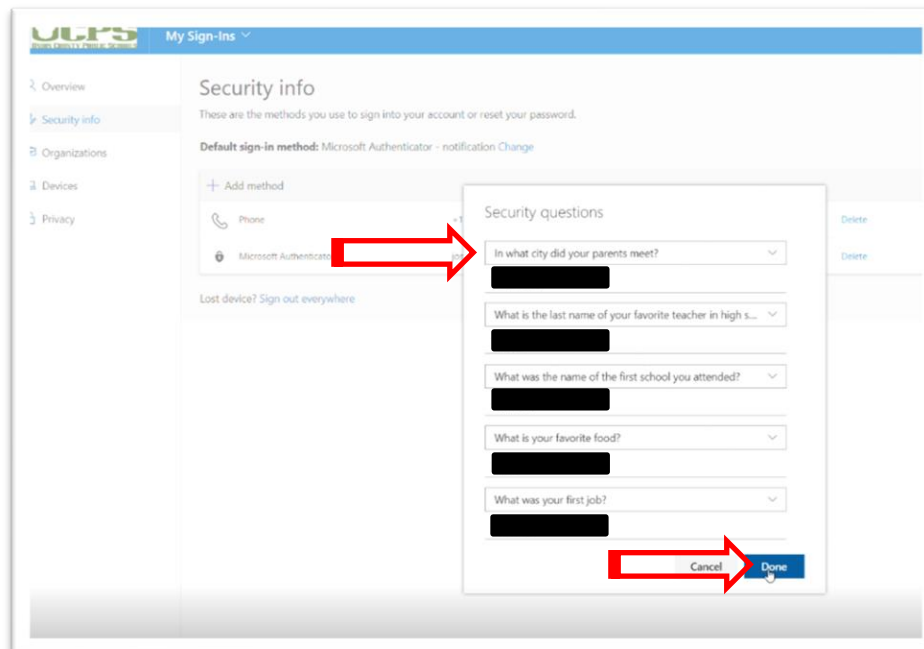
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22. Select Security Questions



23. Select Security questions and then enter the answers.

- No question can have the same answer. All answers must be unique.
- Click **Done**

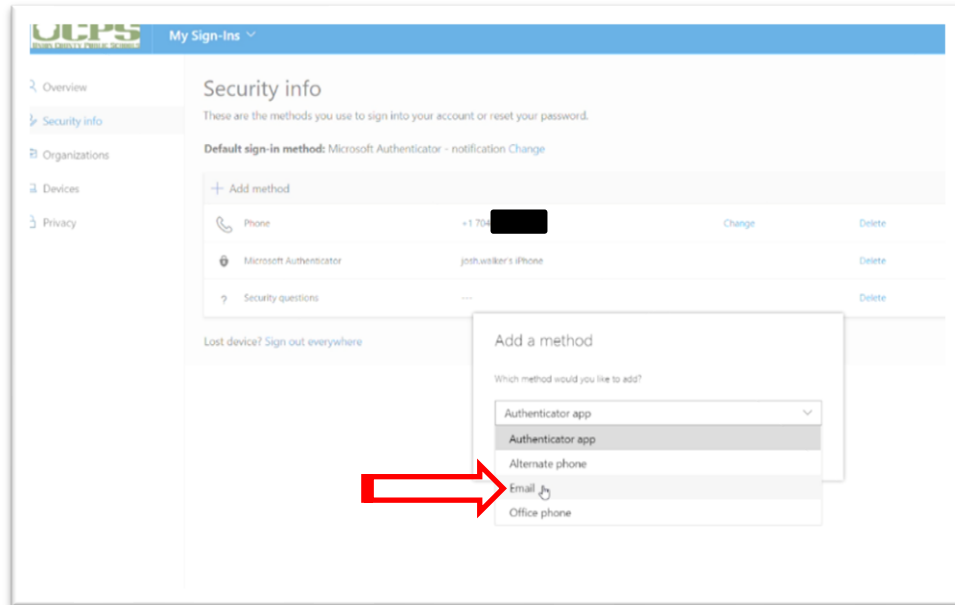


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24. For **Email**: Click **+ Add method**

