

Central Arizona College  
Information Technology Services

# Self Service Password Reset (SSPR)

## **Purpose of this User Guide**

This guide is intended to aid and serve as a “how to” for all users as they enroll in Self Service Password Reset (SSPR). This same procedure can be used to update your SSPR settings.

## **Tools and Terms**

### **Self-Service Password Reset (SSPR)**

Self-Service Password Reset (SSPR) refers to a Microsoft delivered feature that allows an enrolled user the ability to reset their own password.

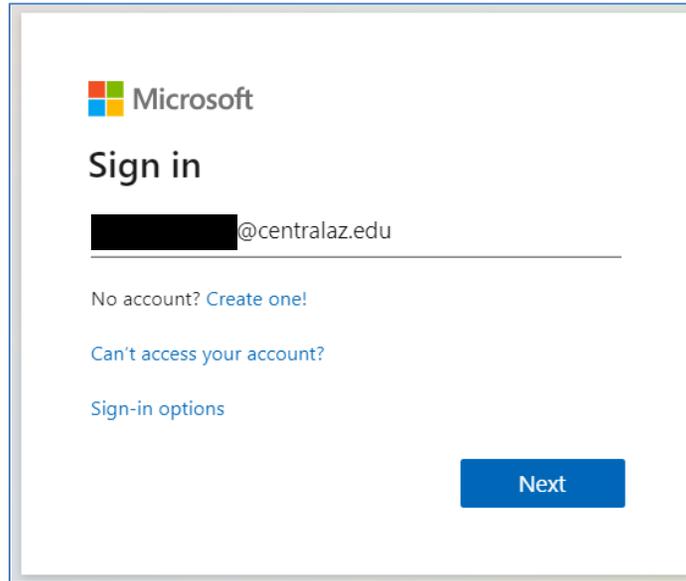
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## Enrolling in Self-Service Password Reset (SSPR)

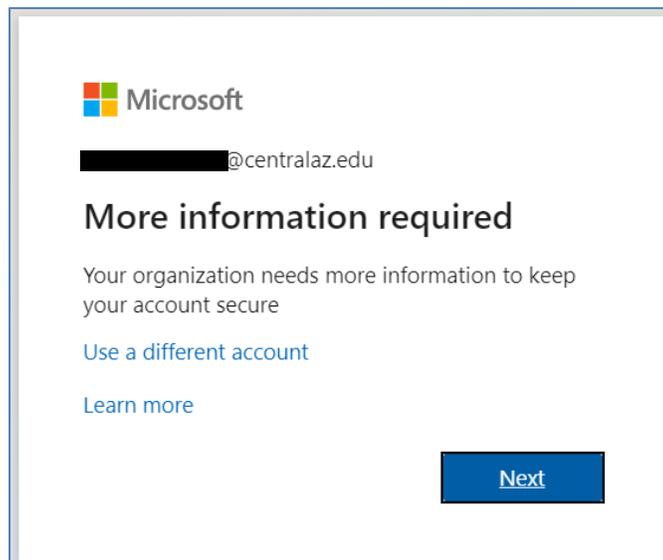
Password self-service is completed through Central Arizona College's, Microsoft 365 online portal. It is accessible anywhere without a need for a VPN connection and the information you enter is secured.

1. Begin by logging in to <https://portal.office.com>.



*Figure 1 - Login screen at portal.office.com*

2. After entering in the password on the next page, you will be prompted to begin password self-service enrollment. Click next to proceed and choose one of the following methods for password recovery.



*Figure 2 - Password self-service redirect*

3. You can configure up to three additional pieces of information on your account. You should have at least one additional method configured. It is recommended, but not required, to set-up as many methods as you can. This gives you flexibility when one of the methods is not available. An example is when you are traveling and unable to access your office phone.

- Alternative Authentication Phone (call or text): A number other than your office phone. If choosing text, a mobile phone with the capability to receive text messages is required.
- Alternative Authentication Email: An email other than your work email.
- Security Questions: If you select this option you will need to set-up 5 questions.

NOTE: You will receive a phone call, text or email message while enrolling, to verify that this method of communication is working. You will need access to any configured email address or phone during enrollment. Additional methods may be added in the future as they become available.

