



Self Service Password Reset

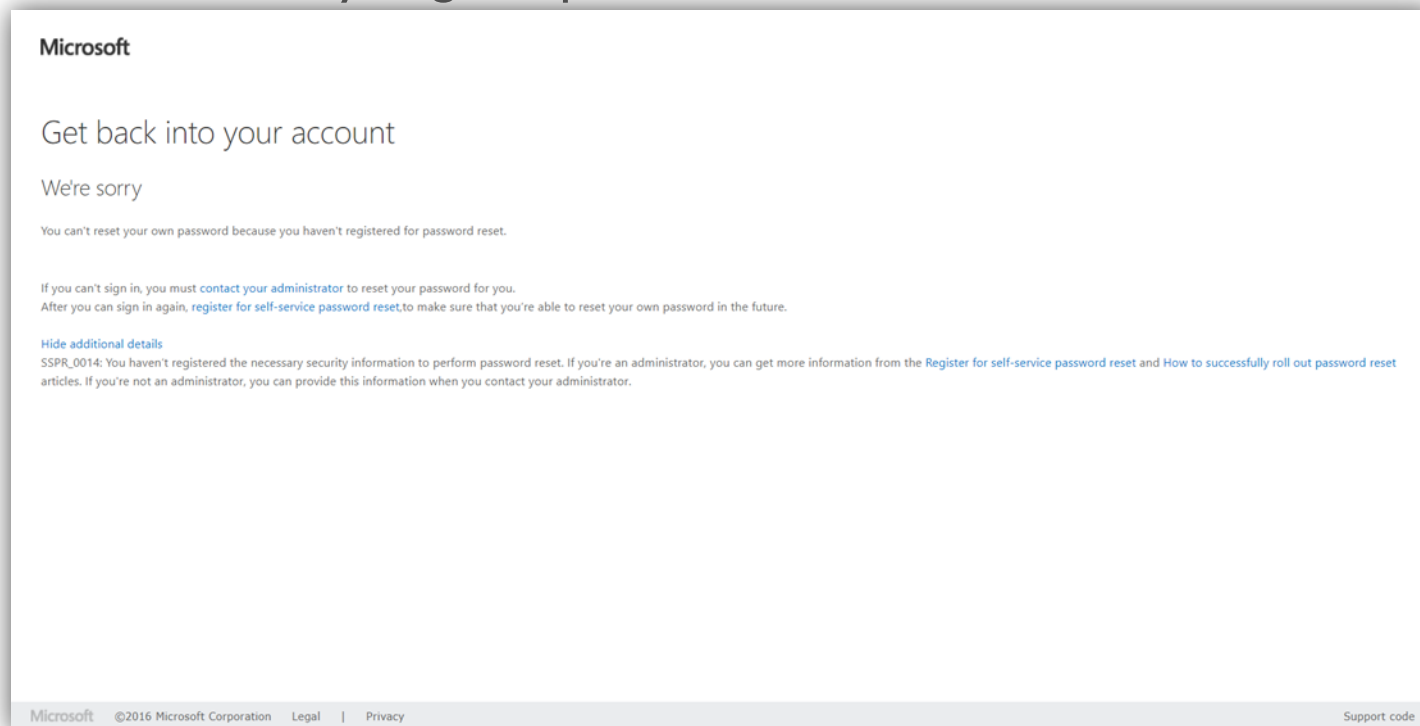
Enroll in Self-Service Password Reset (SSPR)

The Self-Service Password Reset (SSPR) Portal is the tool that allows users to reset their USMD network account on Office 365's web portal. Password changes made on this portal are then transmitted from 365 to our local Active Directory Domain Controllers meaning that it will update the account used to log in to local services such as remote desktop computers, the USM VPN, Intranet, and My Account.



IMPORTANT NOTE:

In order to use the SSPR portal a user either needs to have previously setup alternative contact information during the Multi-Factor Authentication (MFA) registration process or they must have manually gone through the SSPR Registration process (outlined below in this documentation). In other words, if you have not previously setup MFA or registered with SSPR, this option will not be available to you and you must contact your administrator, the [USM IT Department](#), to reset your password. The error you get is pictured below:



Microsoft

Get back into your account

We're sorry

You can't reset your own password because you haven't registered for password reset.

If you can't sign in, you must [contact your administrator](#) to reset your password for you. After you can sign in again, [register for self-service password reset](#), to make sure that you're able to reset your own password in the future.

[Hide additional details](#)

SSPR_0014: You haven't registered the necessary security information to perform password reset. If you're an administrator, you can get more information from the [Register for self-service password reset](#) and [How to successfully roll out password reset](#) articles. If you're not an administrator, you can provide this information when you contact your administrator.

Microsoft ©2016 Microsoft Corporation Legal | Privacy Support code

Articles in this document

[Enroll in Self-Service Password Reset \(SSPR\) and Multi-Factor Authentication \(MFA\)](#)

[Using Self-Service Password Reset \(SSPR\) to Reset Password](#)

[Changing your password while you are logged in](#)

[Frequently Asked Questions \(FAQs\)](#)

Self-Service Password Reset (SSPR) and Multi-Factor Authentication (MFA)

If you have previously setup Multi-Factor Authentication (MFA) on your account, then you should have alternate contact information already in the system. Please skip ahead to the *Using SSPR to Reset Password* section of this [article](#).

Tools and Terms

Self Service Password Reset (SSPR):

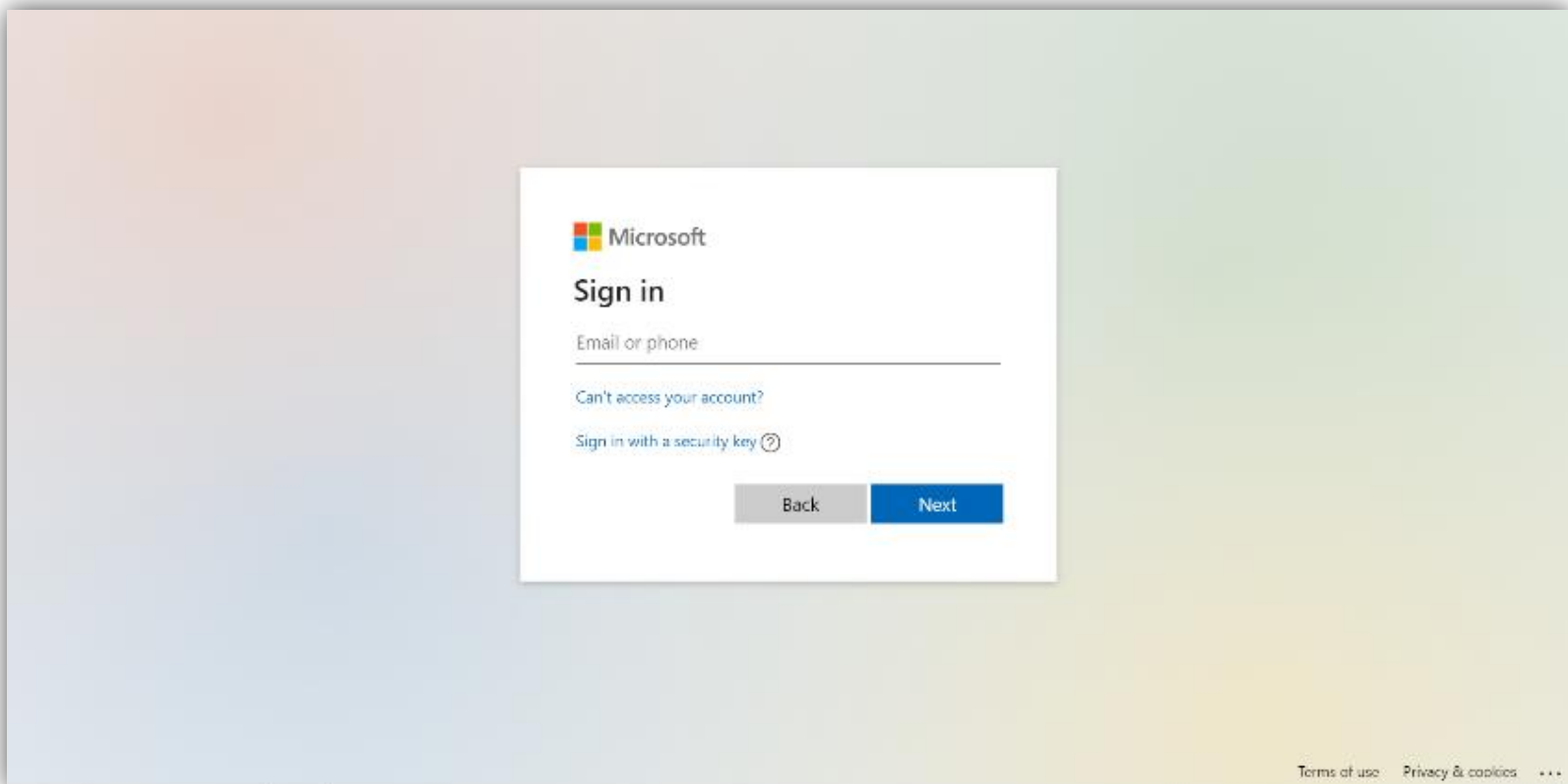
Self Service Password Reset (SSPR) is a Microsoft delivered feature that allows an enrolled user the ability to reset their own password.

