

## Office 365 Self-Service Password Reset

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### Introduction

In this document, you will find instructions on how to reset your password through Office 365 (O365) without the need of Help Desk intervention. This process is called Self-Service Password Reset (SSPR) and this capability will allow you to reset your password in O365 and then have that same password written back/synchronized to your local AD account. The new SSPR solution will allow you to reset and sync your O365/AD passwords using the Microsoft O365 suite of products from virtually any device with Internet connectivity.

### Best Practices

With more of our private communication, financial transactions, and health care information being stored online, the accessibility of this information to users comes with serious security risks. A strong password policy is the front line of defense to confidential user information. When you initiate a password reset, it is recommended that you take the time to think of a strong password that is not easily guessed. To be able to create a strong password, you should be aware of the criteria to create make one.

The password criteria should basically include the following:

- A strong password must be at least 8 characters long.
- It should not contain any of your personal information—specifically your real name, user name, or even your company name, DOB, SSN, etc.
- It must be very unique from your 6 previously used passwords.
- It should not contain any word spelled completely.
- It should contain characters from the four primary categories, including: uppercase letters, lowercase letters, numbers, and characters (!, @, #, \$, %, ^, &, \* ).

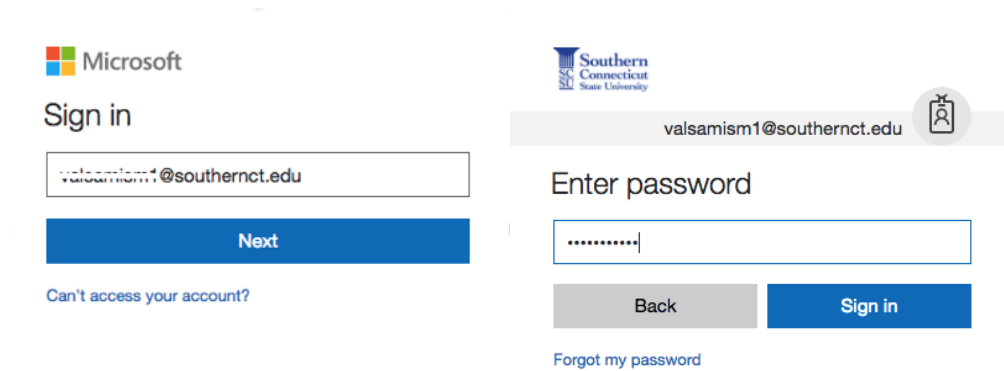
Additionally, we highly recommend that you take note and follow these guidelines regarding passwords:

- Your university password will expire within 90 days from when it was last set.
- Do not share your password, this could lead to invalid login attempts which will lock your account.
- When entering your password on a website, ensure that you are on the correct website and that you trust the site.
- Avoid writing down your password and leaving it where someone can easily find it.
- We often get spam / malicious emails with false links asking for your login, **we do not ask for your login information via email.**

## Signing in to Office 365

To login to Office 365, navigate to <https://login.microsoftonline.com>

1. Enter your Southern email address and password then click "Sign in".



Microsoft

Sign in

valsamism1@southernct.edu

Next

Can't access your account?

Southern Connecticut State University

valsamism1@southernct.edu

Enter password

.....|

Back Sign in

Forgot my password

2. Once you have successfully logged in to your account, you will be prompted to enter additional info to secure your account, Click "Next". If you have already entered this info, you will not need to complete this step.



### Additional info required

Your administrator requires you to add additional security info to help you recover your account.

Next

[Sign out and sign in with a different account](#)

[More information](#)

3. Here you will be notified that you will need to set up at least 1 of the options to verify and secure your account. Choose an option and click "Set it up now". We will choose "Authentication phone".



valsamism1@southernct.edu | ?

### don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 1 of the options below.

❗ Office phone is not configured. This information is managed by your administrator.

❗ Authentication Phone is not configured. [Set it up now](#)

❗ Authentication Email is not configured. [Set it up now](#)

finish cancel

4. Select “United States (+1)” from the drop-down menu and enter the phone number you would like to use as an authentication method. Click “text me”

Southern Connecticut State University | valsamism1@southernct.edu | ?

