

Student Password Management Guide

The following guide will outline the steps in which students can manage their own passwords remotely. This includes changing the current password, resetting a forgotten password and setting up password recovery.

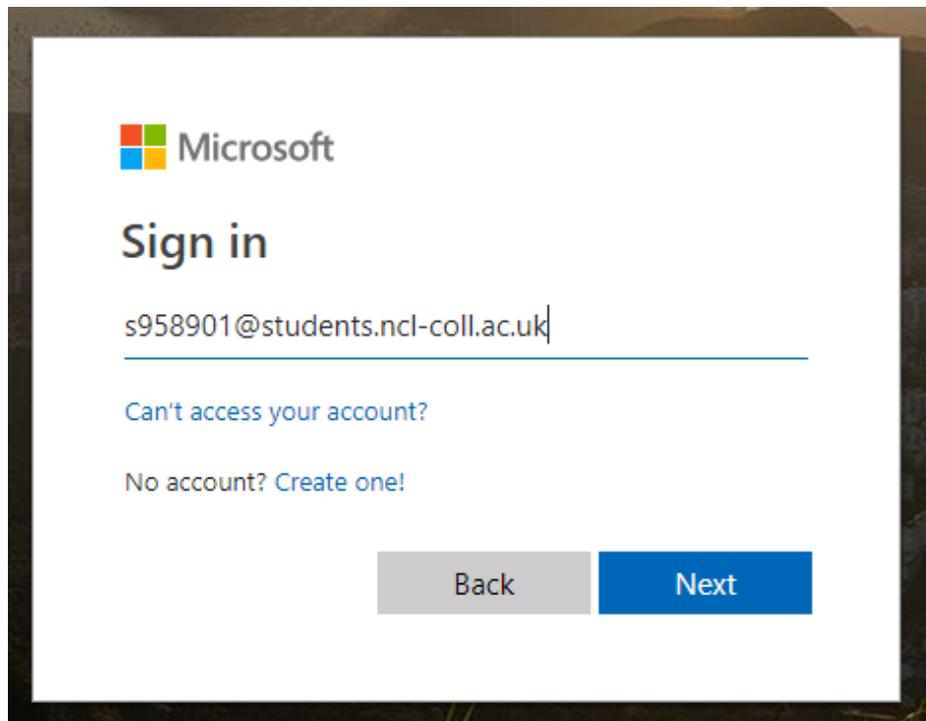
Students will need to register for O365 Password Reset before being able to reset their password remotely.

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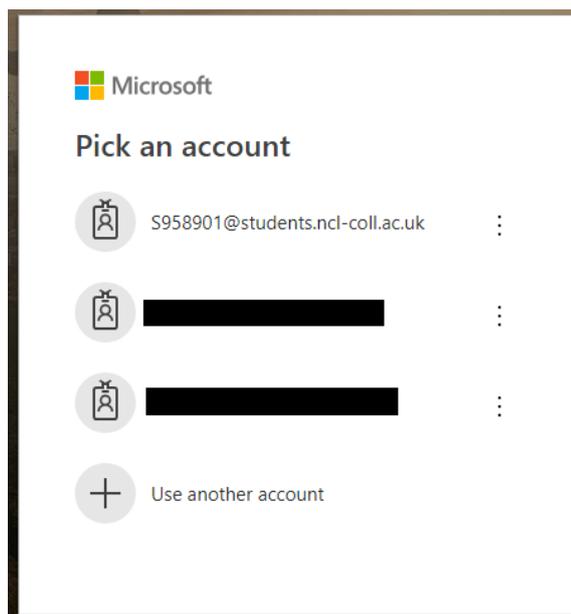
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Registering for Office 365 Password Reset – Students

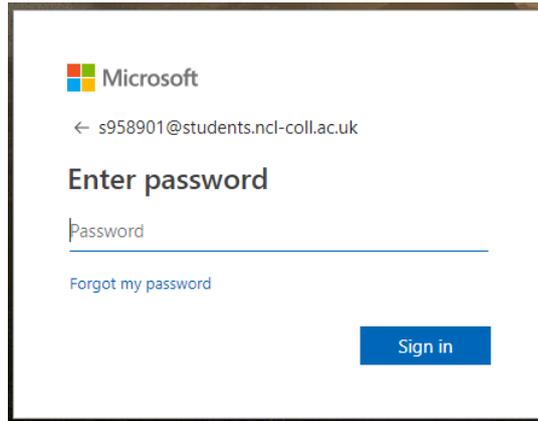
1. Visit the following link to access the registration site, <https://aka.ms/ssprsetup>.
2. If this is the first time you have accessed the site, you should see the following:



