

# Ulster University: Self Service Password Reset (SSPR) User Guide

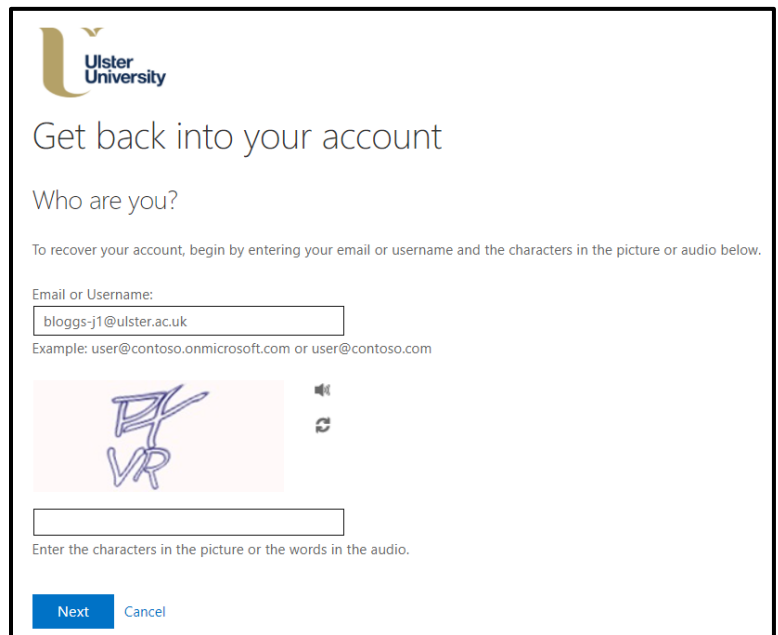
This document should help guide you through the process of resetting your password via Self Service Password Reset (SSPR). This guide is intended for staff and student use. Please note you must have completed your SSPR Registration in order to use this reset process.

## Password Reset

If you cannot access your account, or you are attempting to and the password appears to be invalid, you can reset this via the link below.

<https://passwordreset.microsoftonline.com/>

- In the User ID Field, enter your @ulster.ac.uk email address.
- Enter the characters displayed in the picture then click **Next** to continue.






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## 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.

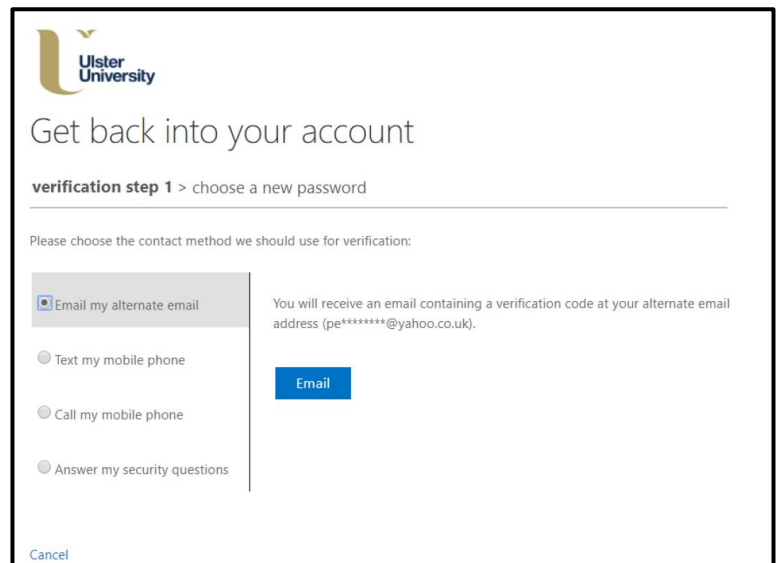
Email or Username:  
bloggs-j1@ulster.ac.uk  
Example: user@contoso.onmicrosoft.com or user@contoso.com

Enter the characters in the picture or the words in the audio.

**Next** Cancel

- At the following dialog, select the appropriate authentication method, enter any details requested, i.e. Mobile number or Security Questions answers.
- You will then be prompted to receive a text or call or to email your alternate address. These functions will use the details you registered previously.



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## Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email  
 Text my mobile phone  
 Call my mobile phone  
 Answer my security questions

You will receive an email containing a verification code at your alternate email address (pe\*\*\*\*\*@yahoo.co.uk).

**Email**

Cancel

If the **Email my alternate email** or **Text my mobile phone** option is selected, then enter the code provided.

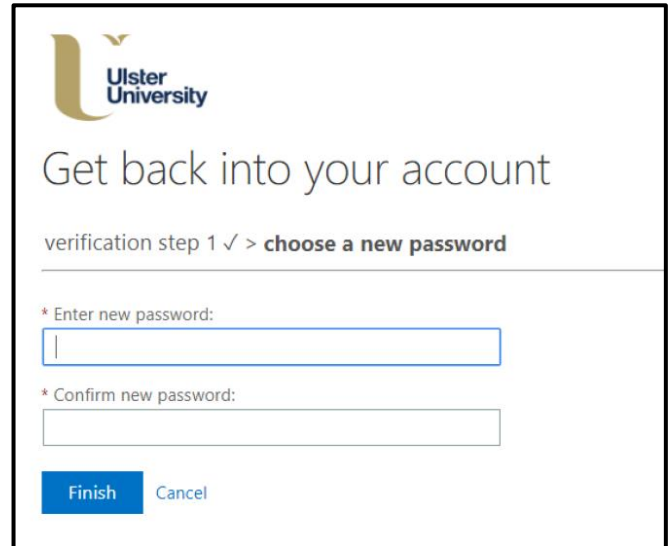
If **Answer my security questions** is selected, then 3 random questions will be displayed and correct answers to all 3 must be entered.

The next screen will prompt for a new password to be entered and confirmed. The new password must meet the usual University password standards as follows:

At least **eight characters long** and must contain at least three from:

- Uppercase alphabetic (A – Z);
- Lowercase alphabetic (a – z);
- Digit (0 – 9);
- Non-alphabetic, from (!, \$, £, #, %, ~ etc.).

Click **Finish** to continue



Your password will now be updated. The new password can now be used to sign into Office 365, managed desktop or other University services that require use of your network password.

Please note that the password change will be immediately effective for any Office 365 based service, but you should allow up to **30 minutes** for the new password to replicate fully to all services e.g. the managed staff/student desktops.

Any advice needed and/or issues to report?

The IT Service Desk provides support via telephone, email and self-service portal.

Further details including contact details and opening hours can be found at:

<https://www.ulster.ac.uk/ds/getting-help/service-desk>