## Setting Up Alternative Authentication Phone (call or text)

1. Select the “[Set it up now](#)” link next to “Authentication Phone is not configured”.

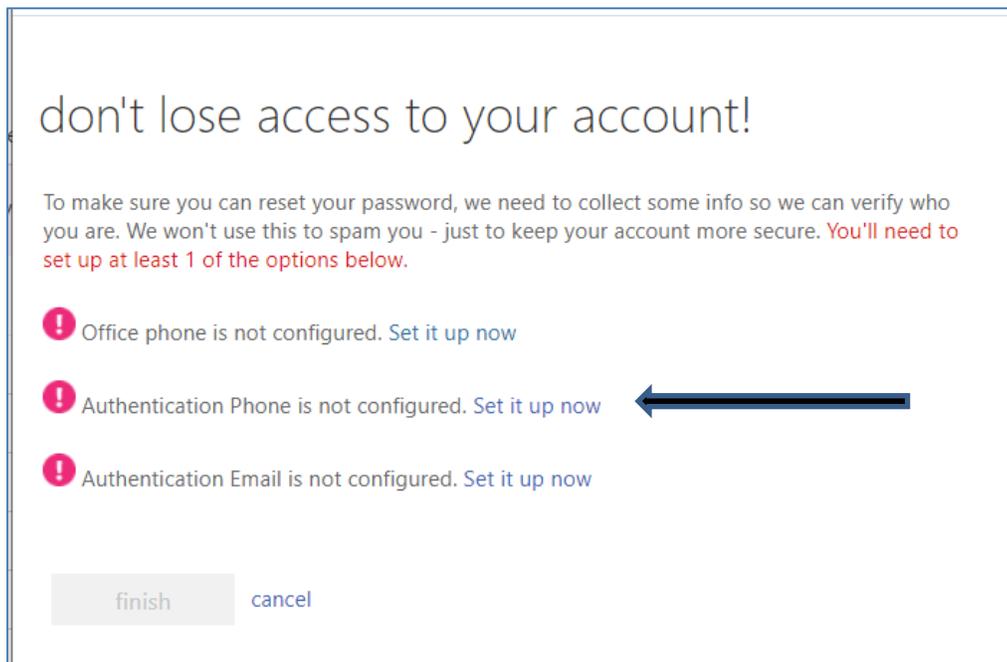


Figure 3 - Alternative authentication choices

2. On the “don't lose access to your account!” section, enter the following.

- Set your Region Code which is typically [ United States (+1) ].
- Enter your phone number into the following field.

- Select either the “Text Me” or “Call Me” button to verify the phone number (only one option needs to be completed).

The screenshot shows a mobile application interface with the heading "don't lose access to your account!". Below the heading is the instruction "Please verify your authentication phone number below." and a label "Authentication phone". A dropdown menu is set to "United States (+1)". Below the dropdown is a text input field containing a redacted phone number. To the right of the input field is a blue arrow pointing left. Below the input field are two blue buttons: "text me" and "call me". At the bottom left is a blue "back" button.

Figure 4 - Text or call verification

### Text Me Option

1. Enter the code received in a text and select the “Verify” button.

The screenshot shows the same mobile application interface as Figure 4. The heading "don't lose access to your account!" and the instruction "Please verify your authentication phone number below." are present. The "Authentication phone" dropdown is still set to "United States (+1)". The text input field now contains a verification code. Below the input field are two greyed-out buttons: "text me" and "call me". Below these buttons is the text "We've sent a text message containing a verification code to your phone." Below this text is a text input field for the verification code and a greyed-out "verify" button. A blue arrow points from the right towards the "verify" button. At the bottom left is a blue "back" button.

Figure 5 - Verification code entry

2. If successful, you will be returned to the initial setup screen shown above in *Figure 3*.

### Call Me Option

1. Answer your phone.
2. When prompted on the phone, hit the “#” key.
3. Enter the verification code you hear in Verification code entry field as in *Figure 5* above.

4. If successful, you will be returned to the initial setup screen shown above in *Figure 3*.

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

[Redacted phone number]

text me call me

We're calling your phone. Please answer it to continue.

back

*Figure 6 - Phone number entry for call*

### Setting Up Alternative Authentication Email

1. Select the “Set it up now” link next to “Alternative Email...” in *Figure 3*.
2. Enter an email address other than your work email account.
3. Select the “email me” button.

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

[Redacted email address]@gmail.com

email me

back

*Figure 7 - Email address setup*

4. Get the verification code from this email account and enter in the verification field and then select the “Verify” button.

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email  
[redacted]@gmail.com

email me

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

458965

verify try again

back

Figure 8 - Email address code verification

## Setting Up Security Questions

1. Select the “Set them up now” link next to “Security Questions...”.
2. Choose five questions and provide answers.

don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.