If you see the above enter your student email address. Alternatively, if you have logged into Office 365 before, you may see the following. If so, pick your student account from the list:



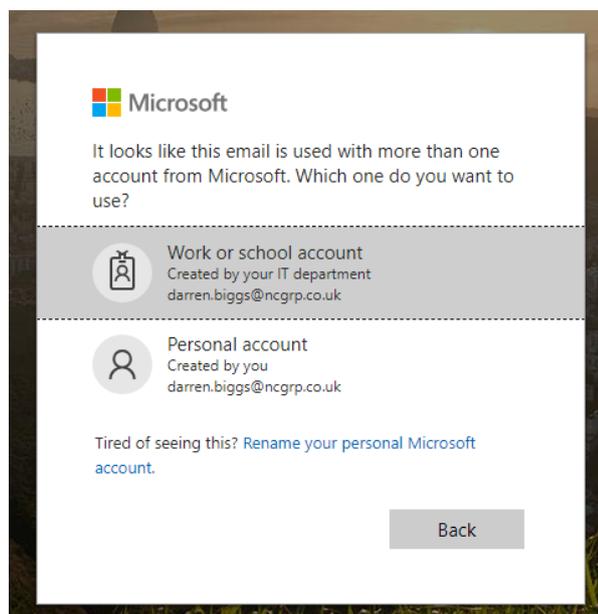
3. Enter your password on the next screen:



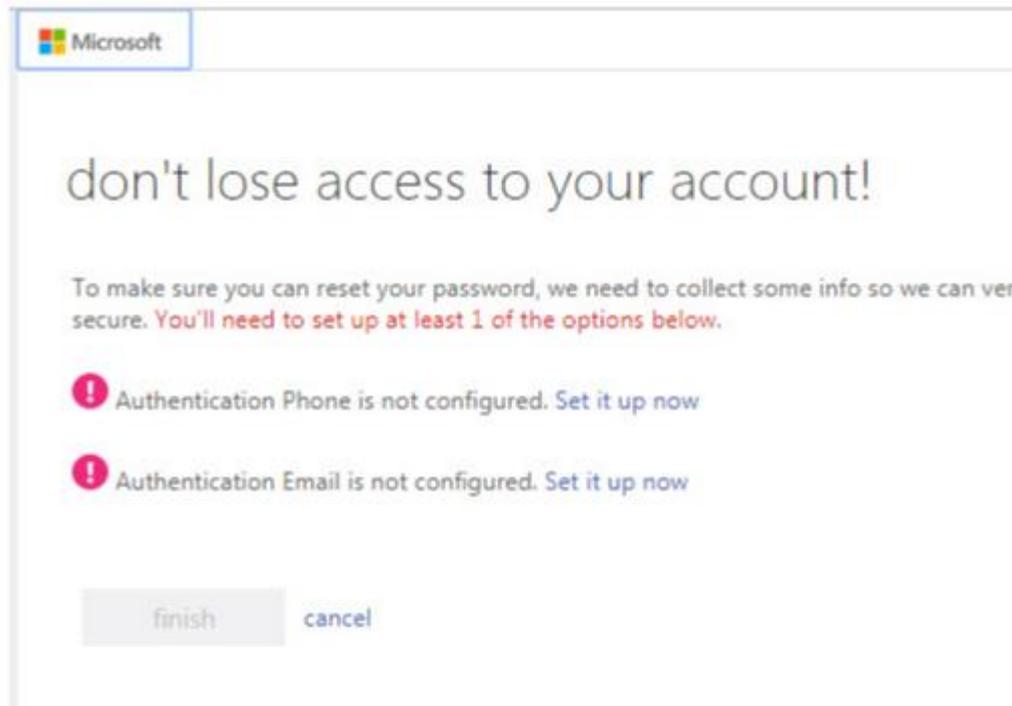
If accessing remotely, the password dialogue may appear like so:



