

Ulster University Self Service Password Reset (SSPR) User Guide

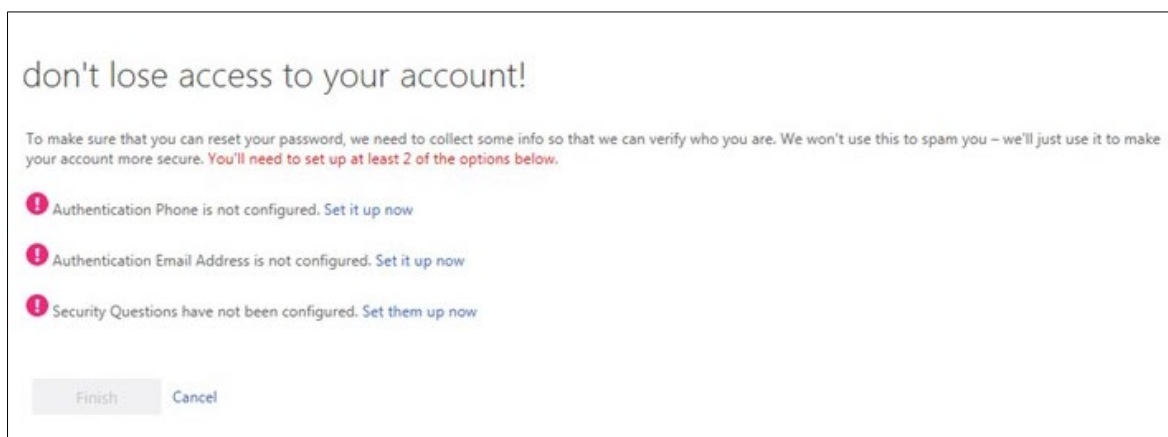
This document should help guide you through the process of registering for Self Service Password Reset (SSPR). This guide is intended for staff and student use.

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.



don't lose access to your account!

To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We won't use this to spam you – we'll just use it to make your account more secure. **You'll need to set up at least 2 of the options below.**

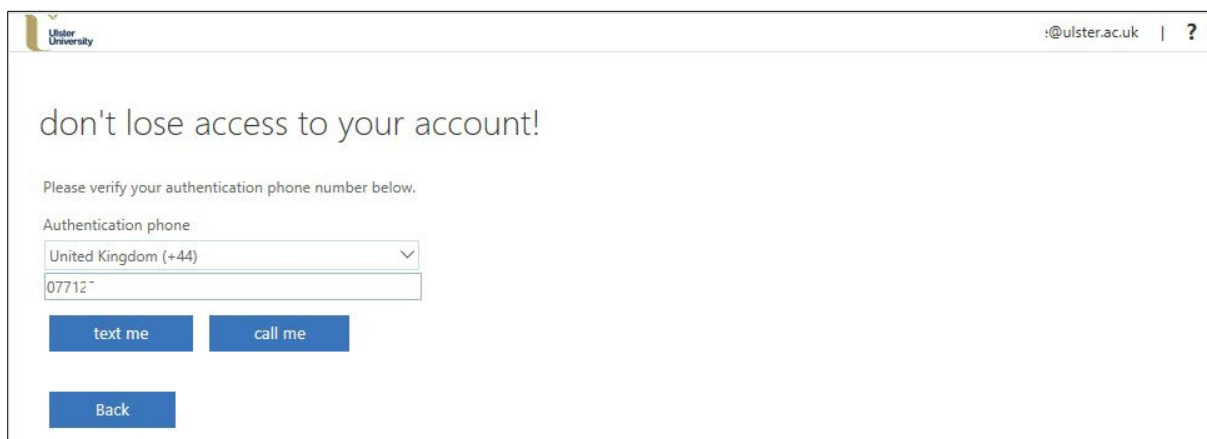
- Authentication Phone is not configured. [Set it up now](#)
- Authentication Email Address is not configured. [Set it up now](#)
- Security Questions have not been configured. [Set them up now](#)

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

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



don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United Kingdom (+44)