Multi-Factor Authentication (MFA):

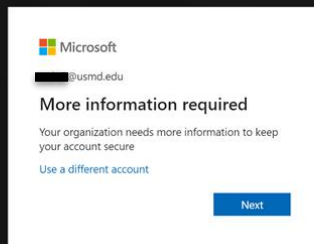
Multi-Factor Authentication (MFA), also known as 2-Step Authentication, is a Microsoft delivered feature which allows an enrolled user to better protect their account by requiring additional steps when signing in, similar to the UMCPs Duo for PHR. By setting up multi-factor authentication, you add an extra layer of security to your Office 365 account.

Combined SSPR and MFA Enrollment Registration

1. Open your web browser and go to <https://mysignins.microsoft.com/security-info>
2. Login using your **USMD Email Address** and **current password**.

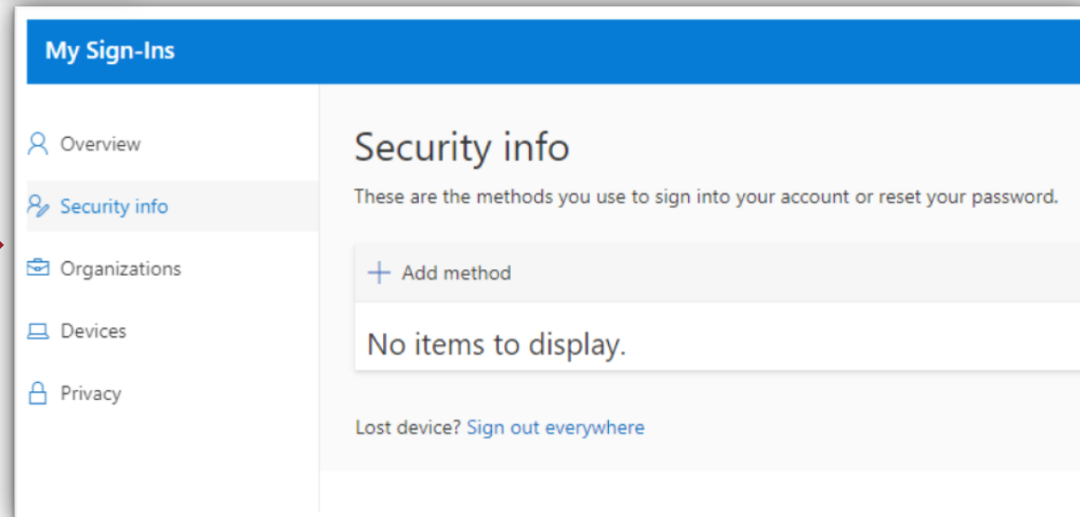


Did you already enroll in Multi-Factor Authentication (MFA)?



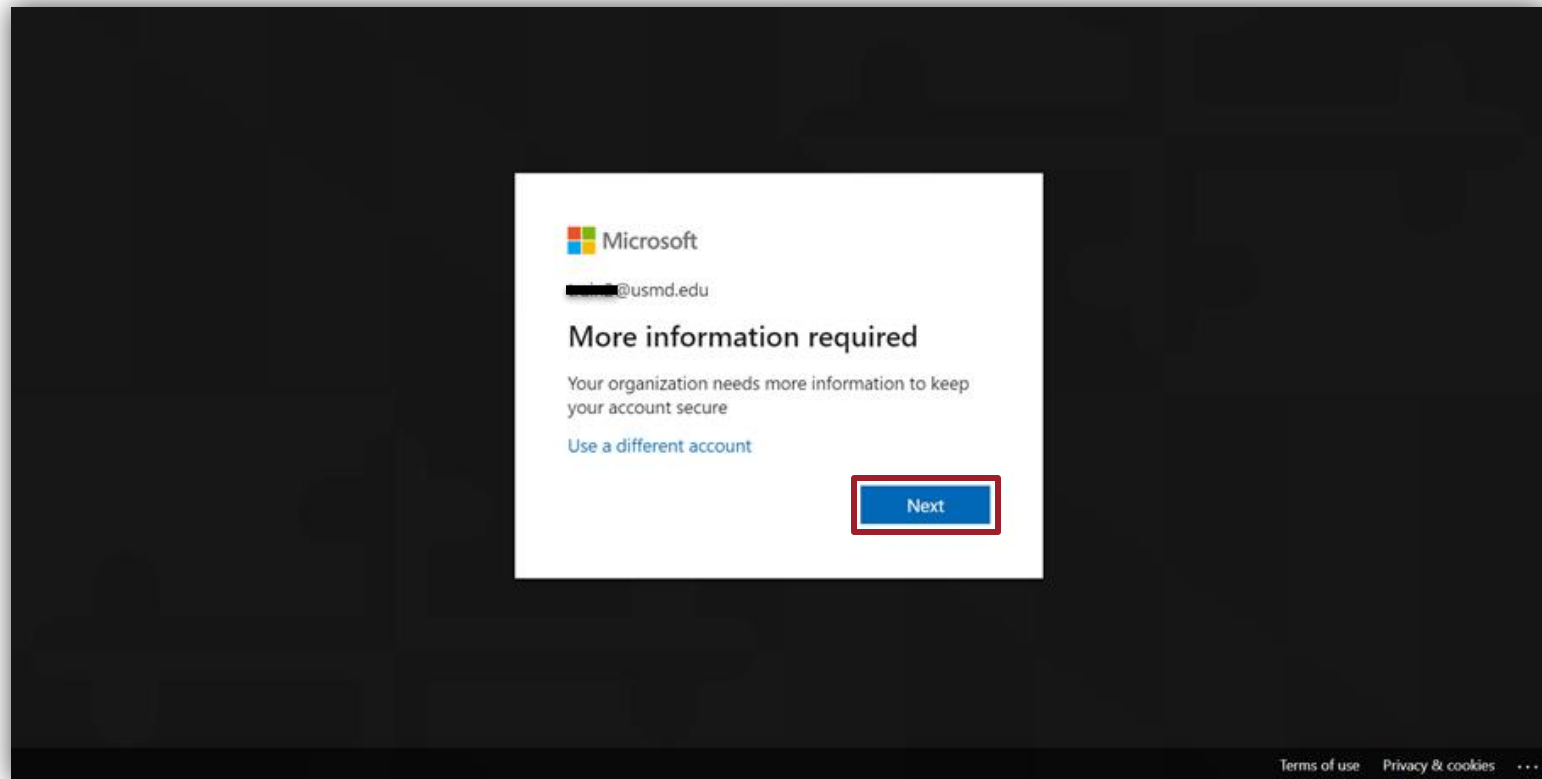
If you get a prompt telling you to provide more information to help keep your account secure (screen to the left) you have **NOT** previously enrolled in Multi-Factor Authentication (MFA). Please proceed to the next slide.

If you see the screen the to the right, you have previously enrolled in Multi-Factor Authentication (MFA). Please continue to [Using SSPR to Reset Password article](#) of this document.



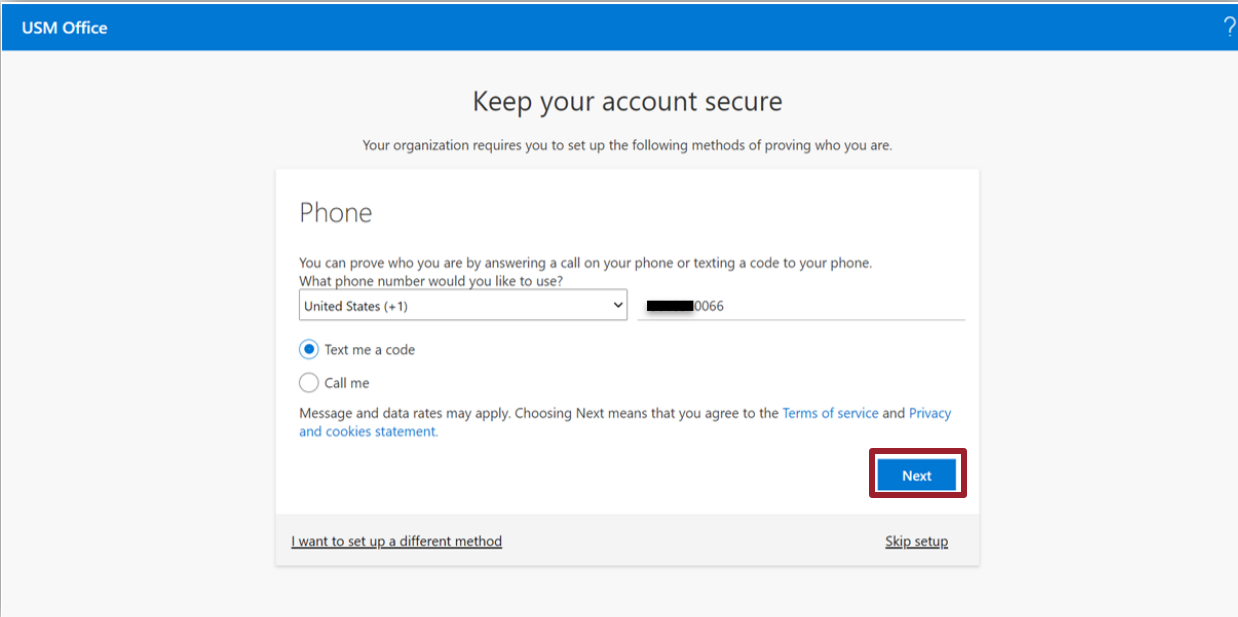
Combined SSPR and MFA Enrollment Registration

Click on **Next**



Combined SSPR and MFA Enrollment Registration

On this screen, you can choose your country dialing code and input your phone number. Select and fill in the appropriate information, then click either the **Text me a code** or **Call me** option to verify this number.



