How to update the Authentication details registered for Self-Service Password Reset

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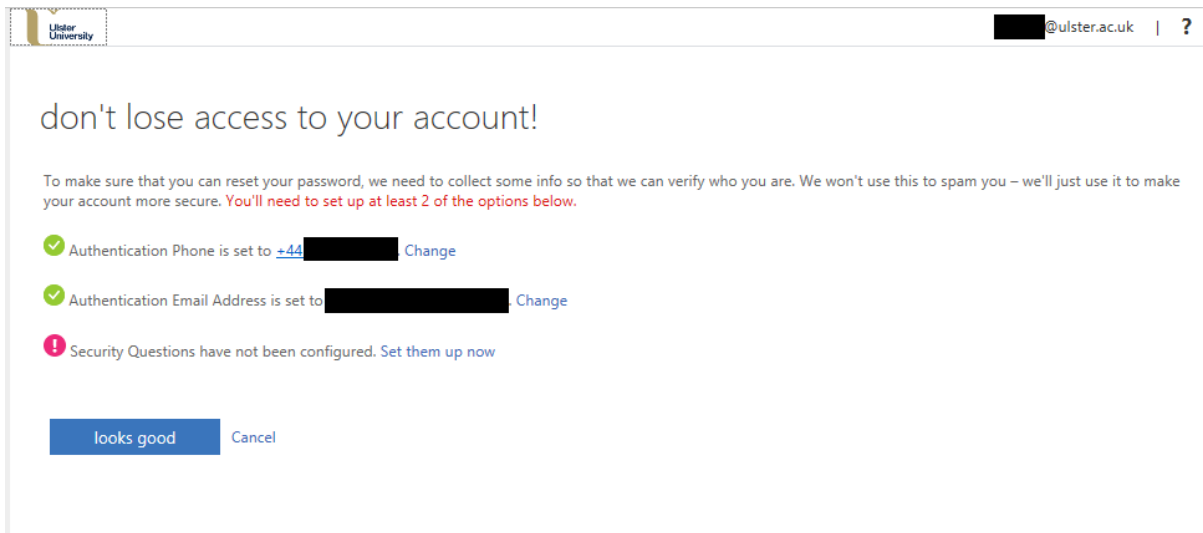
SSPR Registration Details

To access the Self Service Password Reset registration details, please click the following url:
https://aka.ms/ssprsetup

If prompted, sign in using your @ulster.ac.uk address and usual network password. The following screen is displayed

N.B. Should you also be registered for Multi-Factor Authentication, then you may have to answer the call from Microsoft to confirm access.

Change registration information that has been previously setup by using either the **Change** or **Verify** links available.

N.B. Should a user also be registered for MFA and have a different phone number then advise to log a Service Desk request for the number to be amended.

Ulster University ISD Service Desk
SSPR Authentication details update
For further advice or to report an SSPR issue, please email servicedesk@ulster.ac.uk