

# OFFICE 365 SELF-SERVICE PASSWORD RESET

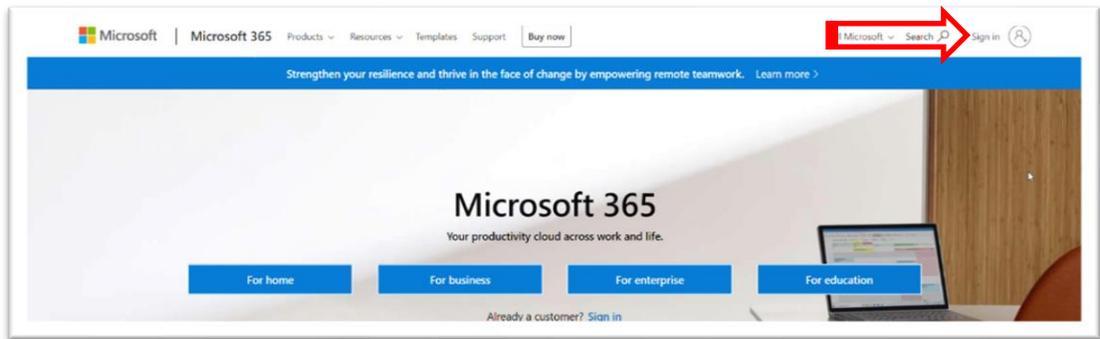
Created By: Technology Services

## Self Service Password Reset (SSPR) Enrollment Guide

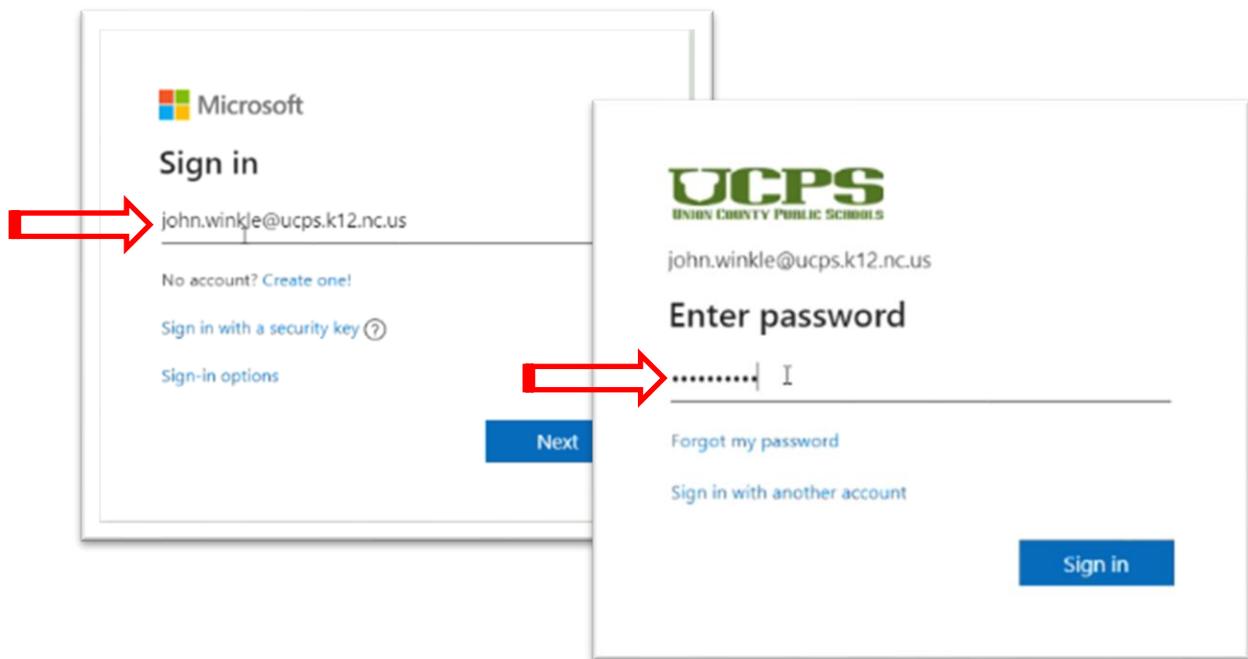
This guide is intended to help users navigate through the initial Self Service Password Reset (SSPR). After the initial enrollment is complete, settings can be modified by visiting the [Microsoft My Account](#) page and selecting update info in the security info block. All District users will be automatically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

Navigate to [Microsoft.com](#)

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**.