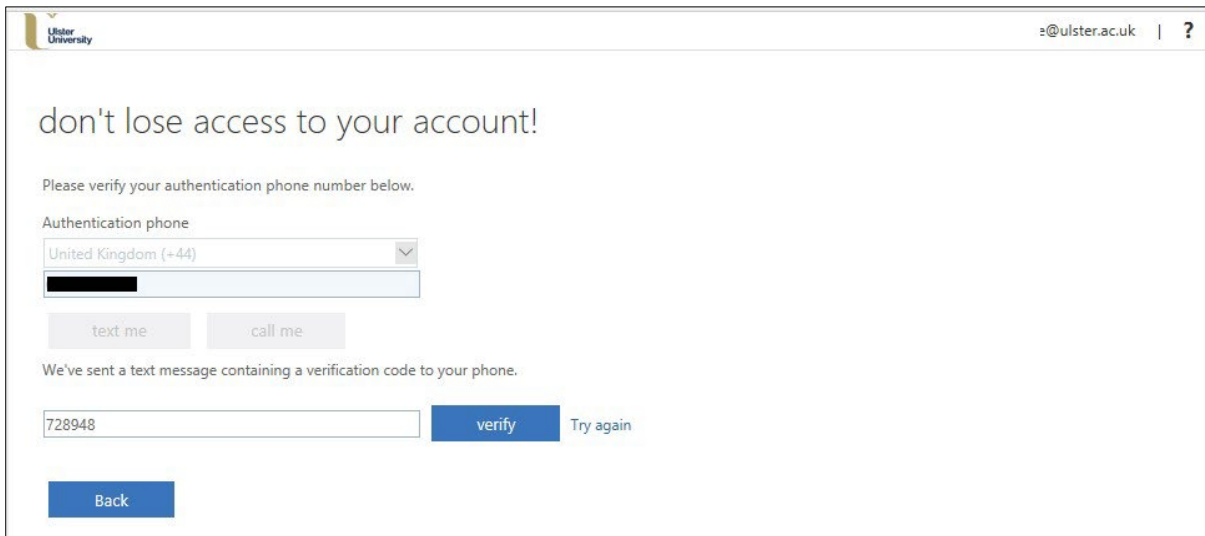
07712

[text me](#) [call me](#)

[Back](#)

Click **Text Me** or **Call Me** when ready.

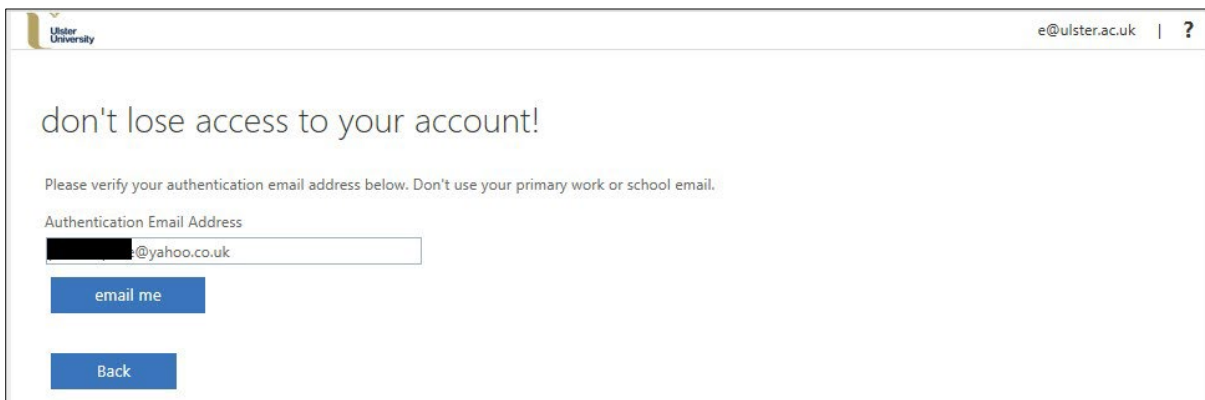
A code will then be delivered, enter the code in the box provided.