USM Office

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.
What phone number would you like to use?

United States (+1) [REDACTED] 0066

Text me a code
 Call me

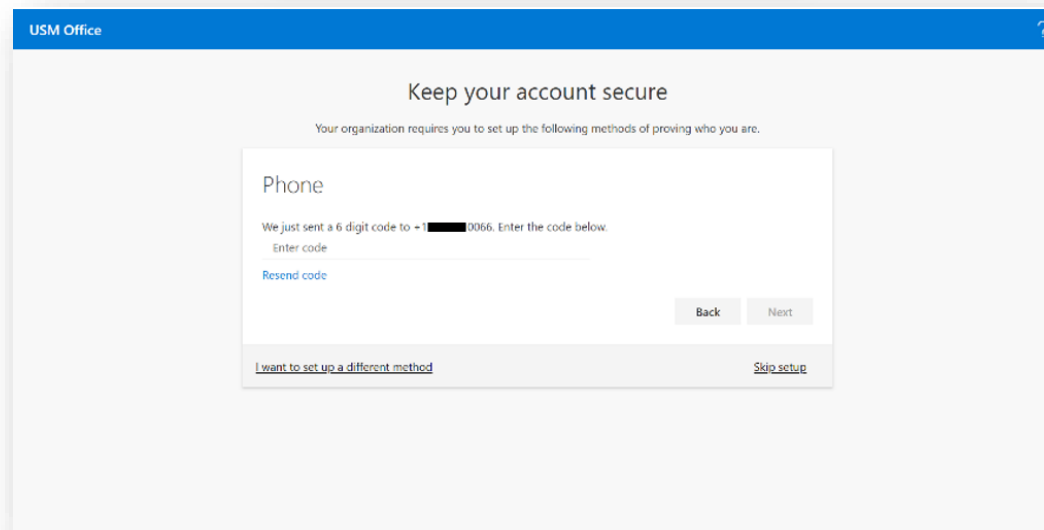
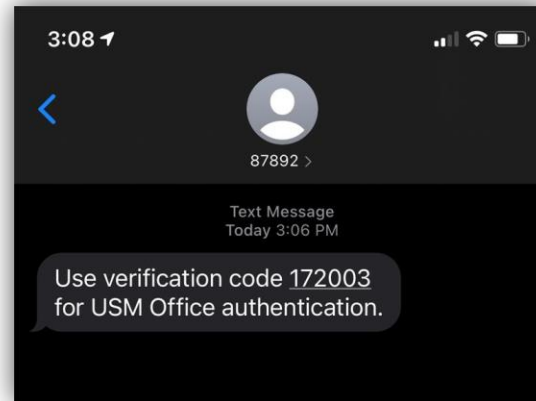
Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

[I want to set up a different method](#) [Skip setup](#)

Text me a code option

- If you choose the text option, you will be given a temporary code to input back into the website, then click **Next**.



Text me a code option

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

✔ SMS verified. Your phone was registered successfully

Next

[Skip setup](#)

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

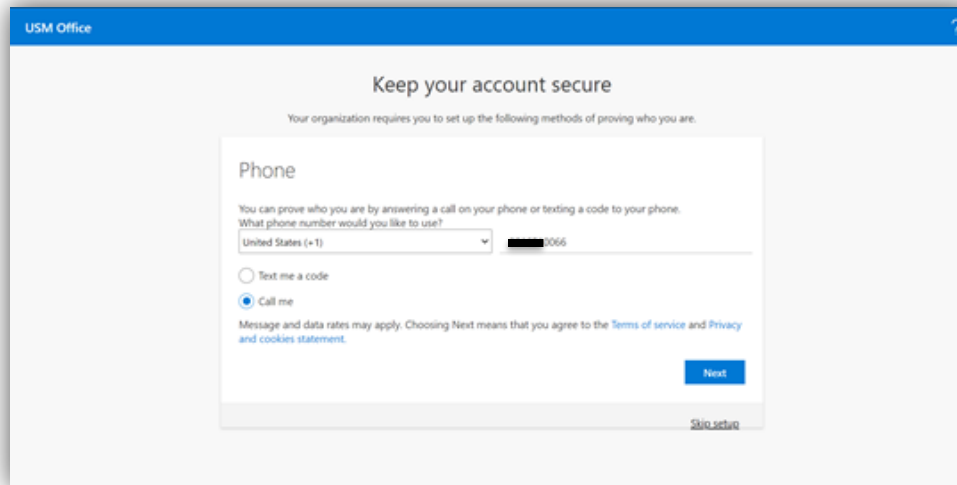
Default sign-in method: Phone - text [REDACTED] 0066

Phone
+1 [REDACTED] 0066

Done

Call me option

- b. If you choose the call me option, you will receive a phone call prompting an input command with the keypad to confirm authentication.



USM Office

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.
What phone number would you like to use?

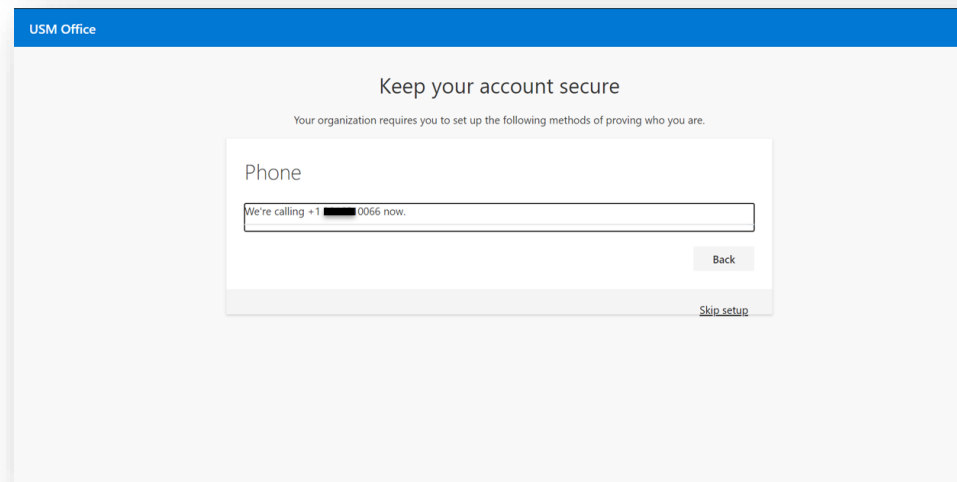
United States (+1) [REDACTED] 0066

Text me a code
 Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

[Skip setup](#)