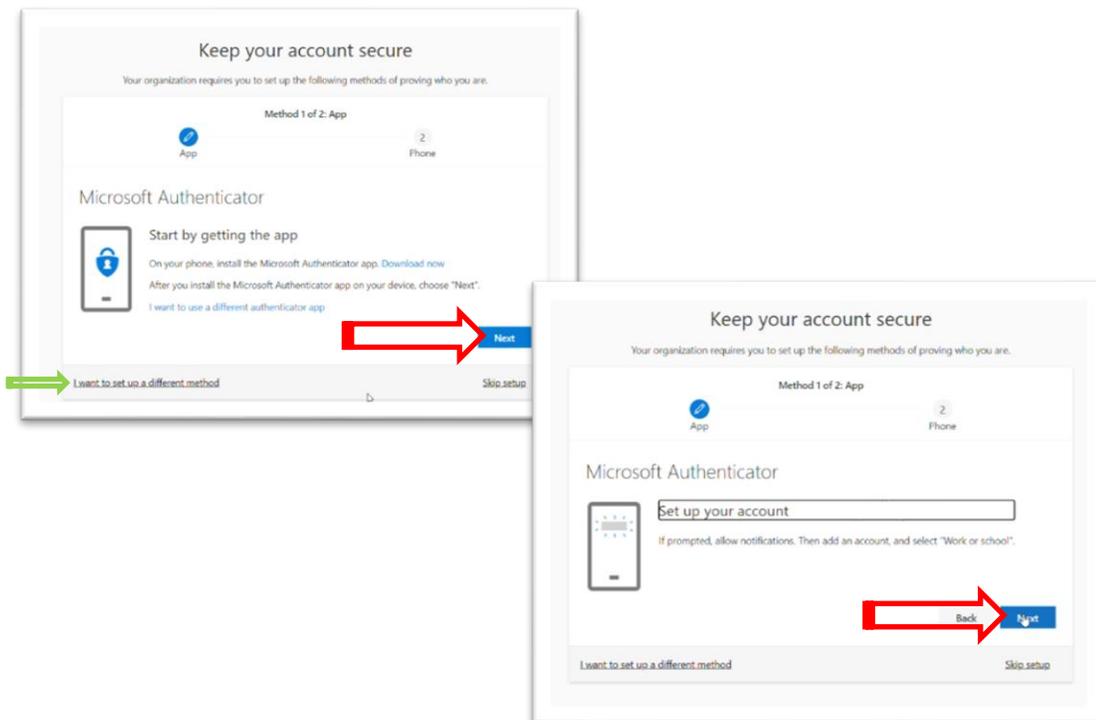
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- 4. This prompt will now be displayed.
  - a. Click **Next**



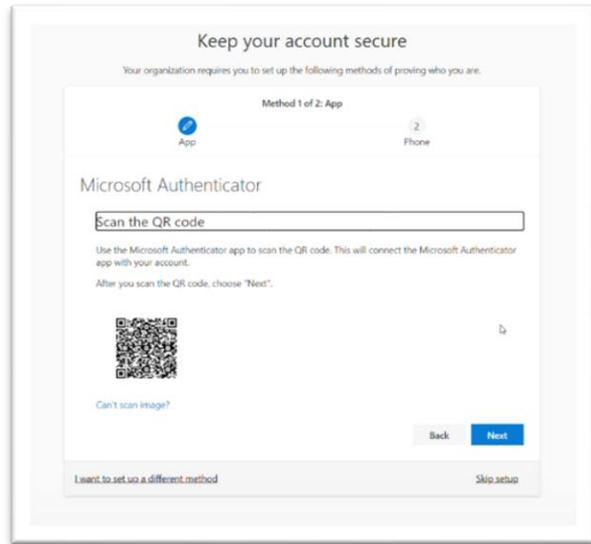
- 5. Microsoft Authenticator (The preferred option for Self Service Password Reset.) Click **Next**.  
Note: If you do not have a smart phone select "I want to set up a different method" and skip ahead to step 14. See green arrow below.
- 6. Click **Next**



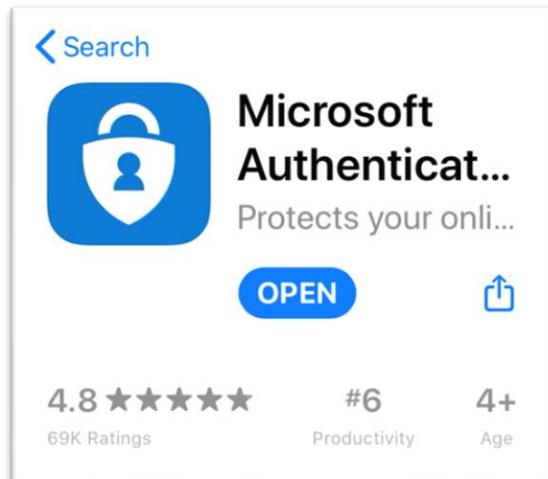
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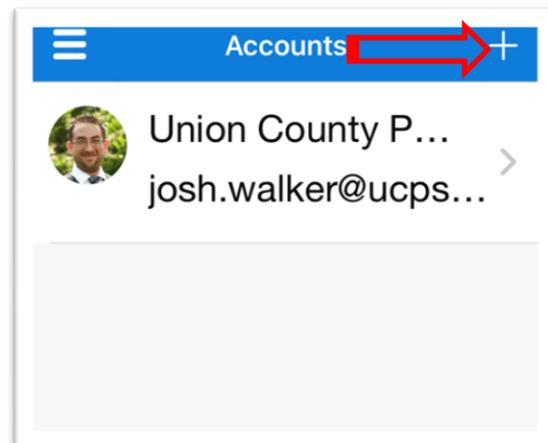
7. Stop at this screen and leave it open. You will need **your smart phone** for the next four steps (8-11).



