

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.

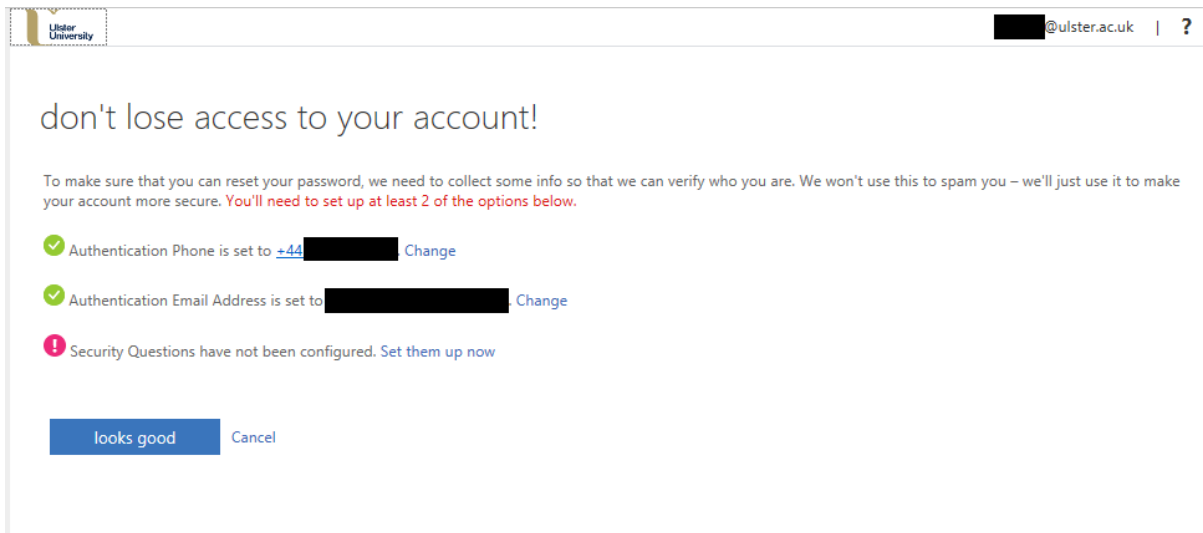
SSPR Registration Details

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.



The screenshot shows the Microsoft Self-Service Password Reset (SSPR) registration interface. At the top left is the Ulster University logo, and at the top right is a user profile icon with the email address @ulster.ac.uk and a help icon. The main heading is "don't lose access to your account!". Below this is a message: "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." There are three options listed: 1. "Authentication Phone is set to +44 [redacted] Change" with a green checkmark icon. 2. "Authentication Email Address is set to [redacted] Change" with a green checkmark icon. 3. "Security Questions have not been configured. Set them up now" with a red exclamation mark icon. At the bottom, there are two buttons: "looks good" and "Cancel".

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.