USM Office

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

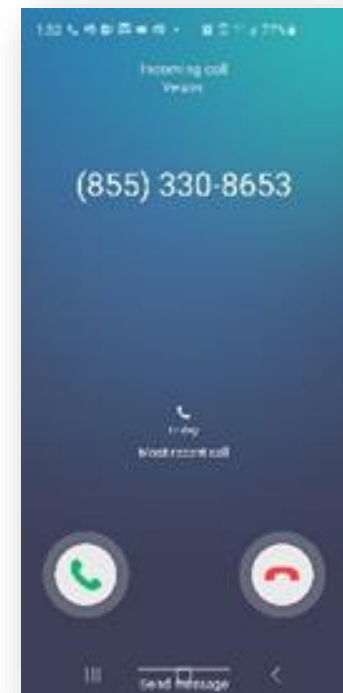
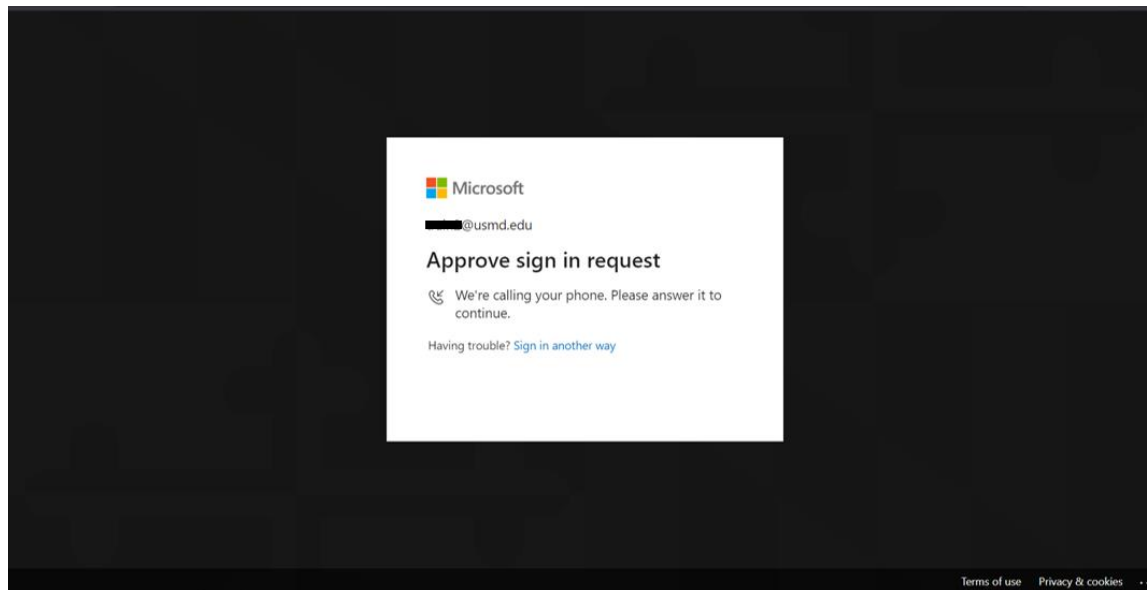
We're calling +1 [REDACTED] 0066 now.

Back

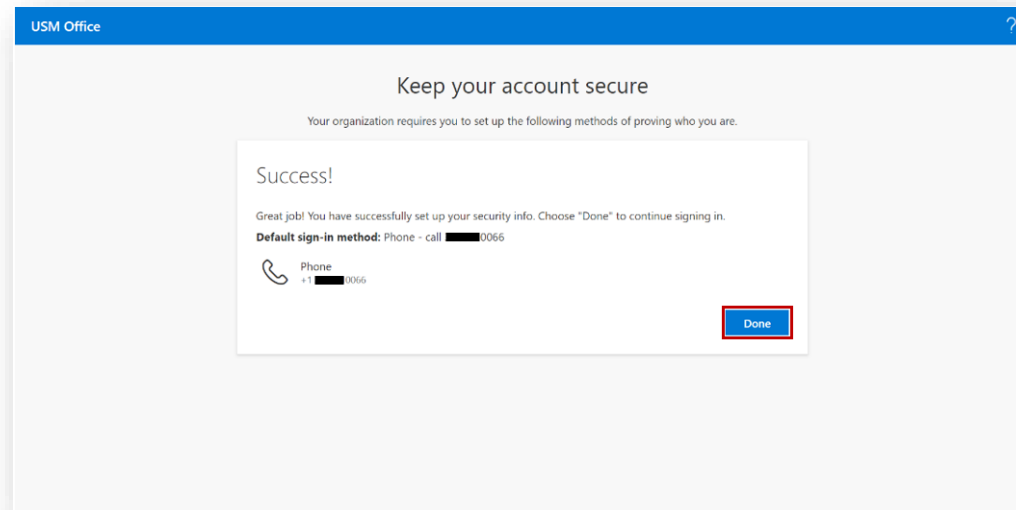
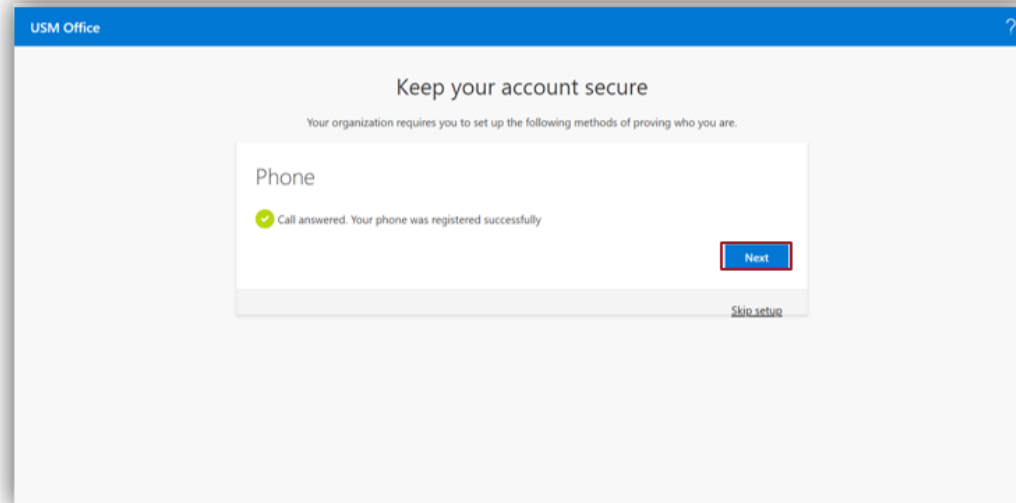
[Skip setup](#)

Call me option

- i. Automated Message: *“Thank you for using the Microsoft sign in verification system, please press the pound (#) key to finish your verification”*. Then listen for the automated response *“Your sign in was successfully verified, goodbye.”* If you choose the call me option, you will receive a phone call prompting an input command with the keypad to confirm authentication.

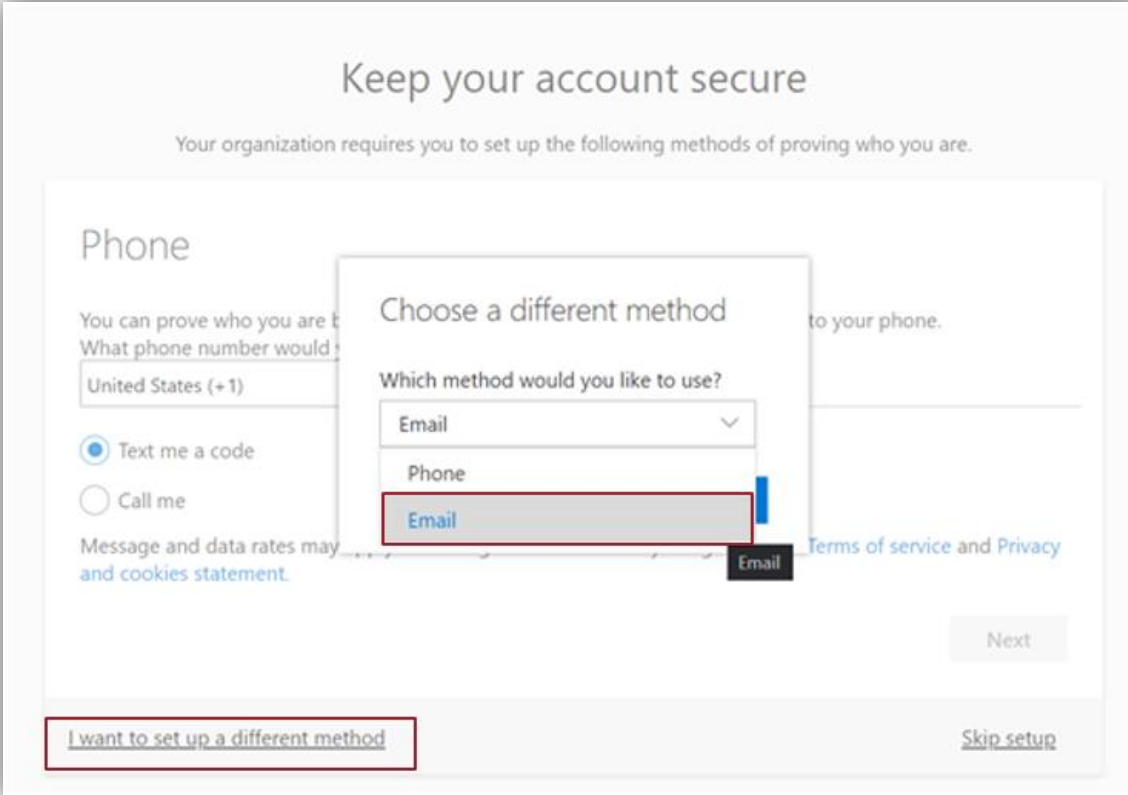


Call me option



Choose a different method prompt box

5. You can also add an alternate email address by clicking the lower left corner **I want to set up a different method**. In the **Choose a different method** prompt box, change the drop down to **Email**, and click **Next**.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by...
What phone number would you like to use?
United States (+1)

Text me a code
 Call me

Message and data rates may vary. See [our terms of service and Privacy and cookies statement](#).