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



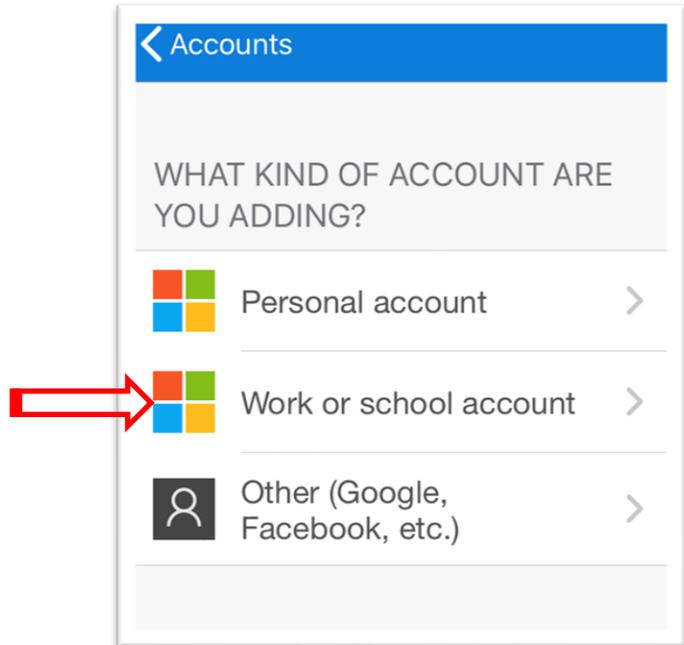
9. Click the **“+” icon**



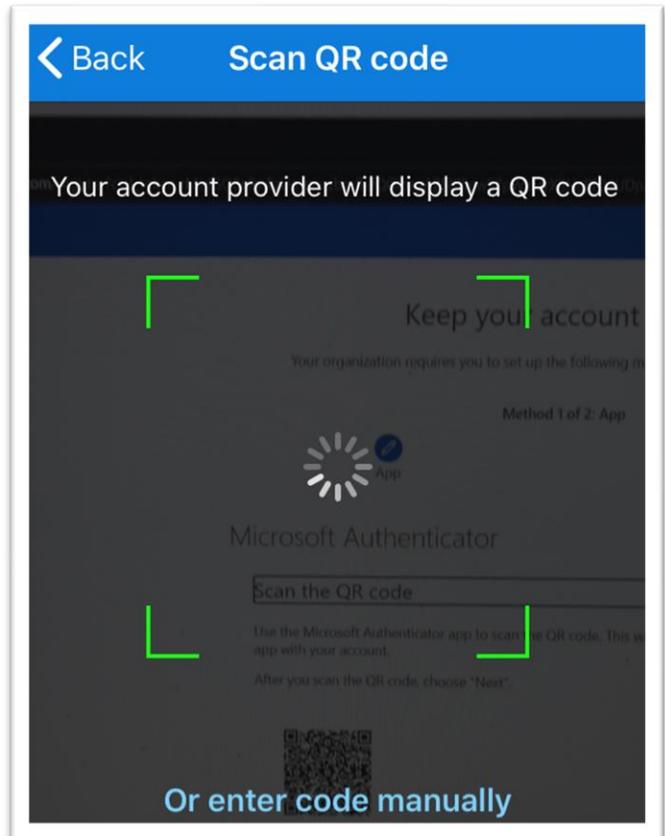
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10. Select **Work or school account**



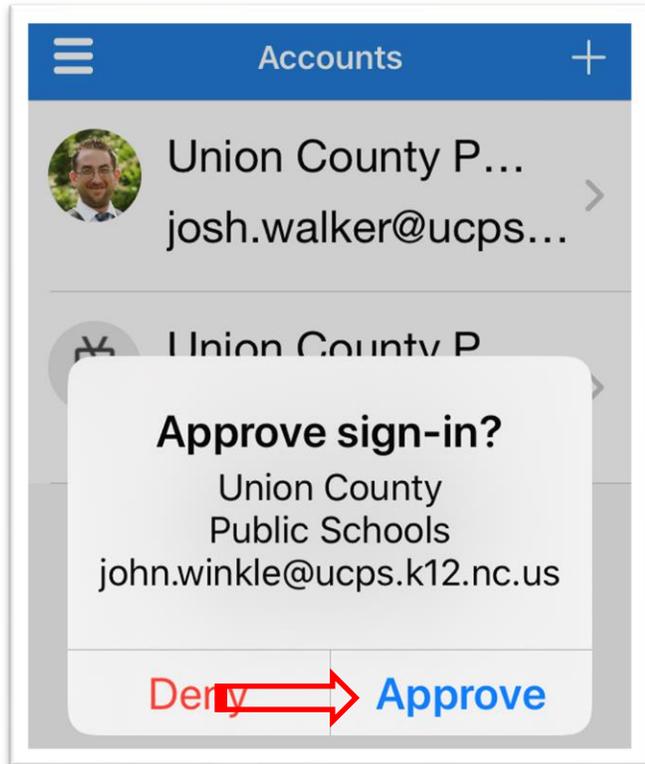
11. Put the smart phone camera over the webpage from step 7 to **Scan QR code**