The screenshot shows a web browser window with the Ulster University logo in the top left and the email address 'e@ulster.ac.uk' in the top right. The main heading is 'don't lose access to your account!'. Below this, it says 'Please verify your authentication phone number below.' There is a section for 'Authentication phone' with a dropdown menu set to 'United Kingdom (+44)' and a text input field containing a redacted number. Below the input field are two buttons: 'text me' and 'call me'. A message states 'We've sent a text message containing a verification code to your phone.' Below this is a text input field containing the code '728948', a blue 'verify' button, and a 'Try again' link. At the bottom left is a blue 'Back' button.

Click **Verify** to continue.

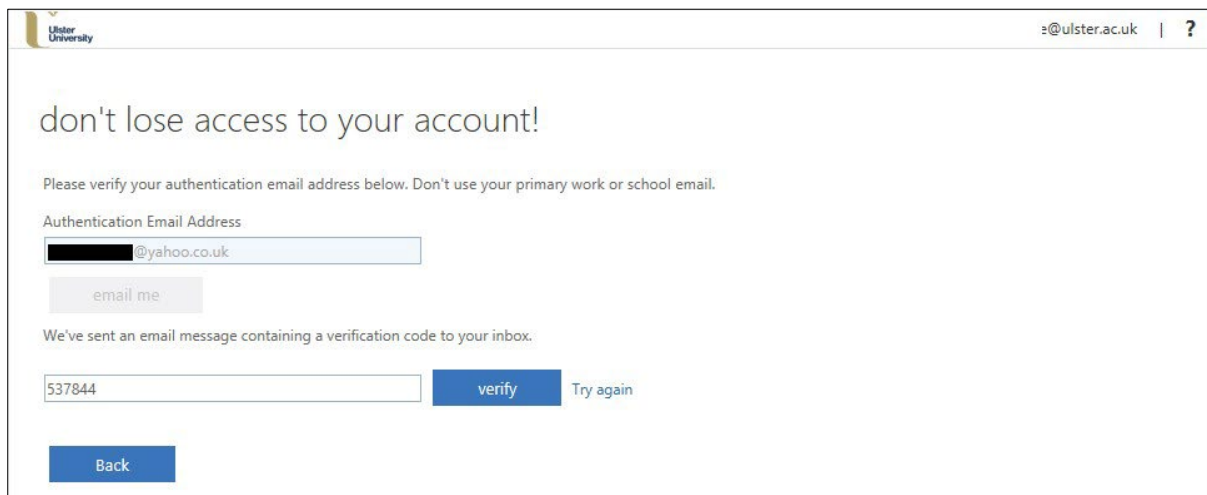
Back at the main Authentication setup screen, Click **Set it up now** which appears to the right hand side of **Authentication Email Address is not configured**.



The screenshot shows a web browser window with the Ulster University logo in the top left and the email address 'e@ulster.ac.uk' in the top right. The main heading is 'don't lose access to your account!'. Below this, it says 'Please verify your authentication email address below. Don't use your primary work or school email.' There is a section for 'Authentication Email Address' with a text input field containing a redacted email address followed by '@yahoo.co.uk'. Below the input field is a blue 'email me' button. At the bottom left is a blue 'Back' button.

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.



Ulster University e@ulster.ac.uk | ?

don't lose access to your account!

