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 <u>Microsoft My Account</u> page and selecting update info in the security info block. All District users will be automatically enrolled in SSPR.

Navigate to <u>Microsoft.com</u>

1. Click Sign in

| Stren | then your resilience and thrive in the face of chang | e by empowering remote teamwork. | Learn more > | |
|-------|--|----------------------------------|----------------|--|
| | | | | |
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| | | | | |
| | Microso | oft 365 | | |
| | Your productivity cloud | across work and life. | | |
| | The business | Provide States | Constitution (| |

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

| Sign in | TICDC |
|-------------------------------|------------------------------|
| john.winkle@ucps.k12.nc.us | UNION COUNTY POILLE SCHOOLS |
| No account? Create one! | john.winkle@ucps.k12.nc.us |
| Sign in with a security key ⑦ | Enter password |
| Sign-in options | |
| | Next Forgot my password |
| | Sign in with another account |
| | |



- 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





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

| Your organization require | is you to set up the following methods of proving who you are. |
|---|--|
| | Method 1 of 2: App |
| 0 | 2 |
| App | Phone |
| Microsoft Authoptic | cator |
| MICrosoft Authentic | Lator |
| Scan the QR code | |
| Use the Microsoft Authenticator app with your account. | app to scan the QR code. This will connect the Microsoft Authenticator |
| After you scan the QR code, cho | uose "Next". |
| | Þ |
| | |
| Can't scan image? | |
| Can't scan image? | Back Next |

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



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Union County Public Schools | Date Modified: March 18, 2022 | Version: 1

9. Click the "+" icon

Technology Services Department 721 Brewer Drive Monroe, NC 28112 (704) 296-3143 10. Select Work or school account



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





- 12. The Authenticator application will ask for approval.
 - a. Click Approve.



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

| Keep your ac | count secure |
|--|---|
| Your organization requires you to set up the | e following methods of proving who you are. |
| Method | l of 2: App |
| App | 2 Phone |
| Microsoft Authenticator | |
| Notification approved | Back Next |
| I want to set up a different method | Skip.setup |
| | |



- 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

| Your organization requires yo | ou to set up the following methods of proving who you are. |
|--|---|
| | Method 2 of 2: Phone |
| App | Phone |
| Phone | |
| V | |
| You can prove who you are by answerin | ig a call on your phone or texting a code to your phone. |
| | |
| What phone number would you like to u | use? |
| What phone number would you like to u United States (+1) | vuse? |
| What phone number would you like to a United States (+ 1) Text me a code | vse? |
| What phone number would you like to a United States (+ 1) Text me a code Call me | vise? |
| What phone number would you like to a United States (+ 1) Text me a code Call me Message and data rates may apply. Cho and cookies statement. | posing Next means that you agree to the Terms of service and Privacy |
| What phone number would you like to the United States (+ 1) Text me a code Call me Message and data rates may apply. Cho and cookies statement. | use? 704 bosing Next means that you agree to the Terms of service and Privacy Next |

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





- 16. Enter the 6-digit code.
 - a. Click Next

| Method 2 | e of 2: Phone |
|---|----------------|
| App | Phone |
| Phone | |
| We just sent a 6 digit code to +1 704 298351 | he code below. |
| Resend code | Back Next |
| I want to set up a different method | Skip setur |

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

| Method 2 of 2: Phone |
|----------------------|
| Phone |
| Next |



18. Setup is now complete. Click Done.



Optional steps

- 19. Additional methods for recovery can be added after this initial setup is completed.
- 20. <u>Visit the My Account page</u> to add these additional methods.
- 21. For Security questions: Click + Add method.