Choose a different method

Which method would you like to use?

Email
Phone
Email

Next

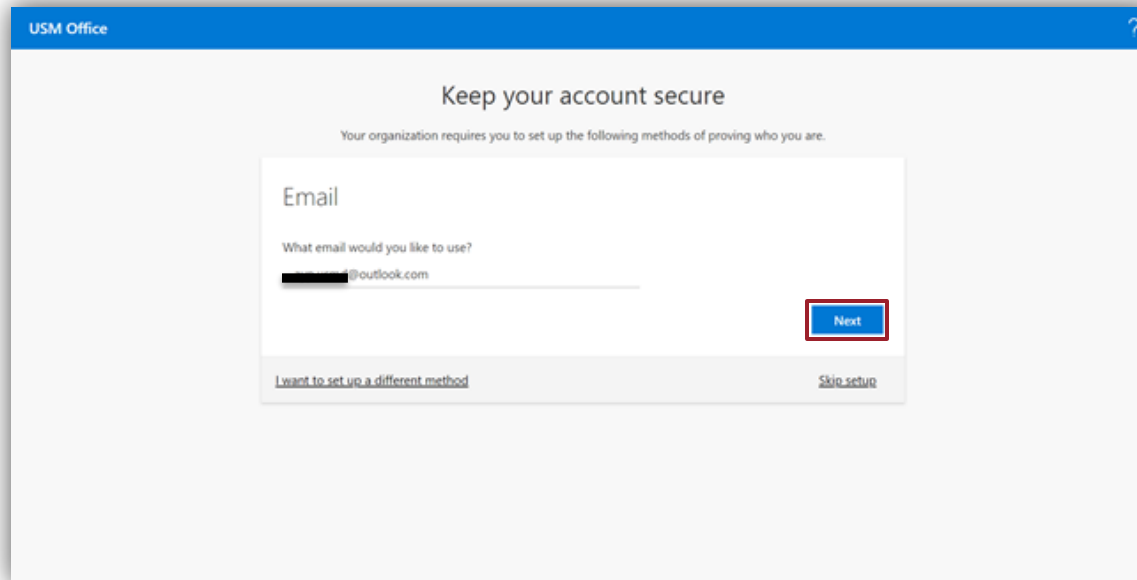
[I want to set up a different method](#)

[Skip setup](#)

Please Note: This only works for password reset, not as a security verification method. For more information about setting up an email address, see [Set up an email address as your verification method](#).

Choose a different method prompt box

In the **Authentication Email box**, input a personal (non-USMD) email address you have access to, such as an Outlook, Gmail, Yahoo, etc. Then click the **Next** button to send a verification code to that address. Open that email, copy the 6-digit number, and paste it back into the **Authentication Email setup** page, and then select **Next**. Your security info is updated, and you can use your email address to verify your identity when using password reset.



USM Office ?

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Email

What email would you like to use?

██████████@outlook.com

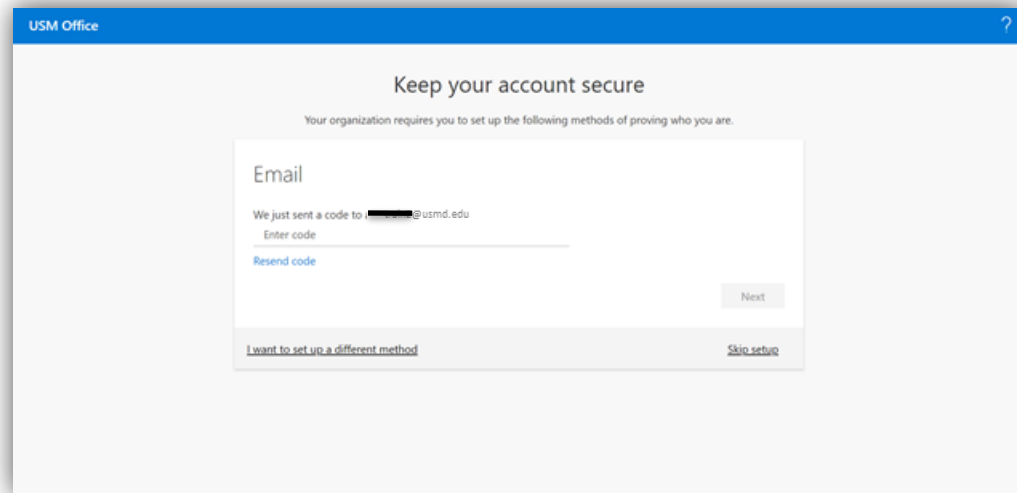
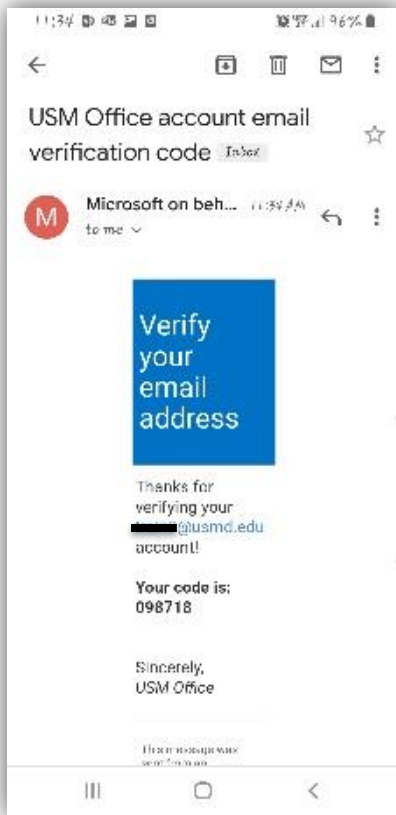
Next

[I want to set up a different method](#) [Skip setup](#)

Tired of typing in 6-digit codes? Use the [Microsoft Authenticator](#) app on your smartphone for 1-click verification! Similar to the UMCPs Duo for PHR. Try it today.

Choose a different method prompt box

Important! This email address can't be your USMD work email.

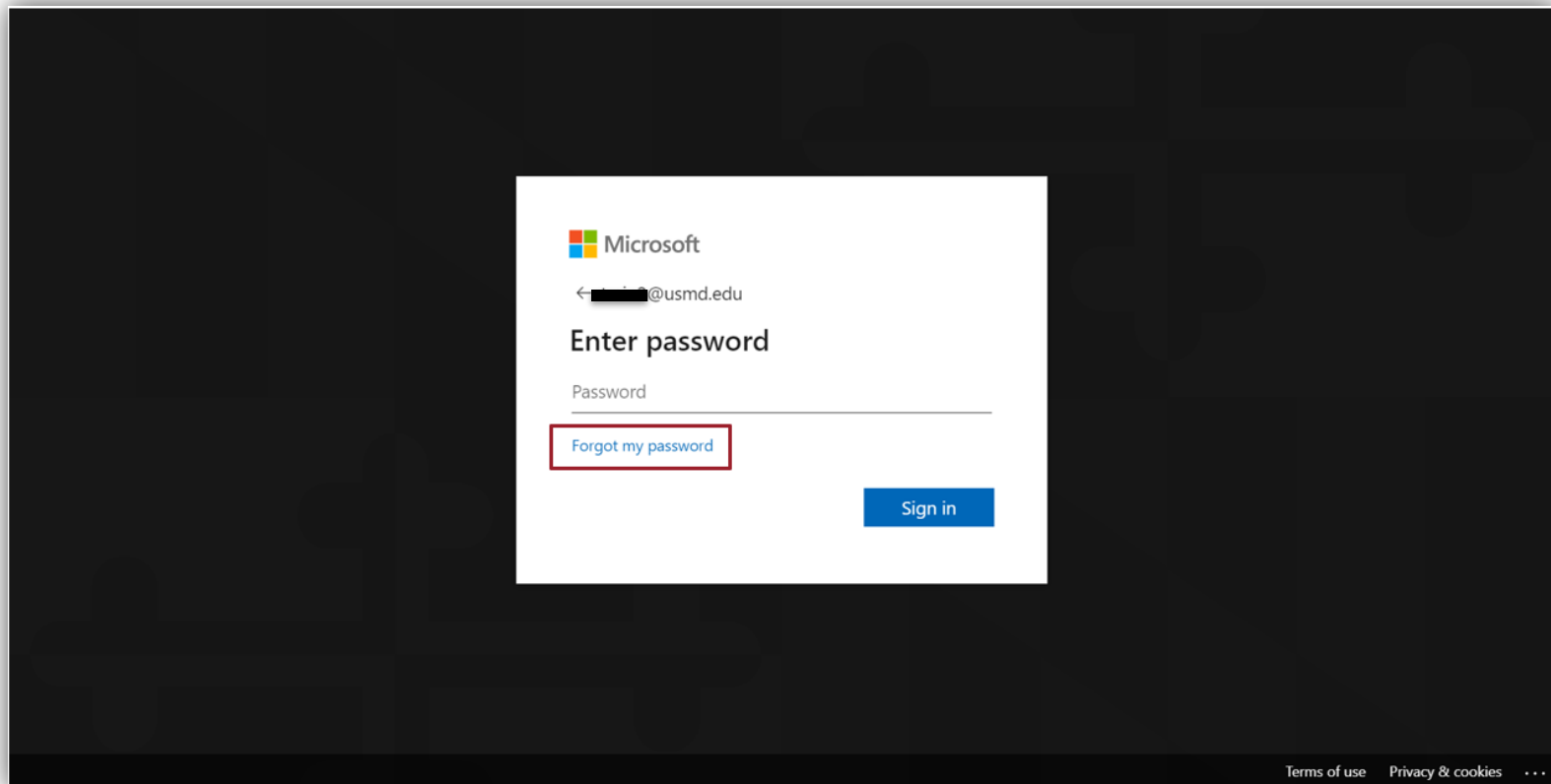


Now that you have setup SSPR, you can reset your password through Office 365. Please see our *Changing your password while you are logged in* [article](#) of this document.