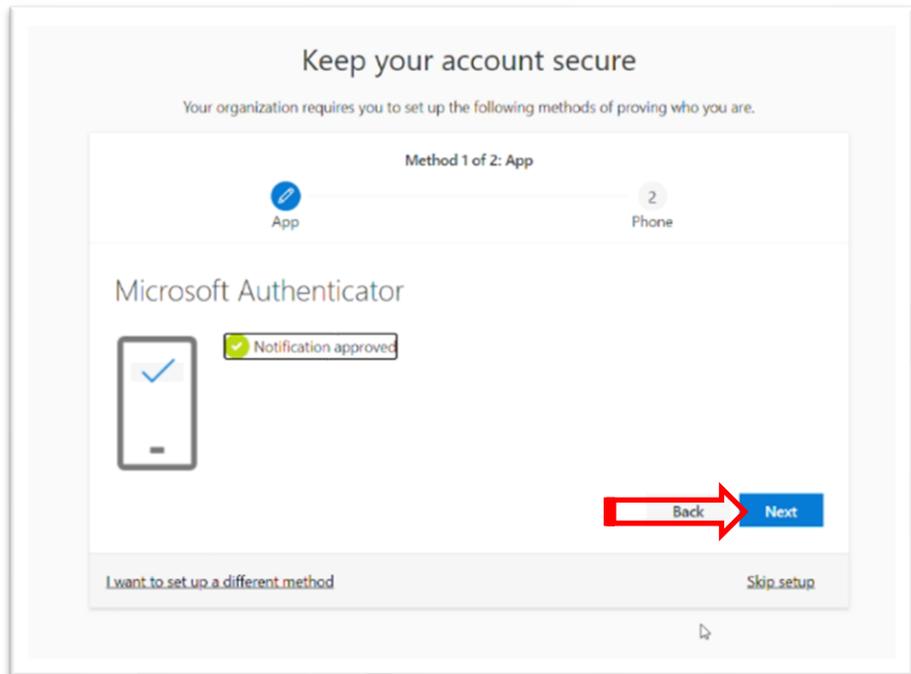
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- 12. The Authenticator application will ask for approval.
  - a. Click **Approve**.



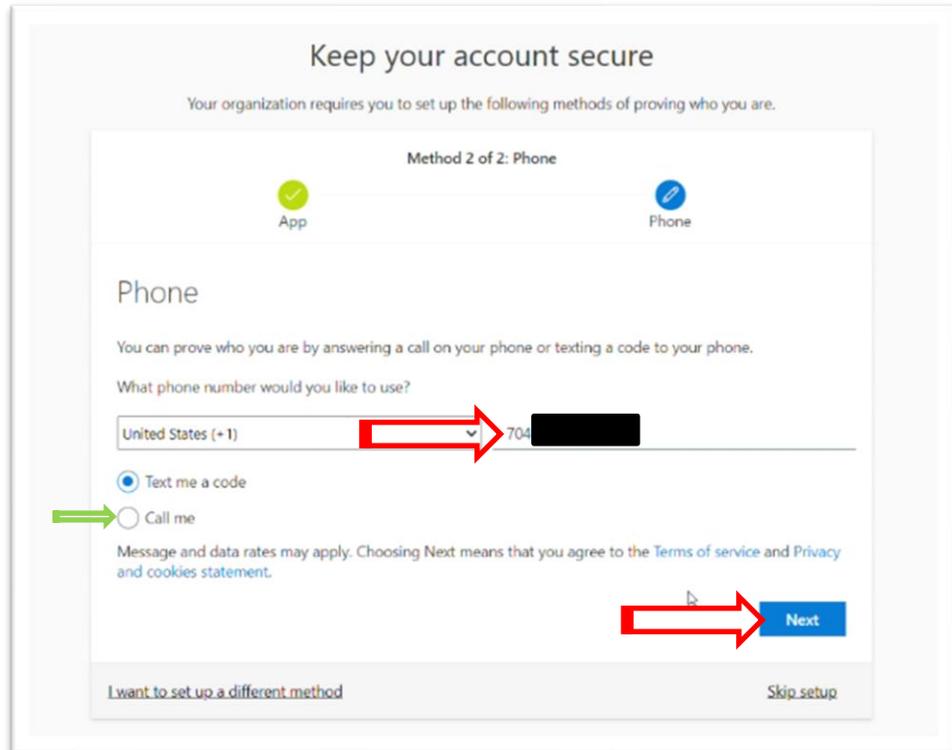
- 13. Authenticator app setup is complete. Click **Next** to setup your phone.