| UCCPS Intervention of the second of the se | My Sign-Ins $^{\prime\prime}$ | | |
|--|---|--|--------|
| Q Overview Security info Drganizations | Security info I These are the methods you use to sign Default sign-in method: Microsoft Aut | into your account or reset your password. thenticator - notification Change | |
| Devices | + Add method | -1 704 | Change |
| _ may | Microsoft Authenticator | josh.walker's iPhone | Change |
| | Lost device? Sign out everywhere | | |
| | | | |
| | | | |
| | | | |



| R Overview | Security info | | | |
|---------------|--|--|--------|-------|
| Security info | These are the methods you use to sign in | nto your account or reset your password. | | |
| Organizations | Default sign-in method: Microsoft Aut | henticator - notification Change | | |
| Devices | + Add method | | | |
| Privacy | S Phone | +1 704 | Change | Delet |
| | Microsoft Authenticator | josh.welker's iPhone | | Delet |
| | | Which method would you like to add? Authenticator app Authenticator app Alternate phone | ~ | |

22. Select Security Questions

- 23. Select Security questions and then enter the answers.
 - a. No question can have the same answer. All answers must be unique.
 - b. Click Done

| Overview | Security info | | |
|-----------------------------------|---|---|--------|
| Security info | These are the methods you use to sign into your | account or reset your password. | |
| Organizations | Default sign-in method: Microsoft Authenticate | or - notification Change | |
| Devices | + Add method | | |
| Privacy | G Phone | ., Security questions | Delete |
| | Microsoft Authenticate | In what city did your parents meet? | Delete |
| | Lost device? Sign out everywhere | What is the last name of your favorite teacher in high s_ \sim | |
| | | What was the name of the first school you attended? $\qquad \bigtriangledown$ | |
| | | What is your favorite food? | |
| | | What was your first job? | |
| | | Cancel Done | |



- 24. For Email: Click + Add method
 - a. Select Email

| Overview | Security info | | | |
|---------------|--|--------------------------------------|--------|--------|
| Security info | These are the methods you use to sign into | your account or reset your password. | | |
| Organizations | Default sign-in method: Microsoft Authen | iticator - notification Change | | |
| Devices | + Add method | | | |
| Privacy | C Phone | +1 704 | Change | Delete |
| | Microsoft Authenticator | josh.walker's iPhone | | Delete |
| | ? Security questions | | | Delete |
| | Lost device? Sign out everywhere | Add a method | | |
| | | Which method would you like to add? | | |
| | | Authenticator app | ~ | |
| | | Authenticator app | | |
| | | Alternate phone | | |
| | | Email & | | |
| | | Office phone | | |

- 25. Enter your **personal email address**.
 - a. Click Next
 - b. A code will be sent to that email address.

| Overview | Security info | | | |
|---------------|--|--------------------------------------|-------------|--------|
| Security info | These are the methods you use to sign into | your account or reset your password. | | |
| Organizations | Default sign-in method: Microsoft Author | nticator - notification Change | | |
| Devices | + Add method | | | |
| 3 Privacy | S Phone | +1 704 | Change | Delete |
| | Microsoft Authenticator | josh.walker's iPhone | | Delete |
| | ? Security questions | | | Delete |
| | Lost device? Sign out everywhere | Email | | |
| | | What email would you like to use? | | |
| | | @gmail.com | | |
| | | | Cancel Next | (C) |
| | | | | |



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



27. Enter the code.

a. Click Next

| Overview | Security info | | | |
|---------------|--|---|--------|-------|
| Security info | These are the methods you use to sign into | your account or reset your password. | | |
| Organizations | Default sign-in method: Microsoft Authen | ticator - notification Change | | |
| Devices | + Add method | | | |
|) Privacy | C Phone | = 1.704 | Change | Delet |
| | Microsoft Authenticator | jostuvalker's iPhone | | Delet |
| | 2 Security questions | | | Delet |
| | Lost device? Sign out everywhere | Email | | |
| | | We just sent a code to granil.com 035010 | | |
| | | Resend code | Back | |
| | | | | |

- 28. Additional Methods are now set up.
- 29. <u>Microsoft Trouble Shooting Tips can be found here.</u>
- 30. If you have any questions or problems, please contact the Help Desk