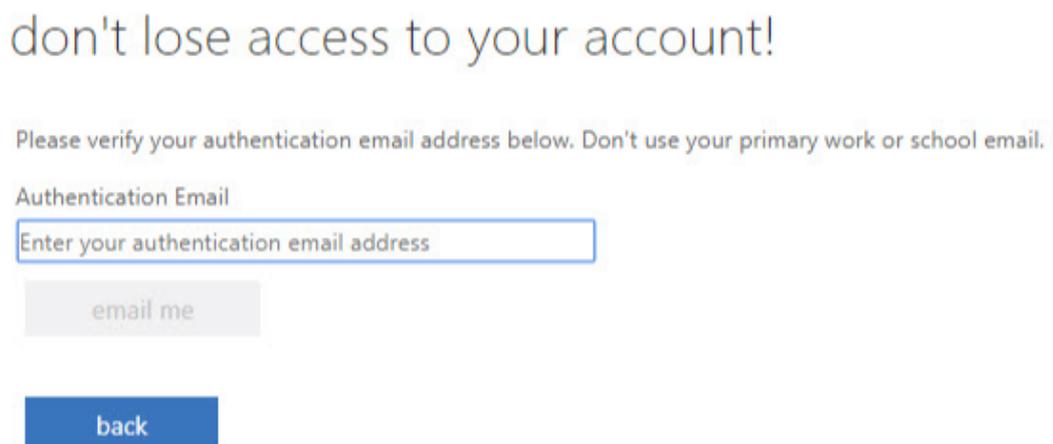
4. You may be asked to select if this is a personal account or your work/school account. Please select Work or school account.



5. Once you have logged in, you should see the following screen (if you have not registered before). You will need to configure at least one method which can be used to authenticate you if you need to reset your password.



6. To set up your personal email as the authentication method click on the **Set it up** now next to  Authentication Email is not configured. You will be taken to the following screen:



7. Enter your personal email address in the **Authentication Email** box and click **email me**. (Do not enter your college email here) An email will be sent to the email address provided containing a verification code. Enter the code in the new box provided:

We've sent an email message containing a verification code to your inbox.

8. You will be notified on screen that this has now been set up:

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

- ! Authentication Phone is not configured. [Set it up now](#)
- ✓ Authentication Email is set to [REDACTED] [Change](#)

9. To set up your phone click on the **Set it up now** next to

! Authentication Phone is not configured. You will be taken to the following screen:

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

10. Select **United Kingdom** from the list and type your phone number into the **Enter your authentication phone number** box. Then click **text me**. A text will be sent to the phone number you provided containing a verification code enter this in the new text box and click verify:

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

375240

verify try again

back

11. You should now be notified on the screen that both methods have been set up:

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

- ✔ Authentication Phone is set to [REDACTED] [Change](#)
- ✔ Authentication Email is set to [REDACTED] [Change](#)

finish cancel

12. Click finish to complete the set up.
13. If you change your phone number or personal email address, you can update your details by following the same process, but using the **Change** option next to your phone number or email address.

Resetting A Network Password Using Office 365

1. Visit the following link, <https://aka.ms/sspr>. You should be taken to the following screen:

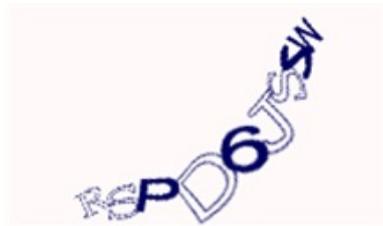
Get back into your account

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

2. Enter your email in the User ID field and then enter the characters in the picture into the box. You can reset this by clicking on the  icon. You can also hear an audio version by clicking on the  icon.
3. If you have not already registered for the Office 365 password reset, you will see the following screen:

Microsoft

Get back into your account

We're sorry

You cannot reset your password at this time because your administrator has not configured your account to use password reset. There is no further action you can take. To learn more about account configuration for password reset read the article [Roll out password reset for users](#).

If you'd like, we can [contact an administrator](#) in your organization to reset your password for you.

Additional details: SSPR_0013: You are not a member of a group enabled for password reset. Contact your admin and request to be added to the group.

Don't click on the **Contact an administrator** link. Use the appropriate guide to **Registering for Office 365 Reset Password** to register your details using your expired password. Then follow the steps to reset your password.

- If you have set up both your mobile phone and email address during the registration setup, you should get the following three options:

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Email my alternate email	You will receive an email containing a verification code at your alternate email address (mr*****@gmail.com).
<input type="radio"/> Text my mobile phone	
<input type="radio"/> Call my mobile phone	

[Email](#)

- To use your email, click the **Email** button and then enter the verification code you have been sent to that email address:

We've sent an email message containing a verification code to your inbox.