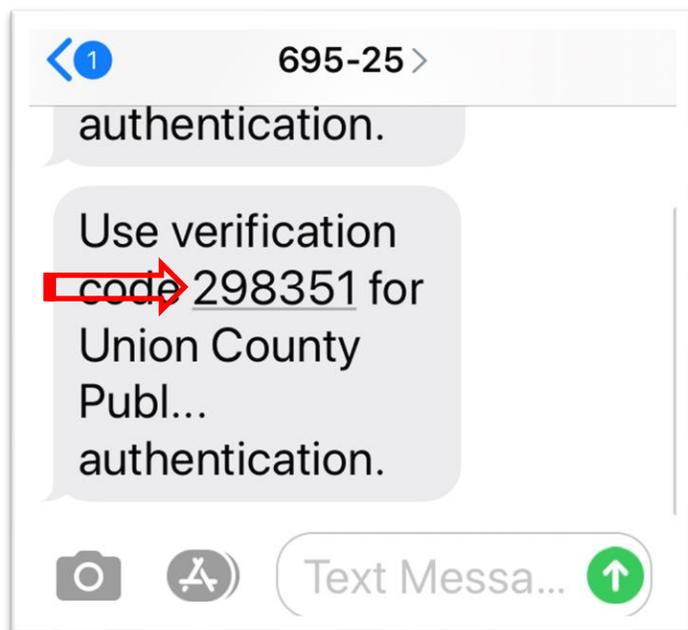
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14. The default method is 'Text me a code.' This can be changed to 'Call me' and a code will be given verbally.
  - a. Enter a **phone number**
  - b. Click **Next**



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

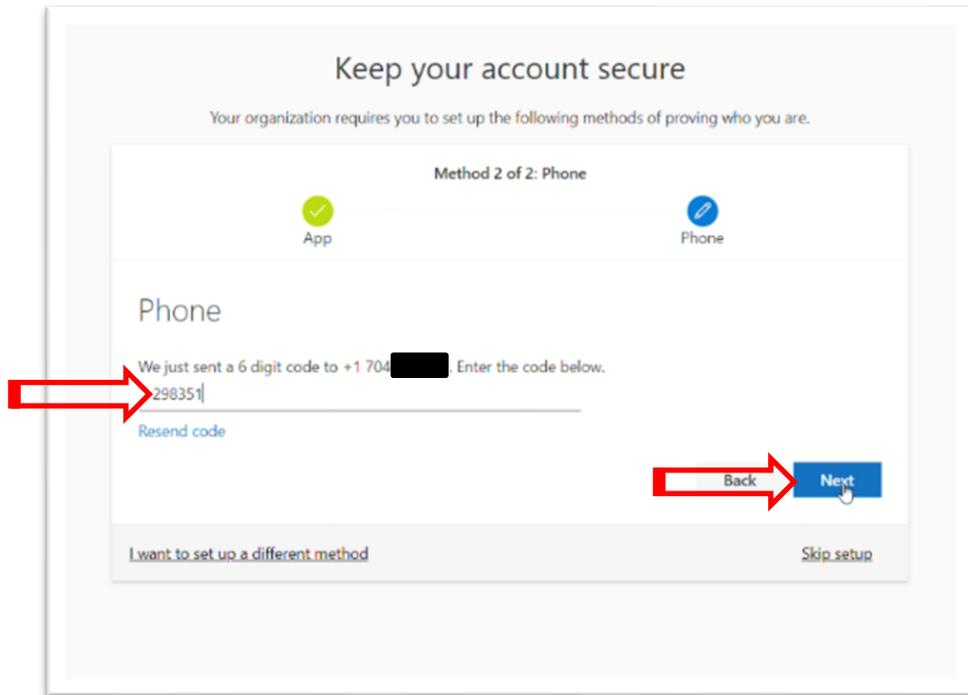


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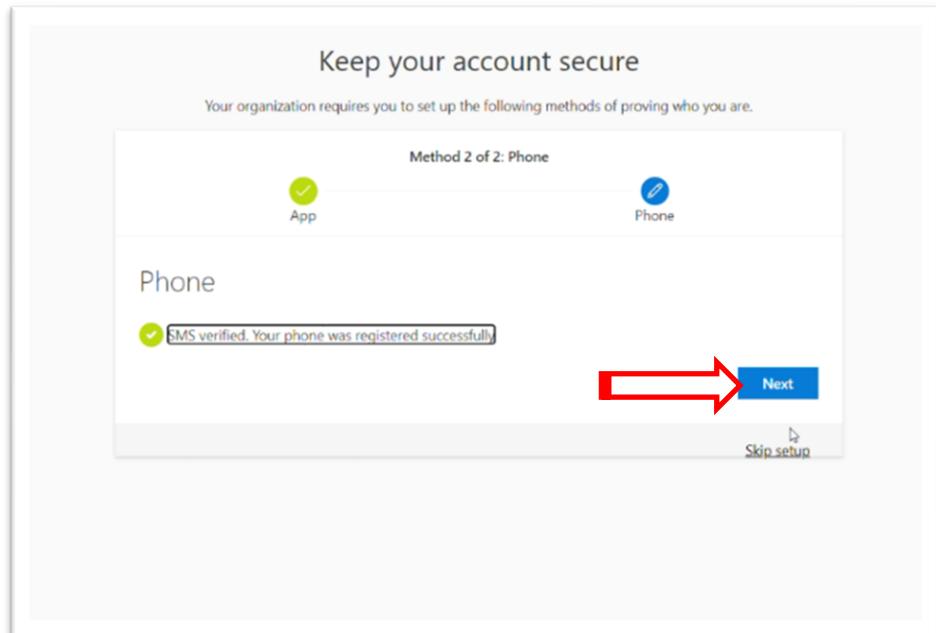
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**16. Enter the 6-digit code.**

