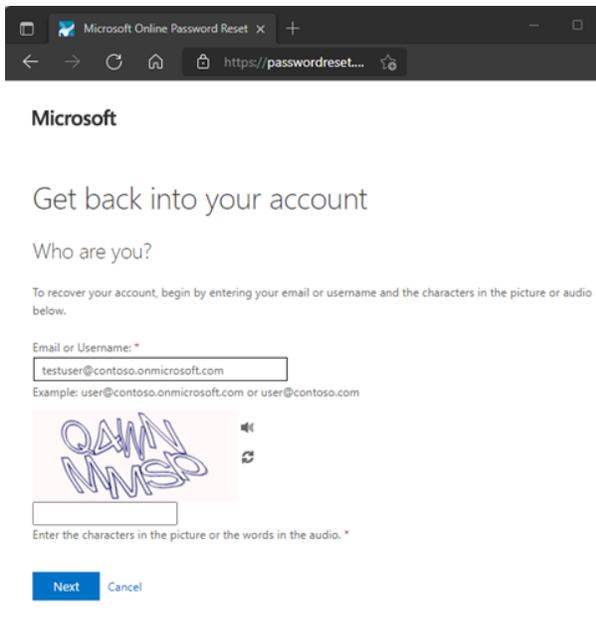


Recover your Account using Self-Service Password Reset (SSPR) User Guide

Reset your password using SSPR

Use the following steps to access Self-Service Password Reset (SSPR) and get back into your account.

- a. Click on this link [Password Reset](#).
- b. Enter your university email, the characters from the CAPTCHA, and then select **Next**.



The screenshot shows a web browser window with the title "Microsoft Online Password Reset" and the URL "https://passwordreset...". The page content includes the Microsoft logo, the heading "Get back into your account", and the question "Who are you?". Below this, there is a text input field for "Email or Username:" containing "testuser@contoso.onmicrosoft.com". An example email format is provided: "Example: user@contoso.onmicrosoft.com or user@contoso.com". A CAPTCHA image displays the words "QAM" and "MMSD" in a stylized font. Below the CAPTCHA is another text input field. At the bottom, there are two buttons: "Next" (highlighted in blue) and "Cancel".

c. Select one of the two options given.



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
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.

[Next](#) [Cancel](#)

d. Choose a verification method (Verification step 1) provide the correct responses, and then select Next.



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

<p><input checked="" type="radio"/> Text my mobile phone</p> <p><input type="radio"/> Call my mobile phone</p> <p><input type="radio"/> Call my office phone</p> <p><input type="radio"/> Approve a notification on my authenticator app</p> <p><input type="radio"/> Enter a code from my authenticator app</p>	<p>In order to protect your account, we need you to enter your complete mobile phone number (*****52) below. You will then receive a text message with a verification code which can be used to reset your password.</p> <p><input type="text" value="Enter your phone number"/></p> <p><input type="button" value="Text"/></p>
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[Cancel](#)

e. Enter the verification code sent to you.



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

<input checked="" type="radio"/> Text my mobile phone	We've sent you a text message containing a verification code to your phone.
<input type="radio"/> Call my mobile phone	<input type="text" value="Enter your verification code"/>
<input type="radio"/> Call my office phone	<input type="button" value="Next"/>
<input type="radio"/> Approve a notification on my authenticator app	
<input type="radio"/> Enter a code from my authenticator app	

[Cancel](#)

f. A second verification method (Verification step 2) is then required.



Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

<input type="radio"/> Call my office phone	Send a notification to your authenticator app on your mobile device.
<input checked="" type="radio"/> Approve a notification on my authenticator app	<input type="button" value="Send Notification"/>
<input type="radio"/> Enter a code from my authenticator app	

[Cancel](#)

- g. On the Choose a new password page, enter a new password, confirm your password, and then select Finish.



Get back into your account

Create a new password

* Enter new password:

* Confirm new password:



- h. When you see the message “Your password has been reset” you can sign in with your new password. Password reset notification will be sent to your email.

Your contact details for SSPR and MFA

Please make sure that you have added alternative authentication methods for your CUT Account. At any time, you can add or update your contact details for SSPR or MFA at this link [Security Info](#).

To select and add alternative authentication methods click on **Security info** and select **Add method**.