Changing your password with Forgot My Password

If you haven't setup MFA, you can do the following to register for both:

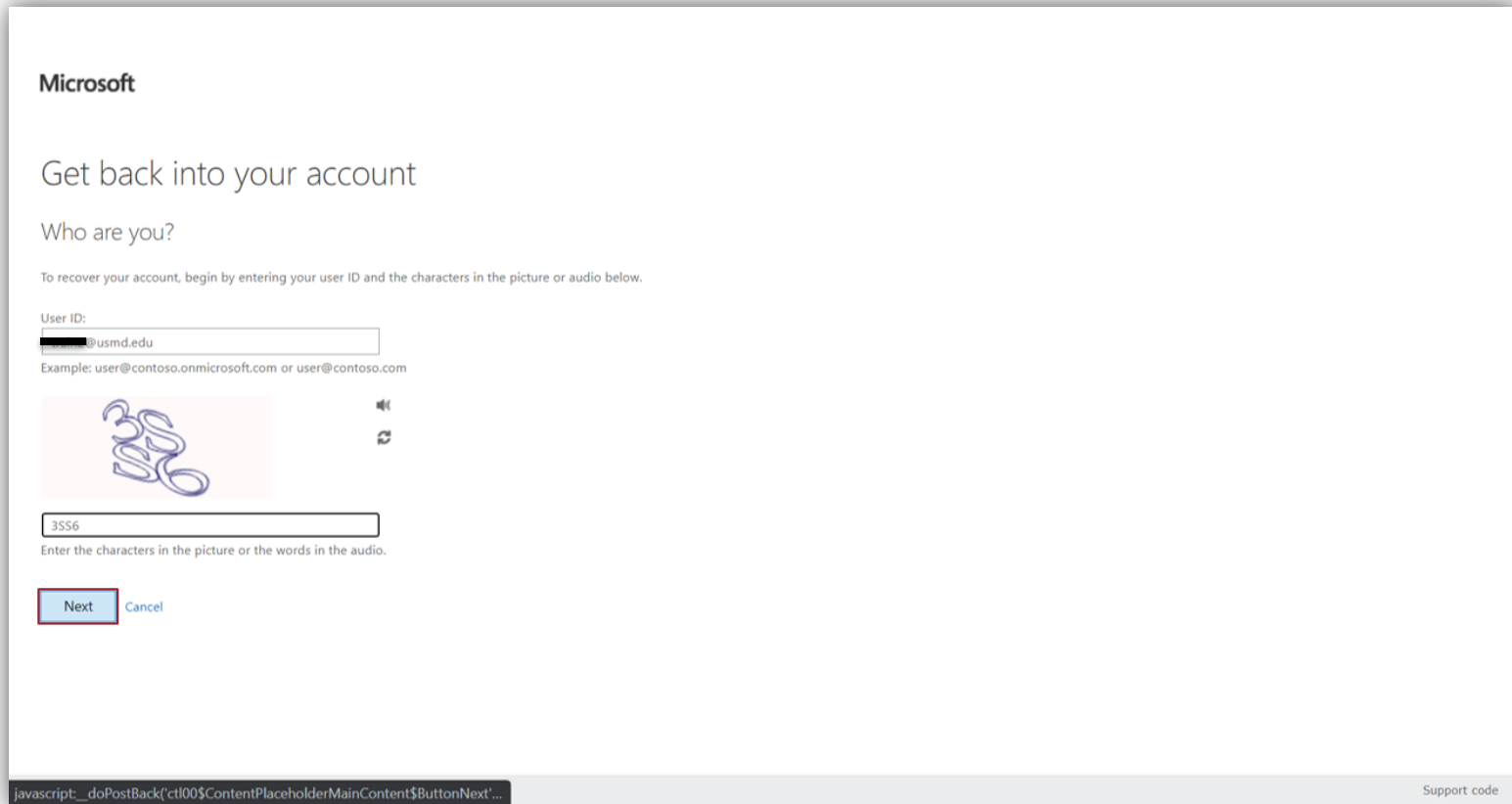
1. Go to one of the various 365 Login portals (<https://portal.office.com>, <https://www.office.com>) and click the **Sign In** button.
2. Enter your email address. Then, select **Forgot my password**.



Get back into your account

If you haven't setup MFA, you can do the following to register for both:

3. On the **Get back into your account** page, complete the captcha prompt then click **Next**.



Microsoft




Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com

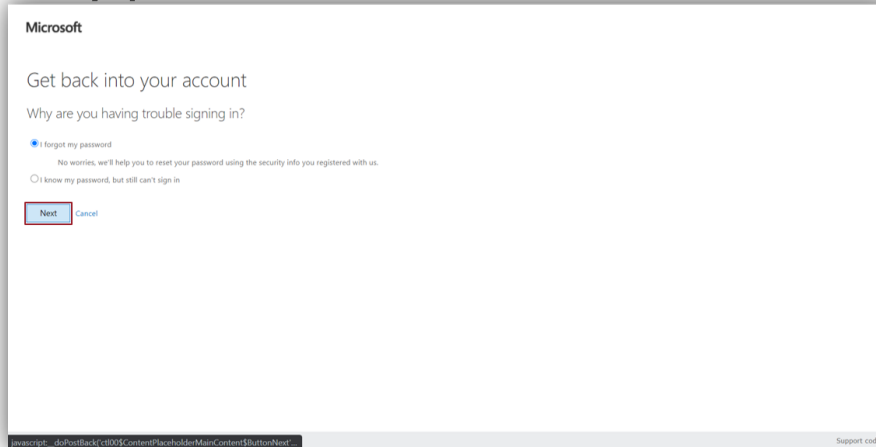
  

Enter the characters in the picture or the words in the audio.

javascript: __doPostBack('ctl00\$ContentPlaceholderMainContent\$ButtonNext'... Support code

Get back into your account

4. Why are you having trouble logging in?
 - a. I forgot my password...



Microsoft

Get back into your account

Why are you having trouble signing in?

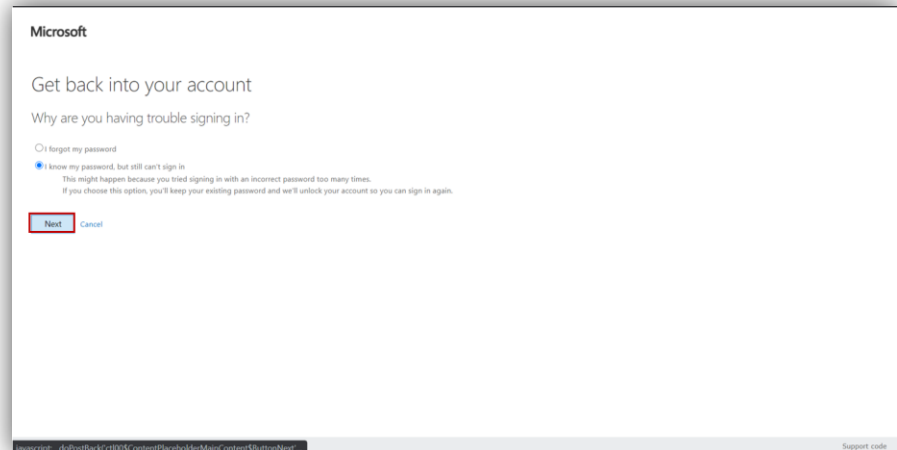
I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

password_...doPostBack;100%Content\FaccholdenMainContent\$ButtonNext; Support code

- b. I know my password, but still can't sign in...



Microsoft

Get back into your account

Why are you having trouble signing in?