- a. Click **Next**



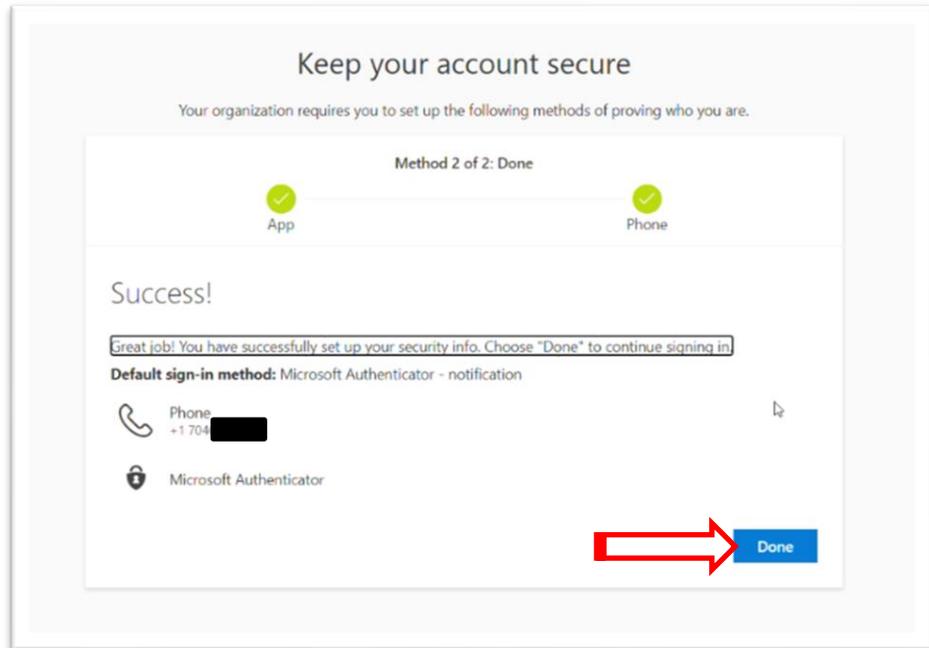
**17. Click **Next** to complete the setup**



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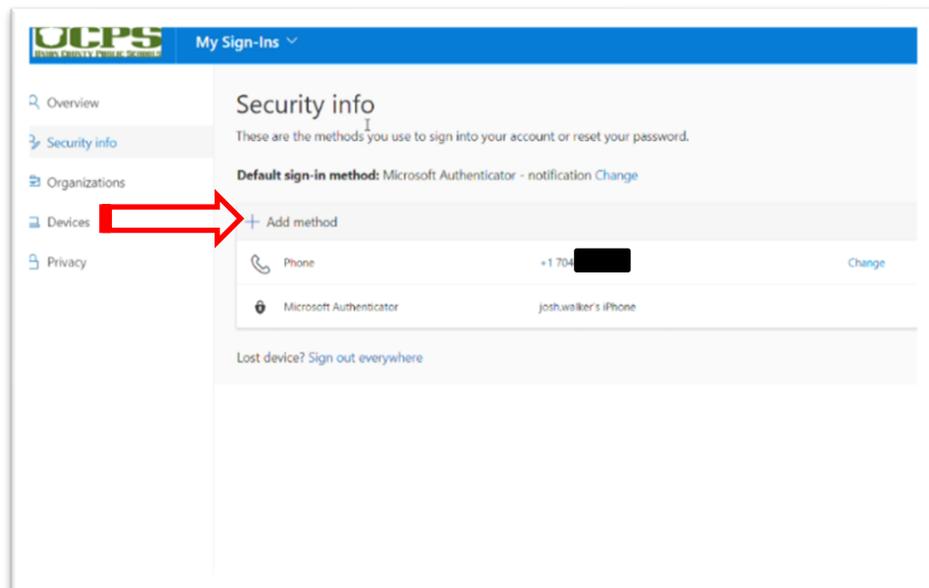
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18. Setup is now complete. Click **Done**.