### don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

2030100100

text me call me

back

©2018 Microsoft Legal | Privacy | Your session will expire in 14:51

5. A text message will be sent to that phone with the verification code. Enter the code and Click “verify”

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### don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

2036100100

text me call me

We've sent a text message containing a verification code to your phone.

613340 verify try again

back

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6. Once the code has been verified you will have the option to setup an additional method of verification. Set up both phone and email authentication methods. And click “Finish” when ready.

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### don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

- Office phone is not configured. This information is managed by your administrator.
- Authentication Phone is set to +1 2030100100. [Change](#)
- Authentication Email is not configured. [Set it up now](#)

finish cancel

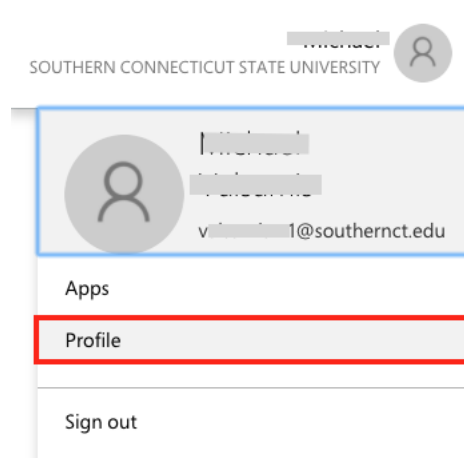
©2018 Microsoft Legal | Privacy | Your session will expire in 14:35

7. When you have finished verifying your recovery information, you will be logged in to Office 365.

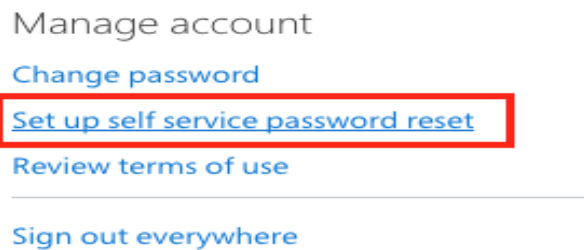
## Change Personal Info

To change your personal information (phone numbers or email address), navigate to <https://myapps.microsoft.com>

1. Login to My Apps
2. Click on your name in the top right corner and select "profile"



3. Next, on the right side of the window, select the option "Set up self-service password reset"



4. Here, you will see options to change or set up new authentication methods. Edit at your own discretion and confirm by clicking "looks good". Your settings will now be updated.

## don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 1 of the options below.

❗ Office phone is not configured. This information is managed by your administrator.

✅ Authentication Phone is set to +1 2030100100 [Change](#)

❗ Authentication Email is not configured [Set it up now](#)

[looks good](#) cancel

## Initiate a password reset

To begin the password reset process, start by confirming that you have an internet connection on your device.

1. Navigate to: <https://passwordreset.microsoftonline.com>

You will be prompted with a window that reads “Get back into your account”



### 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.

- Input your SCSU email address
  - Enter the captcha code
  - Click Next
2. Once you have confirmed your User ID (SCSU email address) and go to the next page, you will be prompted with verification steps. You will need to verify your account via one of four options; email, text message, Phone call on mobile phone or office phone.



### 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:

What email would you like to use for verification?

Email my alternate email

Text my mobile phone

Call my mobile phone

Call my office phone

Email me at sa\*\*\*\*\*@southernct.edu

Email me at sa\*\*\*\*\*@gmail.com

[Cancel](#)

- Select an option on the left and then another option on the right for how you would like to verify your account.
- When you have selected an option, you will be sent a verification code through the method you chose.