I forgot my password

I know my password, but still can't sign in

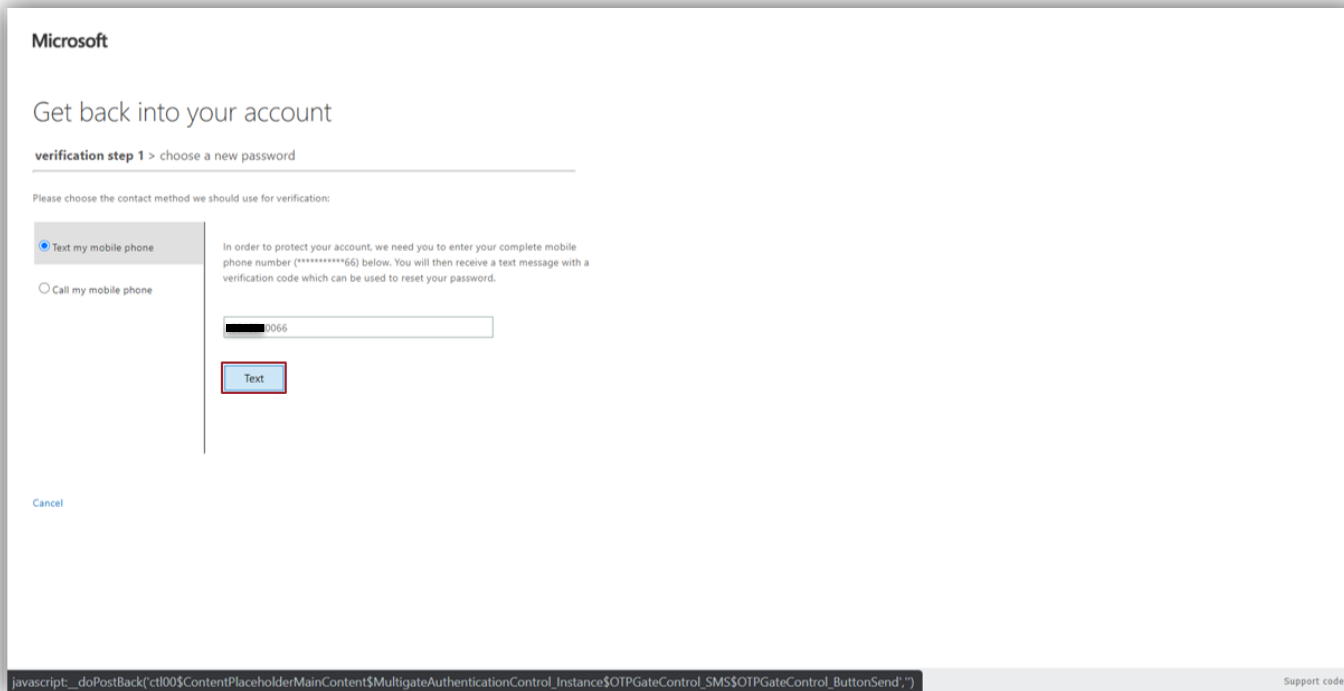
This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

password_...doPostBack;100%Content\FaccholdenMainContent\$ButtonNext; Support code

Get back into your account

If you haven't setup MFA, you can do the following to register for both:

5. After successfully completing the Captcha, you will be prompted to recover your account using the **Authentication Email** or the **Authentication Phone** method. Select **Email** to send a verification email to the address specified, or on the **Phone Recovery options**. You will first have to re-input the phone number you have registered to do a phone verification.



Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****66) below. You will then receive a text message with a verification code which can be used to reset your password.

0066

Text

Cancel

javascript:doPostBack('ctl00\$ContentPlaceholderMainContent\$MultigateAuthenticationControl_Instance\$OTPGateControl_SMS\$OTPGateControl_ButtonSend;')

Support code

Get back into your account

When prompted, enter the code from the text or follow the voice instructions on the phone call.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone We've sent you a text message containing a verification code to your phone.

Call my mobile phone

Enter your verification code

Next Try again Contact your administrator

Cancel

Microsoft ©2018 Microsoft Corporation Support code

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone In order to protect your account, we need you to enter your complete mobile phone number (*****6) below. You will then receive a call. Please answer it to continue.

0000000000

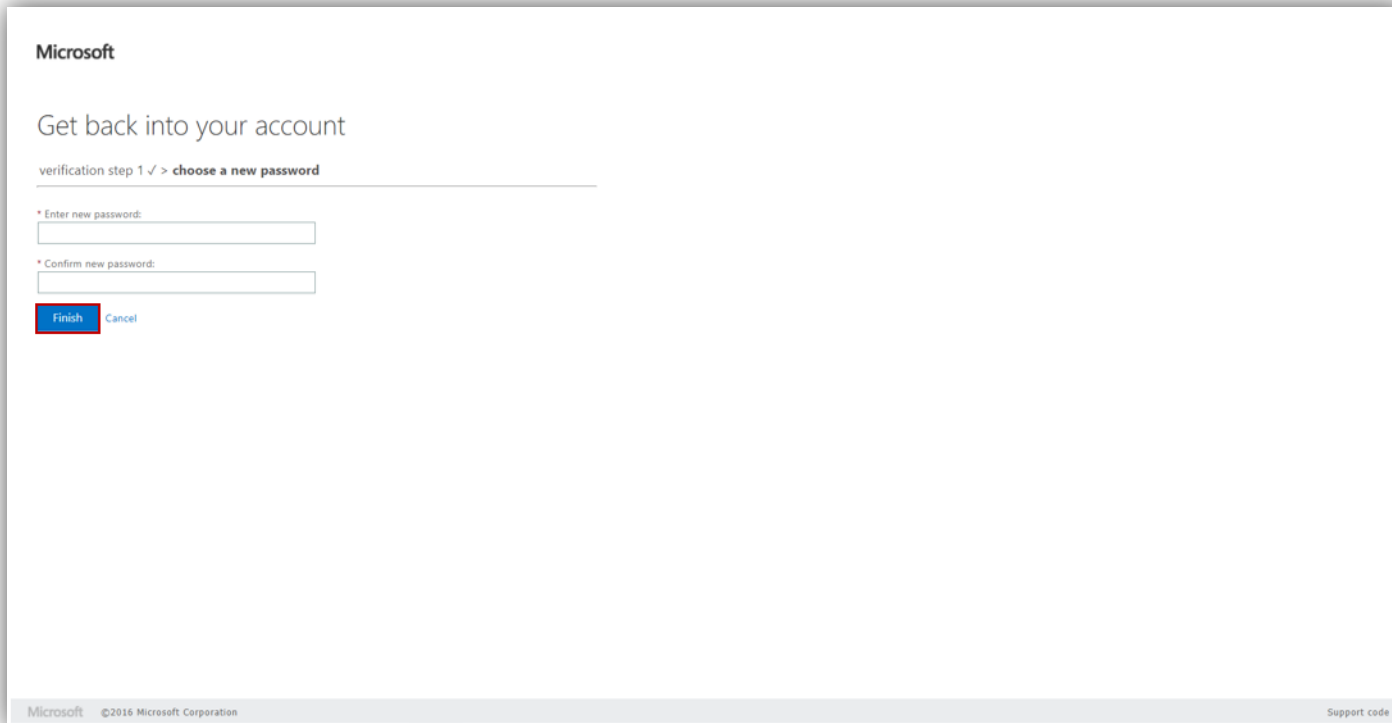
Call

Cancel

javascript:doPostBack('c1005ContentPlaceholderMainContent\$MultiGateAuthenticationControl_Instance\$PhoneGateControl-Mobile\$PhoneGateControl_ButtonSend','') Support code

Get back into your account

6. After you have verified with either your phone or email address, you will then be taken to password change screen. Please follow our [Password Policy article](#) when setting up your new password, then click the **Finish button** to finalize the password change.



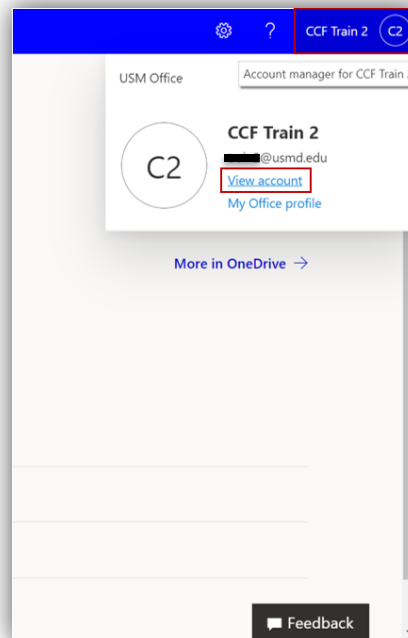
The screenshot shows the Microsoft account recovery interface. At the top left is the Microsoft logo. Below it, the heading "Get back into your account" is displayed. Underneath, the progress indicator "verification step 1 ✓ > choose a new password" is shown. The main content area contains two input fields: the first is labeled "* Enter new password:" and the second is labeled "* Confirm new password:". Below these fields are two buttons: a blue "Finish" button and a grey "Cancel" button. At the bottom of the page, there is a footer with "Microsoft ©2016 Microsoft Corporation" on the left and "Support code" on the right.