**Optional steps**

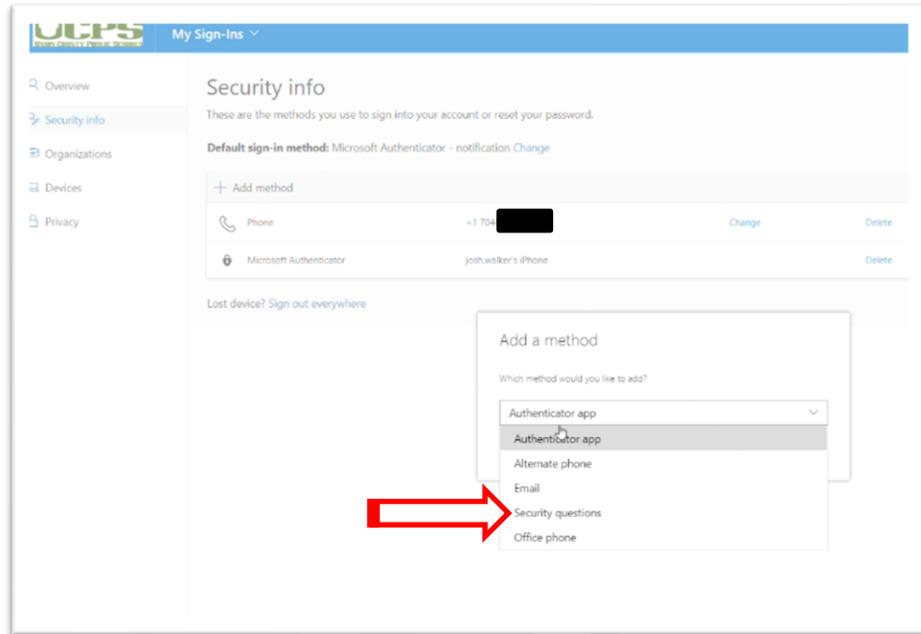
- 19. Additional methods for recovery can be added after this initial setup is completed.
- 20. [Visit the My Account page](#) to add these additional methods.
- 21. For **Security questions**: Click **+ Add method**.



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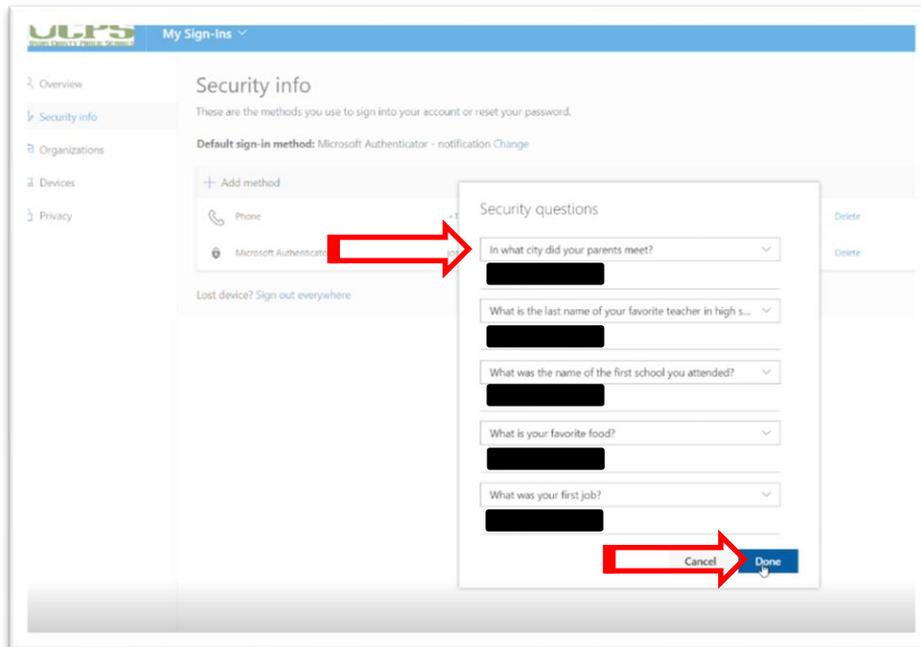
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**22. Select Security Questions**



