

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 Notification

- a. To use the Notification option, ensure the radial button is blue next to that option and then click Send Notification



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

Send a notification to your authenticator app on your mobile device.

[Send Notification](#)

[Cancel](#)

- b. Approve authentication number in the Authenticator App.



████████@yorkcounty.gov

Approve sign in request

 Open your Authenticator app, and enter the number shown to sign in.

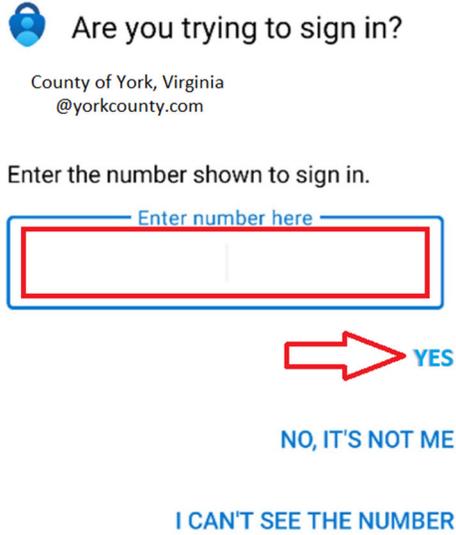
81

No numbers in your app? Make sure to upgrade to the latest version.

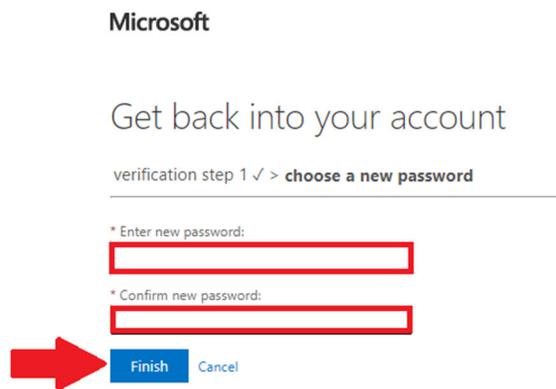
[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

- c. On your mobile device, enter the number provided for approval from step 3. Then tap YES.



- d. On the next screen, you should be presented with a screen to change your password.



- e. 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

- f. 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](#)

