Ulster University Self Service Password Reset (SSPR) User Guide
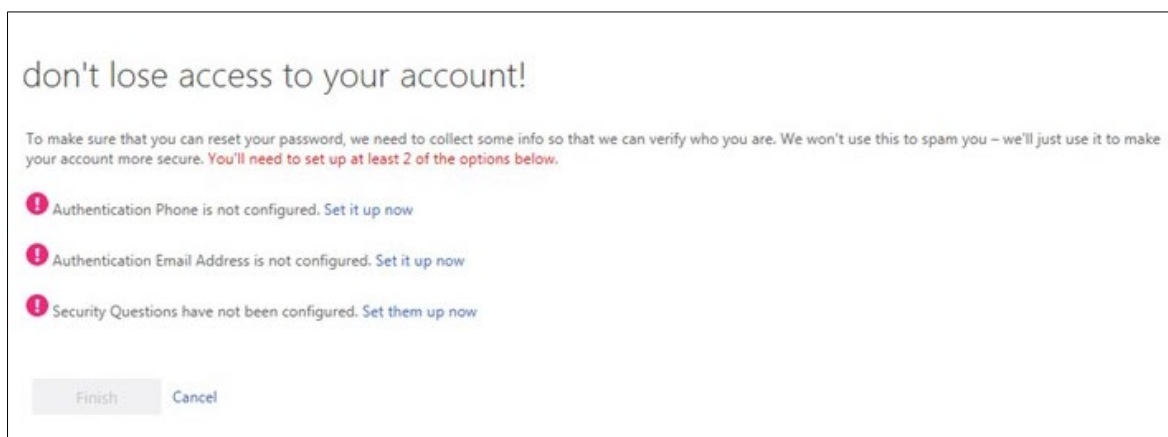
This document should help guide you through the process of registering for Self Service Password Reset (SSPR). This guide is intended for staff and student use.

SSPR Registration

To register for Self Service Password Reset, please click the following url:

https://aka.ms/ssprsetup

Sign in using your @ulster.ac.uk address and network password, the following screen is then displayed.