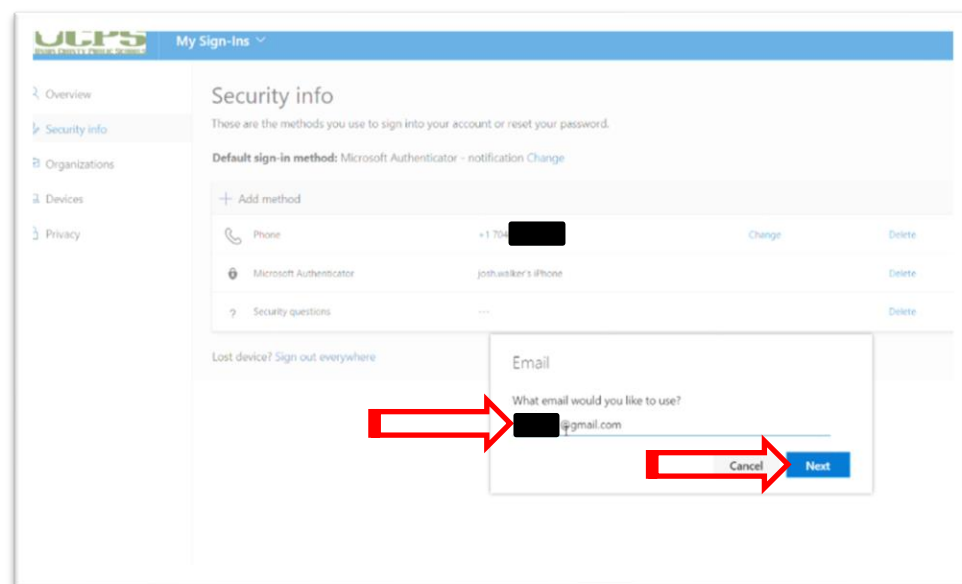
a. Select **Email**



25. Enter your **personal email address**.

a. Click **Next**

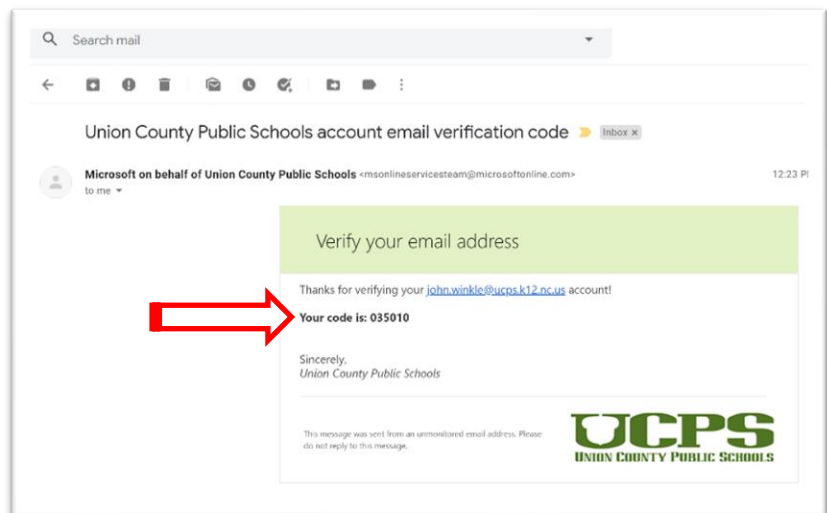
b. A code will be sent to that email address.



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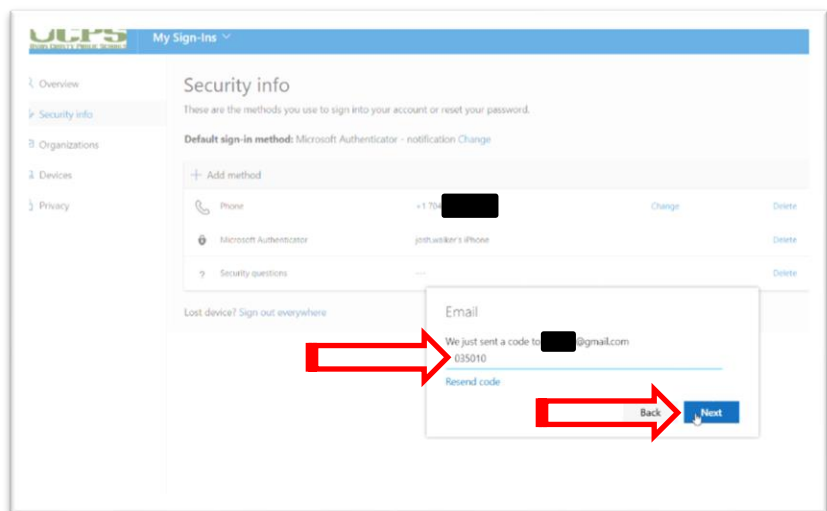
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26. Sign in to the email address to **retrieve the code**.



27. **Enter the code.**

a. Click **Next**



28. Additional Methods are now set up.

29. [Microsoft Trouble Shooting Tips can be found here.](#)

30. If you have any questions or problems, please [contact the Help Desk](#)