**23. Select Security questions and then enter the answers.**

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

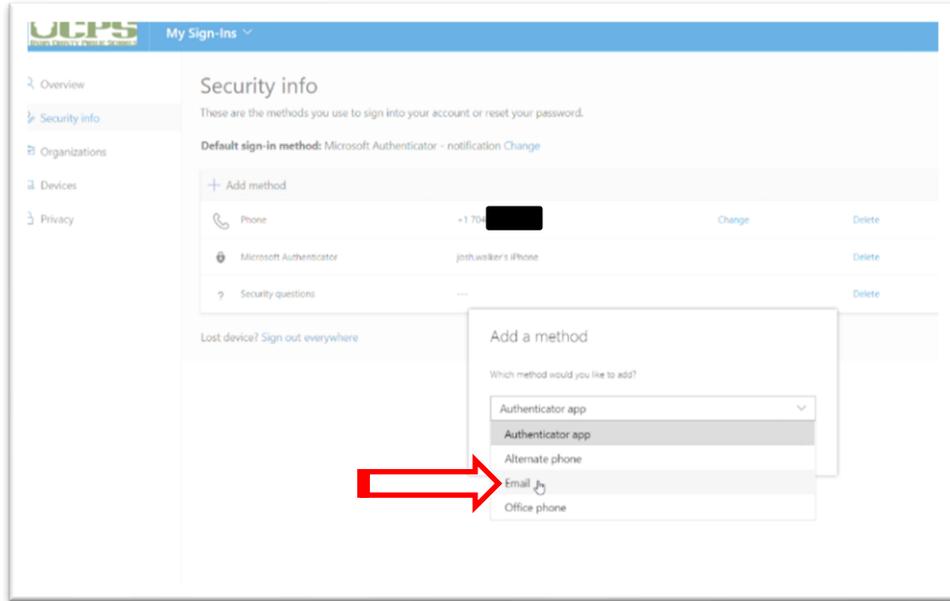


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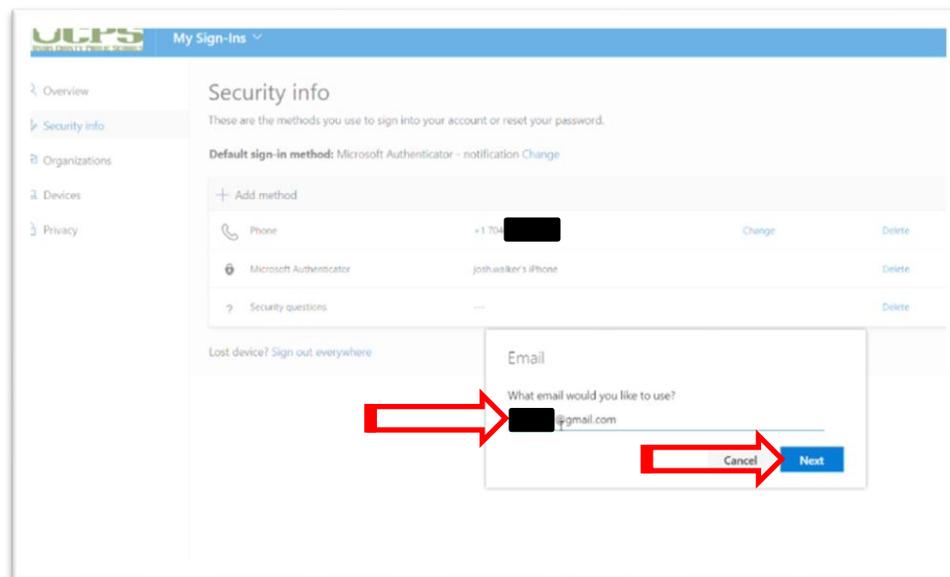
**24. For Email: Click + Add method**

- a. Select **Email**



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

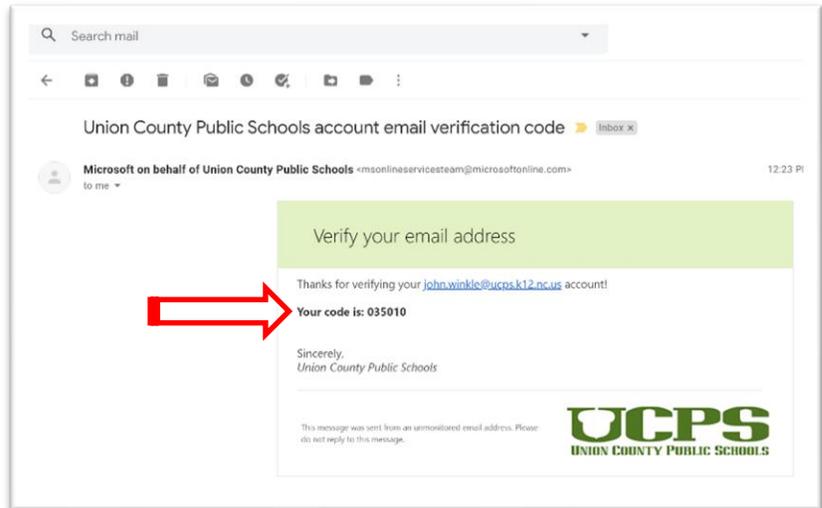
- a. Click **Next**
- b. A code will be sent to that email address.



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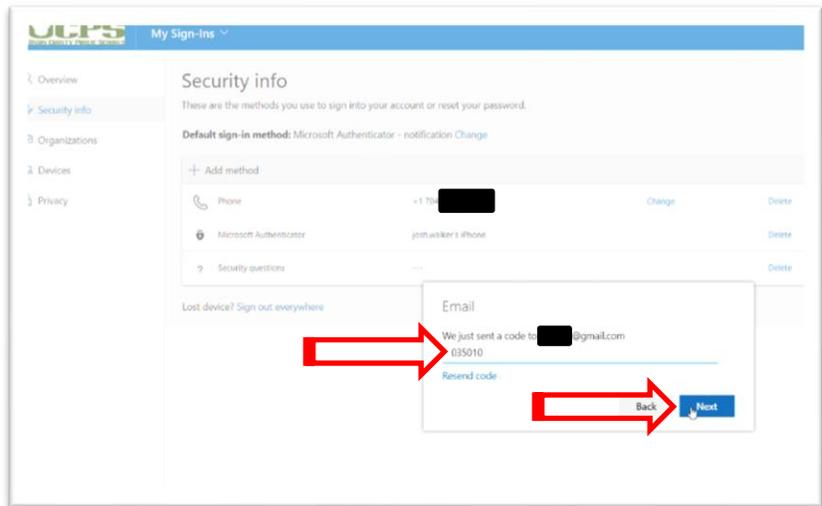
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26. Sign in to the email address to **retrieve the code**.



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](#)