

Self Service Password Reset in Office 365

To change your password using the Self-service password reset (SSPR) portal

1. Open a web browser (such as: Google Chrome  or Safari ) and navigate to <https://aka.ms/sspr> or <https://passwordreset.microsoftonline.com/>
2. Type in your Email Address, the characters in the CAPTCHA image and then click Next.

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *



3. Please select your secondary authentication method to continue:

Microsoft Authenticator App Code

- a. To use the Enter a code from my app option, ensure that the radial button is blue next to that option.



Get back into your account

verification step 1 > choose a new password

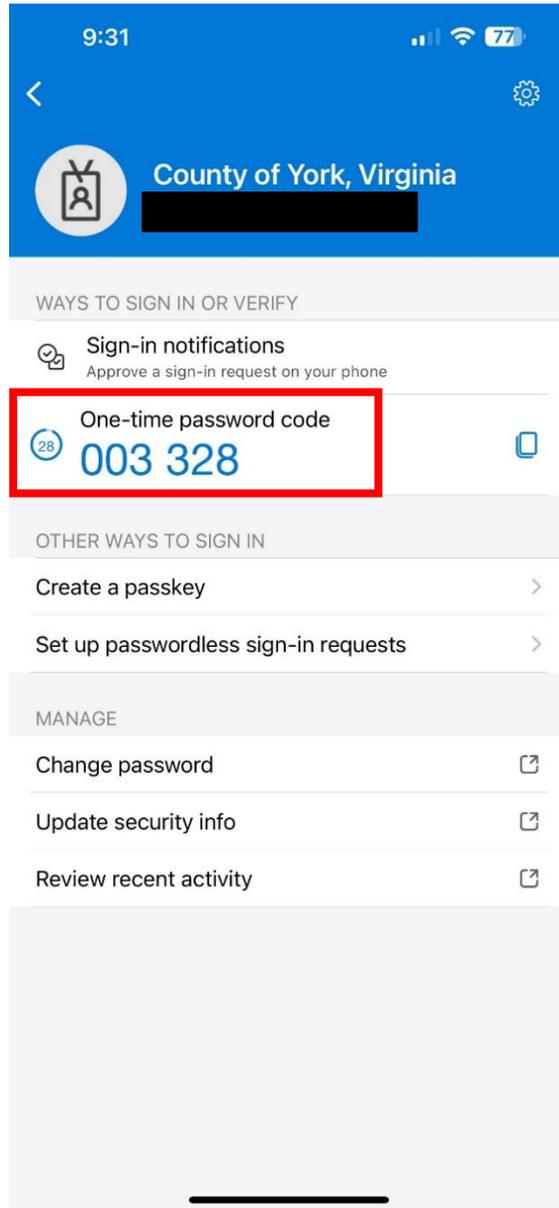
Please choose the contact method we should use for verification:

- Approve a notification on my authenticator app
- Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

[Cancel](#)

- b. Open the Authenticator app on your phone. Locate the County of York option, tap on it to open the screen and then the randomly generated code will be displayed under One-time password code. The code has a 30 second timer, if the timer runs out before you can put that code in, then authentication will fail, and you will need to do this again.



- c. Enter and confirm the new password. (The password entered in the **New Password** and **Confirm new password** fields must match). Click Finish.

Password requirements:

- Password must be fourteen or more characters long.
- Password must contain characters from the following categories:
 - Uppercase characters A-Z
 - Lowercase characters a-z
 - Digits 0-9

Microsoft

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

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

- d. Your password has been reset. Select **click here** to return to the login screen and log in using your new password.

Microsoft

Get back into your account

✓ Your password has been reset

To sign in with your new password [click here](#)