368876

[Next](#) [Are you having a problem?](#)

- Enter your new password and confirm it in the boxes provided and then click **Finish**:

Get back into your account

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

* Enter new password:

* Confirm new password:

[Finish](#) [Cancel](#)

- Once successful you will be notified on the screen:

Get back into your account

✓ Your password has been reset

8. If you want to use your mobile phone, select **Text my mobile phone** from the left menu, enter your mobile number in the box provided and then click **Text**

Email my alternate email

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****04) below. You will then receive a text message with a verification code which can be used to reset your password.

9. Enter the verification you have been sent by text and then click **Next**:

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

[Try again](#) [Contact your administrator](#)

10. Enter your new password and confirm it in the boxes provided and then click **Finish**:

Get back into your account

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

* Enter new password:

* Confirm new password:

[Cancel](#)

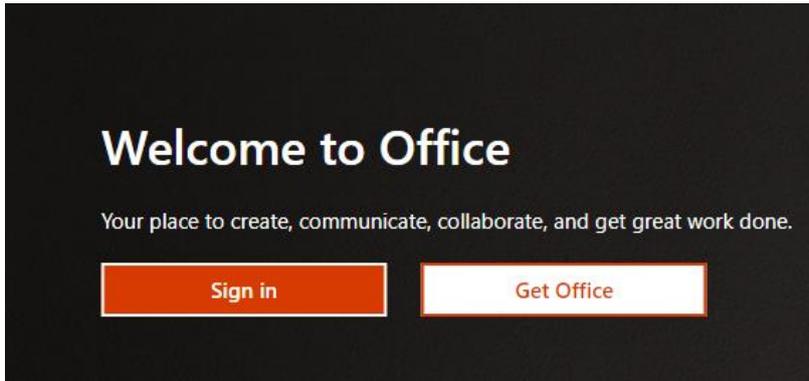
11. Once successful you should be notified on screen:

Get back into your account

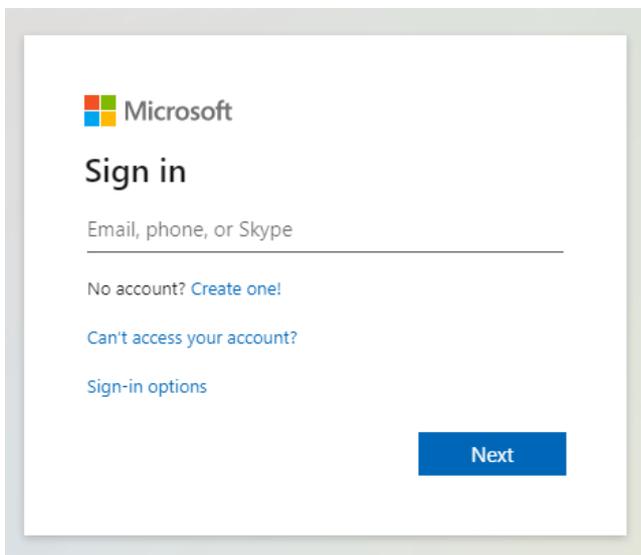
✓ Your password has been reset

Change your password in Office 365

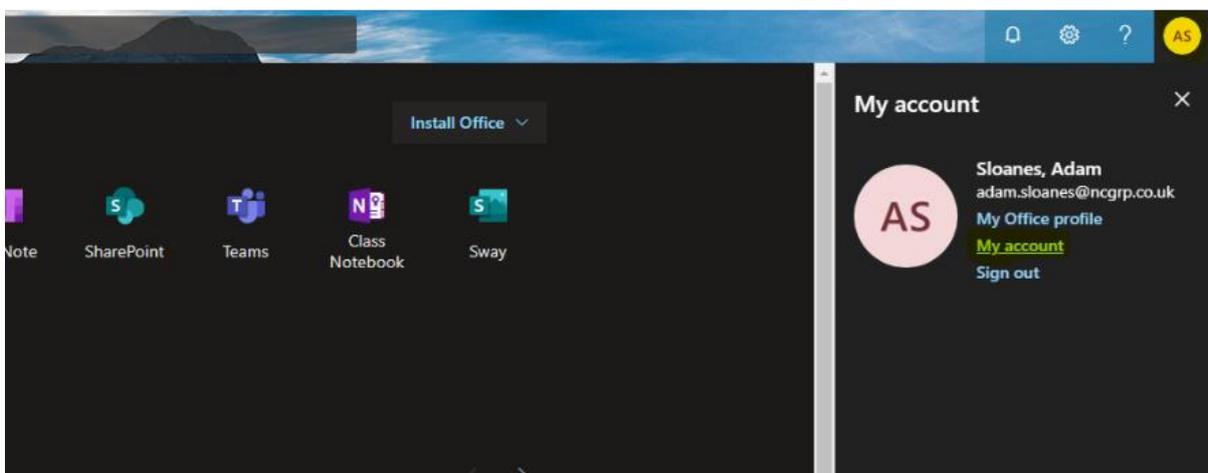
In your browser, go to <https://office.com> and select 'Sign In'