**Security question 1**

In what city was your father born?

Yopon ✓

**Security question 2**

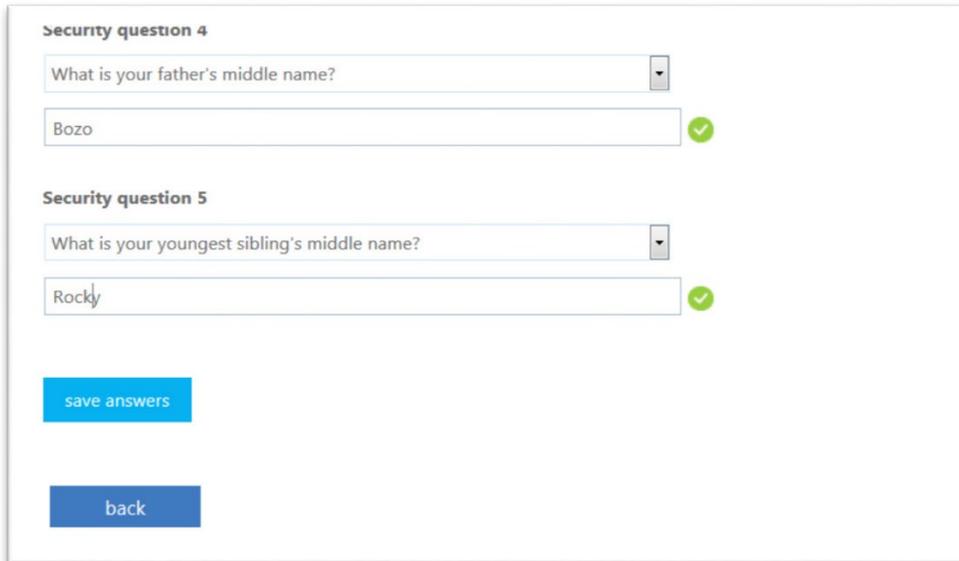
What city were you in on New Year's 2000?

Bogata ✓

**Security question 3**

Figure 9 - Security question setup

3. After completing all questions, select the “save answers” button.



**Security question 4**

What is your father's middle name?

Bozo ✓

**Security question 5**

What is your youngest sibling's middle name?

Rocky ✓

save answers

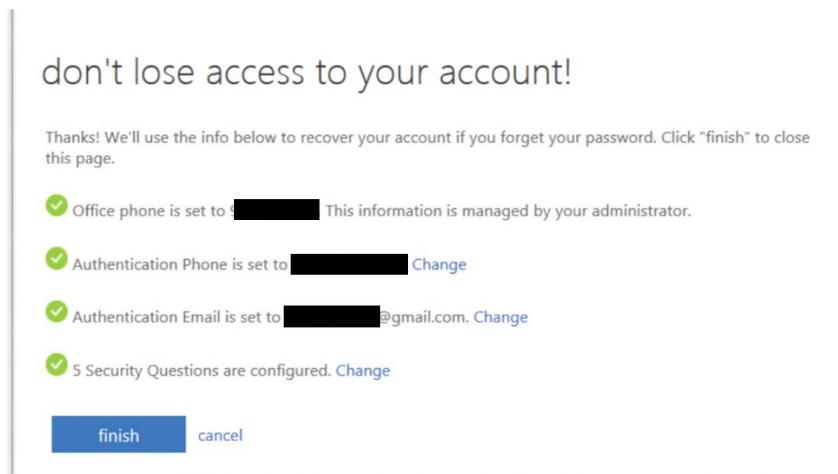
back

Figure 10 - Save answers for security questions

## After you are finished

Once you have completed your choice of settings, select the “finish” button to continue to other applications. It is important to complete this step, or your changes will be lost.

**Note:** You may be prompted for your password again after you select the “finish” button.



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.

- ✓ Office phone is set to [REDACTED] This information is managed by your administrator.
- ✓ Authentication Phone is set to [REDACTED] [Change](#)
- ✓ Authentication Email is set to [REDACTED]@gmail.com. [Change](#)
- ✓ 5 Security Questions are configured. [Change](#)

finish cancel

## To Update Your Settings

1. Go to <https://aka.ms/ssprsetup>
2. Select on “Change” next to the setting you wish to update.
3. Follow the instructions above for each setting.
4. Select the “finish” button when you are complete.

Note: Microsoft does not allow changing the Office phone through the portal. Please contact the help desk for assistance with changing the number.