In turn, set up authentication to a Phone and Email Address.
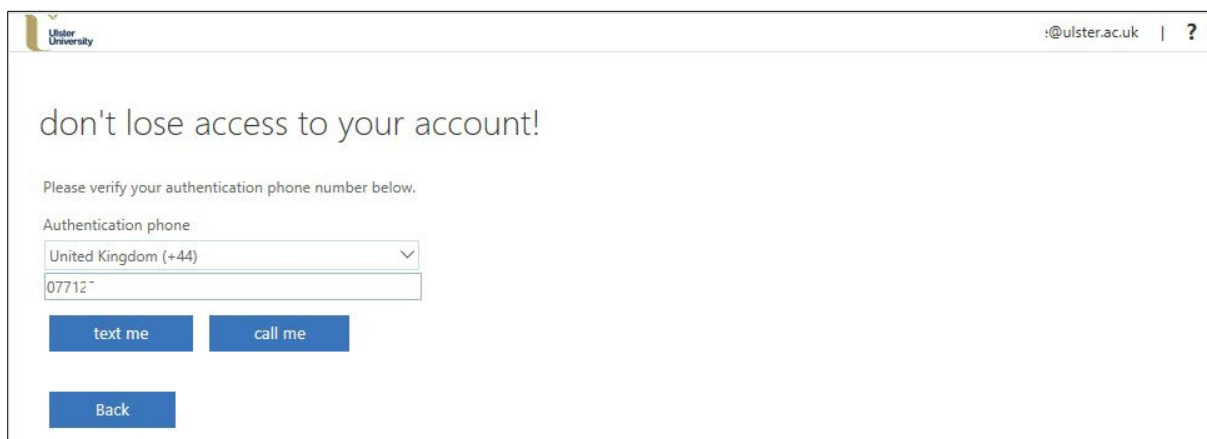
Click **Set it up now** which appears to the right hand side of **Authentication Phone is not configured**
- ☐   Select the appropriate Country/Region from the drop down
- ☐   Enter mobile number in the box provided
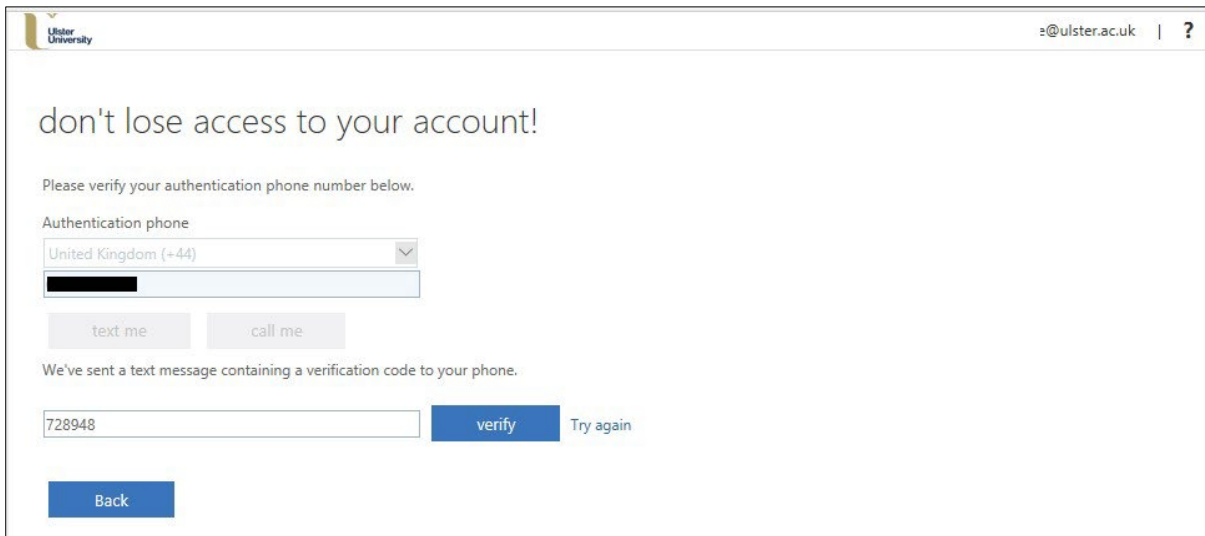
Click **Text Me** or **Call Me** when ready.
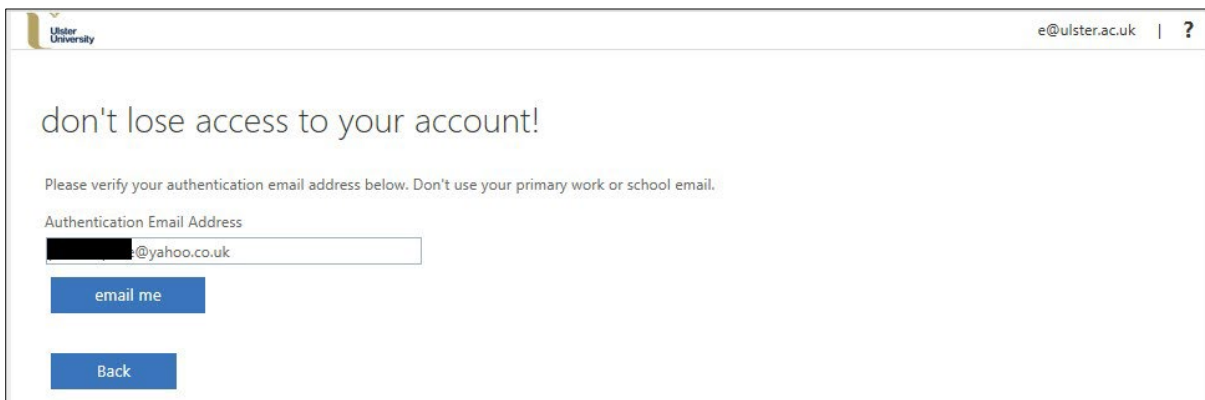
A code will then be delivered, enter the code in the box provided.
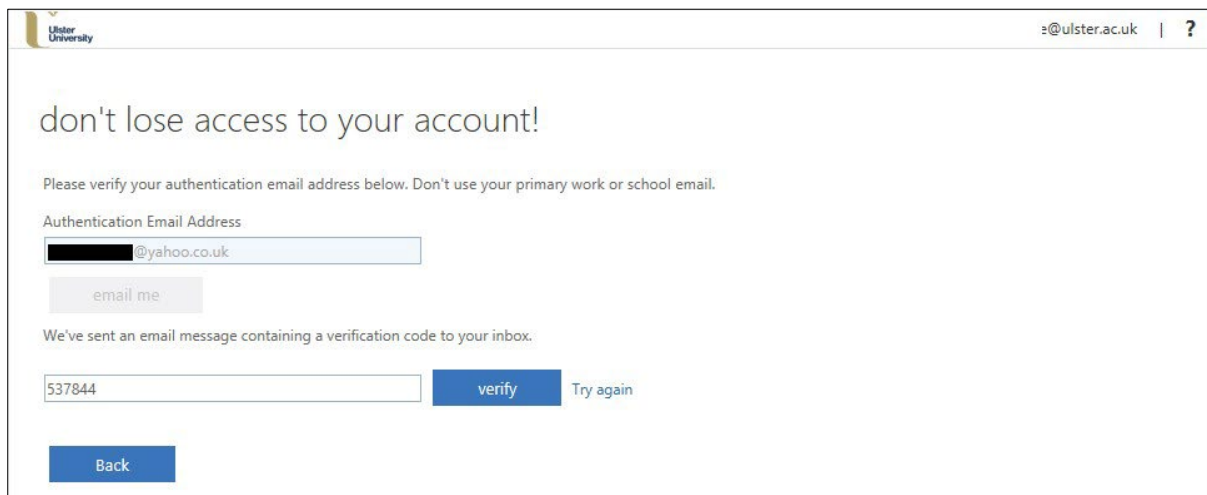