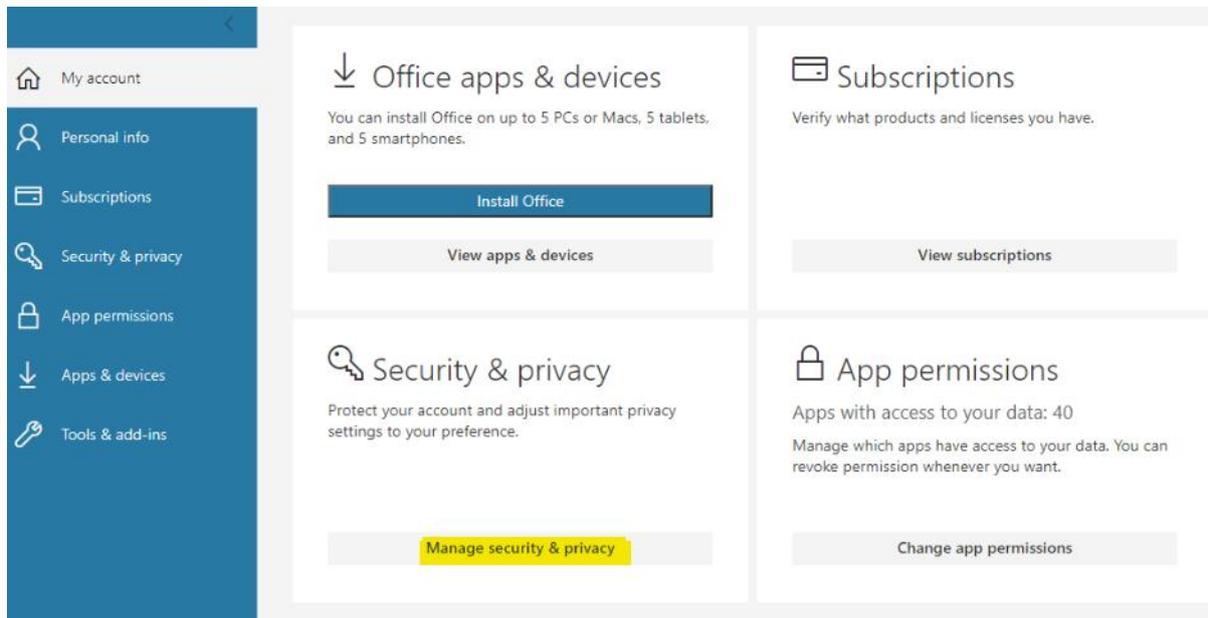
Sign in with your email address and existing password