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

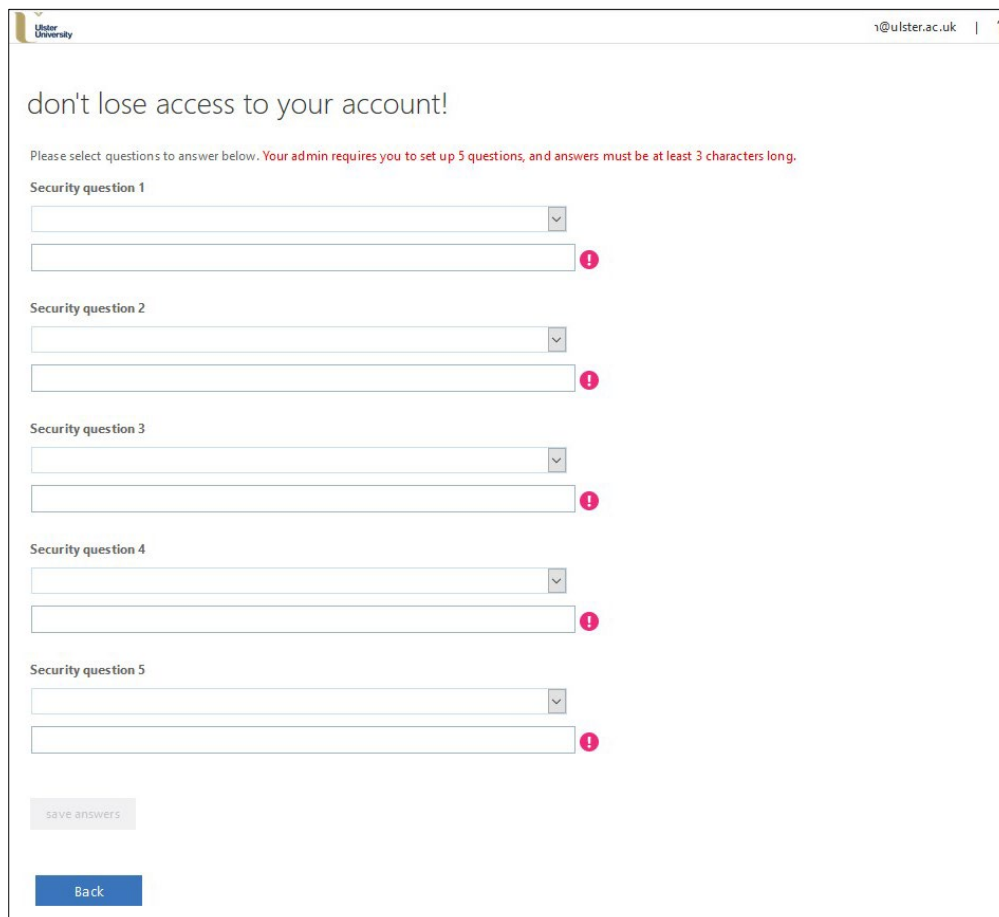
Authentication Email Address

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

[Try again](#)

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**.



Ulster University r@ulster.ac.uk | ?

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

Security question 2

Security question 3

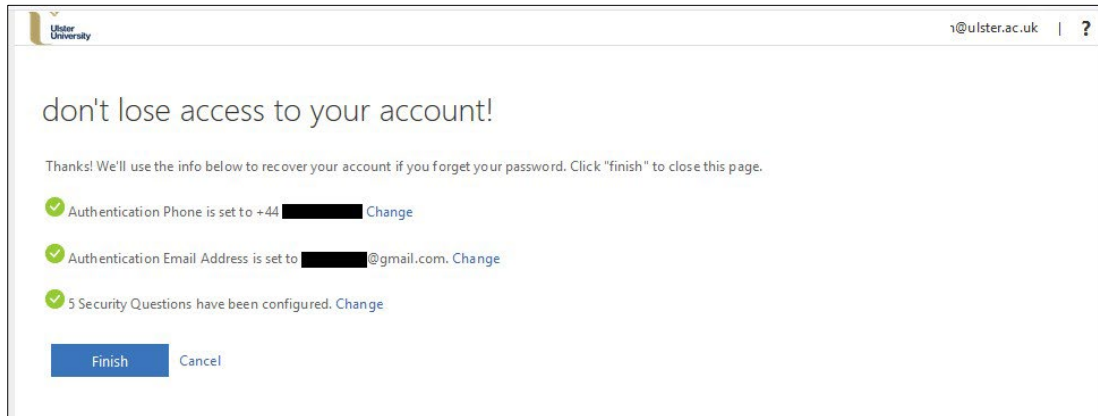
Security question 4

Security question 5

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

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**