## Get back into your account

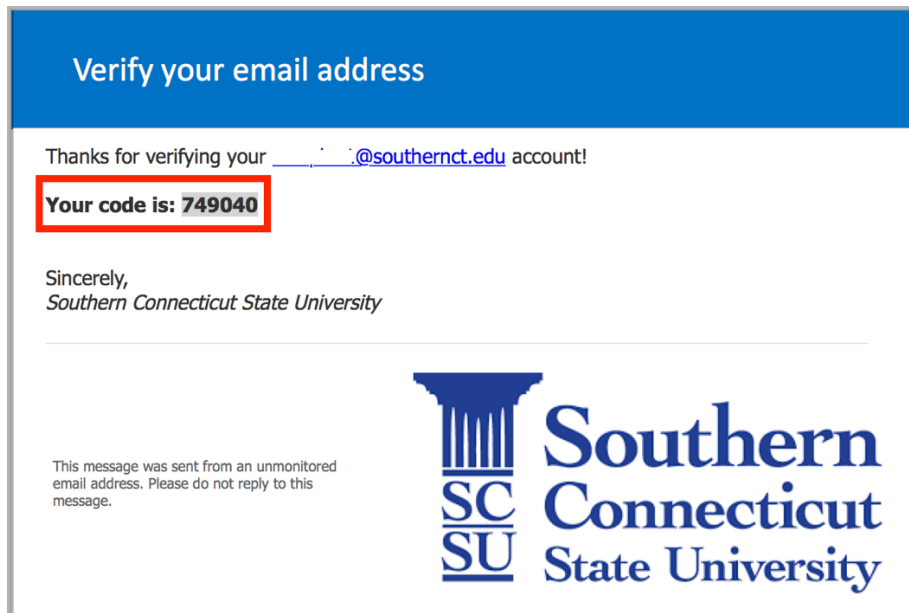
verification step 1 > verification step 2 > choose a new password

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

<input checked="" type="radio"/> Email my alternate email	You will receive an email containing a verification code at your alternate email address (sa*****@southernct.edu).  <input type="button" value="Email"/> <input type="button" value="Back"/>
<input type="radio"/> Text my mobile phone	
<input type="radio"/> Call my mobile phone	
<input type="radio"/> Call my office phone	

[Cancel](#)

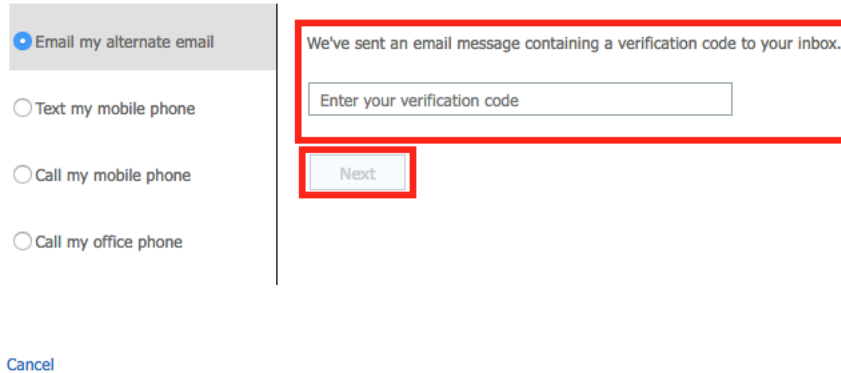
- Click the "Email" button for the code to be sent to you.
3. Next, you will be required to input the verification code you received. The email would look something similar to the image below.



# 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:

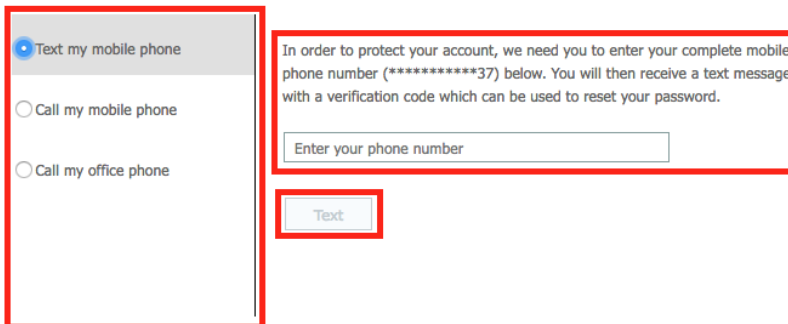


4. Enter the verification code in the Self-Service Password Reset window and click Next.
5. Next, you will need to choose a second method of verification from the list on the left. Here we chose to text my mobile phone a verification code.

# 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:



- Choose an option on the left for another method of verification.
- Enter your phone number that is referenced in the highlighted area.
- Click "Text" and enter the verification code sent to that phone and click "Next"

6. Lastly, when you have confirmed the verification code in both steps, you will then be able to choose a new password.



## Get back into your account

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

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\* Enter new password:

\* Confirm new password:

- For a password reset to be successful, please be sure to follow our password reset guidelines section of this document.
- When the password reset has been successful you will receive a message stating that your password has been reset.



## Get back into your account

✓ Your password has been reset

Want to enable password reset for users in your organization? [Click here to learn how.](#)