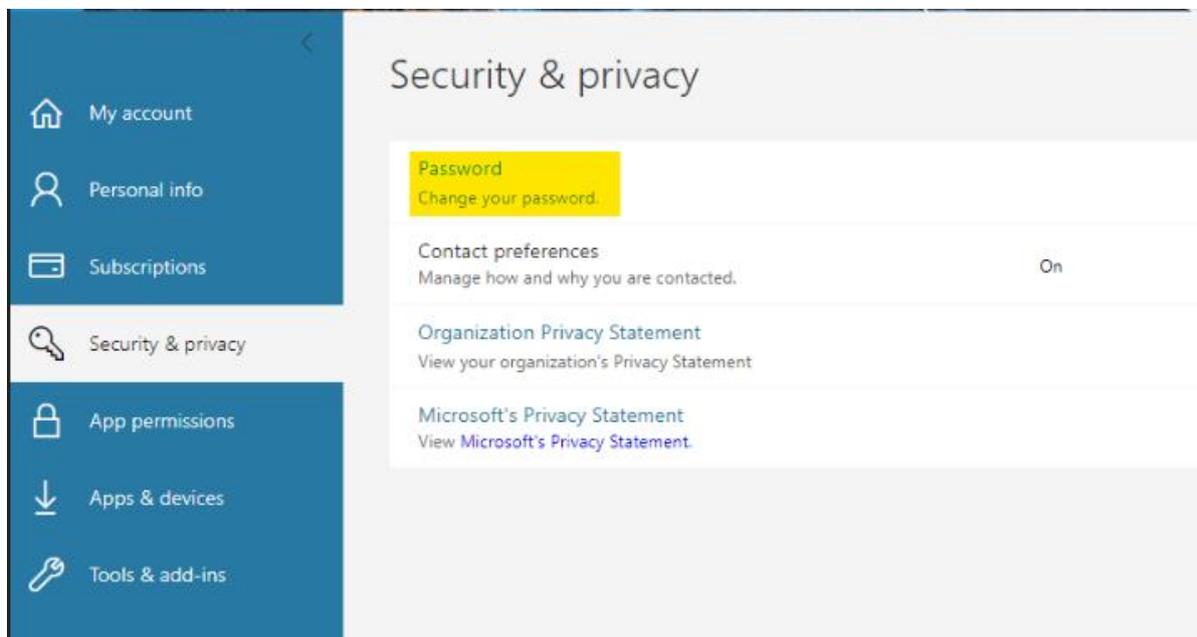
Once you have signed into office 365, click on your icon in the top right-hand corner and then click on 'My Account'



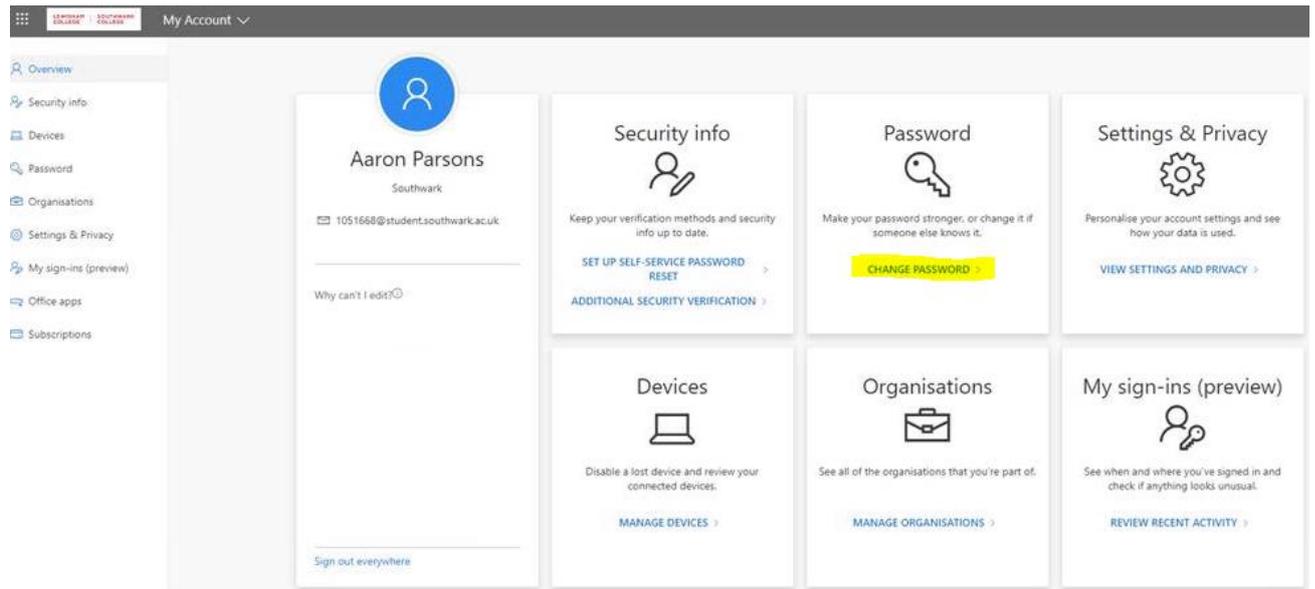
On the next page, click on 'Manage Security & Privacy'



Then on the next page, click on 'Change your password'



Depending on your version, the interface may appear like so:



Finally, enter your existing password (old password) then enter the new password you wish to use in both other boxes, then click 'submit':

change password

User ID

adam.sloanes@ncgrp.co.uk

Old password

Create new password

Confirm new password

submit

cancel