7. Your new password should be available for immediate use on Office 365 and will be available within a few minutes for use with our local services (such as signing into a computer while on a USMD network, USM VPN, Intranet or My Account).

Changing your password while you are logged in

If you already know your password and would like to update it to a new one, you can now do this in Office 365. You must have already registered with SSPR or MFA to do this. If you haven't done this, please see our *Enroll in Self-Service Password Reset (SSPR)* [article](#) of this document. Here are the steps for changing your password:

1. Go to one of the various Office 365 Login portals (<https://portal.office.com>, <https://www.office.com>) and click the **Sign In** button. Use your **USMD email address** and **current password**.
2. Once logged into the **Office 365 web portal**, click on your initials or picture in the upper right corner. Then, select the **View account** button.

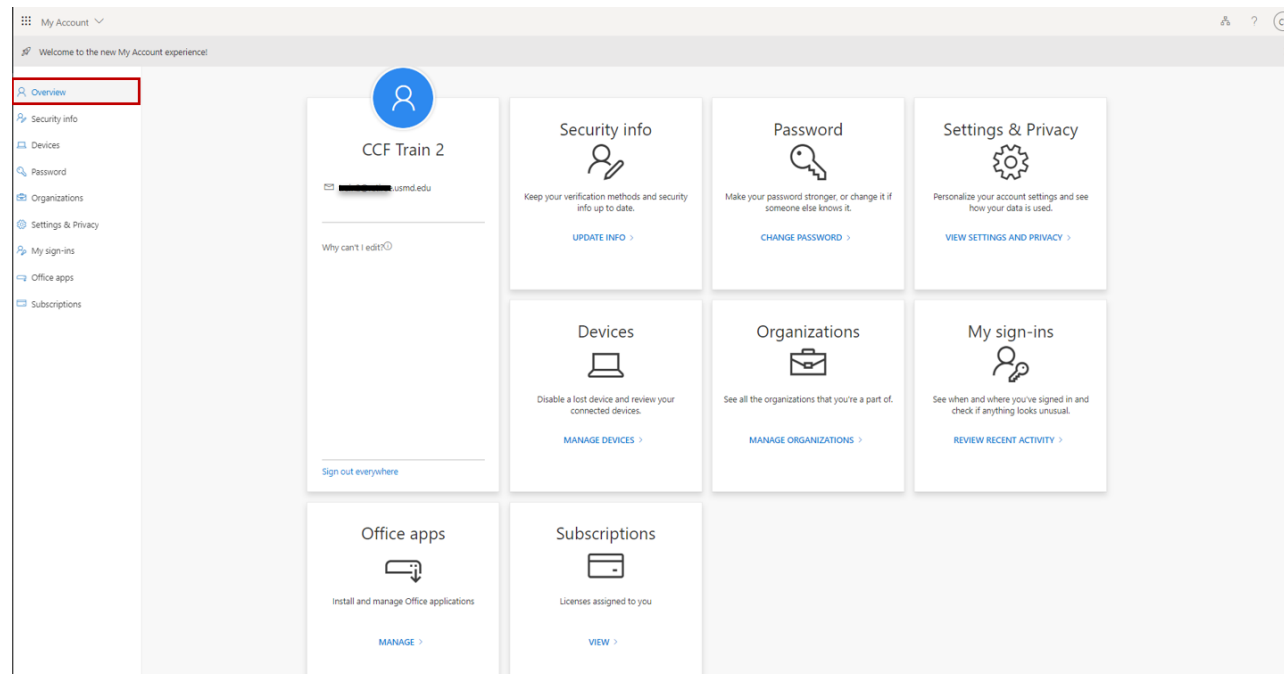


What is the My Account portal?

The **My Account** portal helps you to manage your work or school account by setting up and managing your security info, managing your connected organizations and devices, viewing how your organization uses your data.

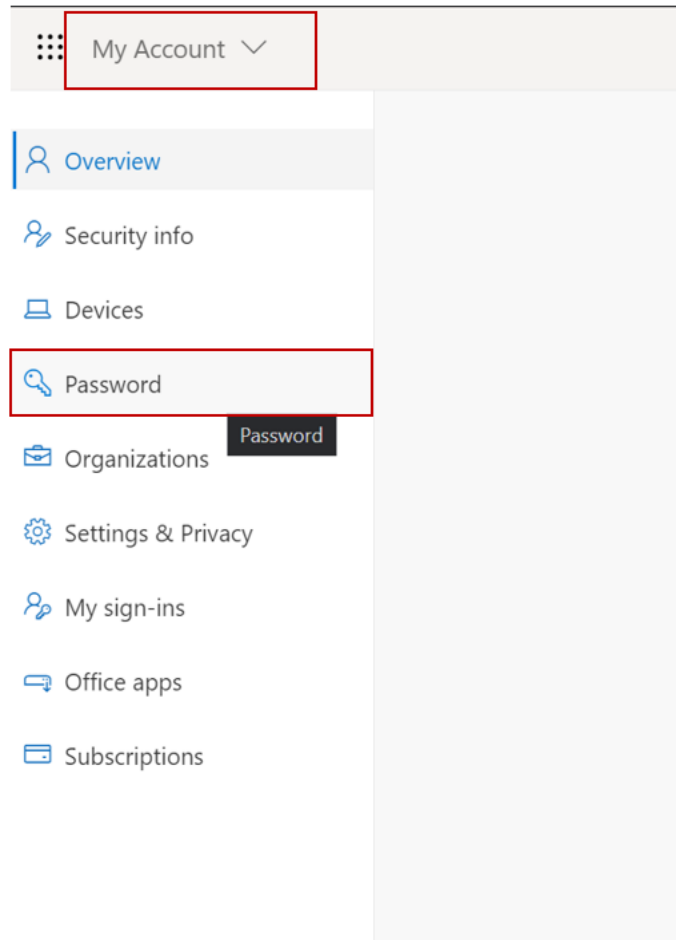
You can get to the **My Account** portal (<https://myaccount.microsoft.com>), from the current version of any of the following browsers:

- Chrome
- Microsoft Edge
- Safari
- Firefox
- Internet Explorer 11



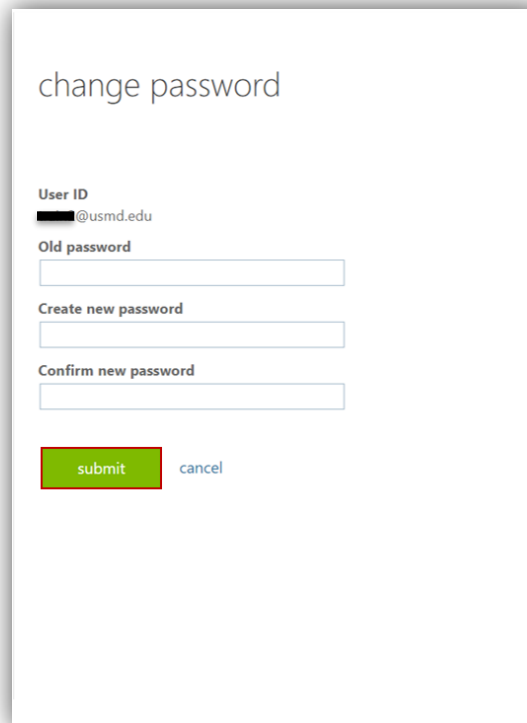
Changing your password while you are logged in

3. Once in the **My Account** page, select **Password** from the left column menu item. Then, select the **Password** button.



Changing your password while you are logged in

4. At the **Change password** screen, input your current password, your new password, and confirm your new password. Then, select **Submit**. Make sure to follow our *Password Policy* article found [here](#).



change password

User ID
[redacted]@usmd.edu

Old password

Create new password

Confirm new password

Your new password should be available for immediate use with Office 365 and will be available within a few minutes for use with our local services (such as signing into a computer while on a USMD network, the VPN, USMO Intranet or My Account).

Frequently Asked Questions

- [Is my information protected?](#)
- [You may need to reconfirm your information.](#)
- [Official Microsoft Trouble Shooting Tips](#)

Your information is protected

If you enter data for Authentication Phone or Authentication Email, it's not visible in the global directory. The only people who can see this data are you and your administrators. Only you can see the answers to your security questions.

You may need to reconfirm your information.

After a period of time, and to ensure you still have the appropriate methods registered, your administrators will require you to confirm your authentication methods.

Official Microsoft Trouble Shooting Tips

<https://docs.microsoft.com/en-us/azure/active-directory/user-help/active-directory-passwords-reset-register>

If you have any further questions, concerns or need assistance with Enrolling in Self-Service Password Reset Portal in Office 365, Using Self-Service Password Reset to reset or change your Password, or Changing your password while you are logged in, please contact the USM-IT Dept. at geeks@usmd.edu



UNIVERSITY SYSTEM
of MARYLAND