Click **Verify** to continue.

Back at the main Authentication setup screen, Click **Set it up now** which appears to the right hand side of **Authentication Email Address is not configured**.

Enter the alternate email address in the field provided, then click **email me**.

On receipt of an email from Microsoft, on behalf of Ulster University, review the code provided and enter it into the field provided.

Click **Verify** to continue.

Back at the main Authentication setup screen, click **Set it up now** to the right hand side of **Security Questions have not been configured**.

Select the appropriate question from the individual drop-downs and enter answers to all 5 questions.

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Once all 5 questions have been answered, select the **Save Answers** button.

The main Authentication screen should now display that the alternate authentication methods have been configured.
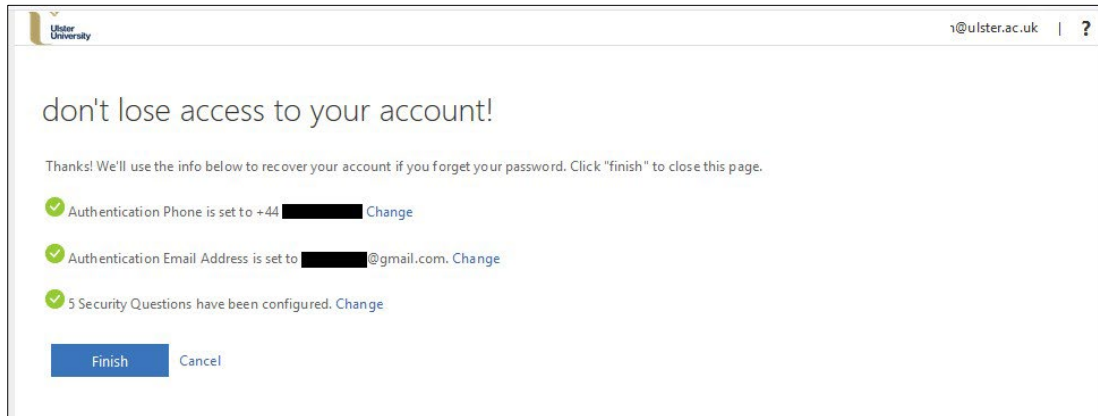
Click **Finish** to complete successful registration. A webpage with your Office 365 apps will be displayed.

Make sure that you click on your User ID in the top right corner and select **Sign out**

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