

# 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:

## Phone Call Authentication

- a. To use the Call option, make sure the radial button is highlighted blue next to the requested option. You should get a hint about what number it is in parenthesis like in the screen shot below. Enter your phone number with the area code. Click call.



## Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<p><input type="radio"/> Text my mobile phone</p> <p><input checked="" type="radio"/> Call my mobile phone</p> <p><input type="radio"/> Call my office phone</p> <p><input type="radio"/> Approve a notification on my authenticator app</p> <p><input type="radio"/> Enter a code from my authenticator app</p>	<p>In order to protect your account, we need you to enter your complete mobile phone number (*****80) below. You will then receive a text message with a verification code which can be used to reset your password.</p> <p><input type="text" value="Enter your phone number"/></p> <p><input type="button" value="Call"/></p>
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[Cancel](#)

Please choose the contact method we should use for verification:

<p><input type="radio"/> Text my mobile phone</p> <p><input checked="" type="radio"/> Call my mobile phone</p> <p><input type="radio"/> Call my office phone</p> <p><input type="radio"/> Approve a notification on my authenticator app</p> <p><input type="radio"/> Enter a code from my authenticator app</p>	<p>We're calling your phone. Please answer it to continue.</p> <p>.</p>
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[Cancel](#)

b. Answer the phone call and follow the voice prompt instruction to continue.

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

**Microsoft**

Get back into your account

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

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\* Enter new password:

\* Confirm new password:



- d. Enter and confirm the new password. (The passwords 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
- e. 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](#).

