

Self-Service Password Reset Steps

1. Use link found on the Password Reset webpage or go directly to <https://aka.ms/sspr>
2. Enter in **your user ID (e-mail address)** in the first box.
Enter in the characters from the image that **you see on your screen** in the second box and click **next**.



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.

At the **Verification step 1** screen, choose your method of recovery.



Get back into your account

verification step 1 - choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Test my mobile phone	In order to protect your account, we need you to enter your complete mobile phone number (*****30) below. You will then receive a text message with a verification code which can be used to reset your password.
<input type="radio"/> Call my mobile phone	
<input type="radio"/> Answer my security questions	
	<input type="text" value="Enter your phone number"/>
	<input type="button" value="Next"/>

3. A) If you choose email (not shown in image), click on the email button and then check your alternate email address.

B) If you choose text, enter in your phone number that has the last two digits shown, in this example you would see (*****30) and you would enter, in this format, 19025556430

C) If you choose call my mobile number, enter in your phone number that has the last two digits shown, in this example you would see (*****30) and you would enter, in this format, 19025556430

D) If you choose Answer my security questions, fill in the answers for the three questions presented and click next.

4. At the **Get back in to your account** window, type your new password. Please make it at least eight characters long, longer is usually better. Include an uppercase, a lower case and a number. You can include extended characters like \$ or ! Do not use the same password you use on another account.
5. Retype in your new password.




Get back into your account
verification step 1 ✓ > choose a new password
* Enter new password:

* Confirm new password:

Finish Cancel

6. Click on **Finish**. If your password is not strong enough, you will see the following message. Enter in a better password, confirm it, then click on **Next**.

Create a new password

* Enter new password:

* Confirm new password:

Unfortunately, your password contains a word, phrase, or pattern that makes it easily guessable. Please try again with a different password.

Next Cancel

For some recommendations on creating a strong password you can go to the MSVU page on passwords at <https://www.msvu.ca/campus-life/campus-services/it-services/forgot-change-my-password/creating-a-strong-and-secure-password/>

If your password has successfully been reset, you should see the following screen.




Get back into your account
✔ Your password has been reset

7. Close the browser window.
8. Go back to the mymount/office 365 login and login with your new password.

If you see the following message when trying to use SSPR to reset your password, it means that password reset has not been setup on for your account.



Get back into your account

We're sorry

You can't reset your own password because password reset isn't turned on for your account.

You must [contact your administrator](#) to turn on password reset for your account.

[Show additional details](#)

After your account has been enabled for SSPR, you may see this screen or something similar when logging into Office 365 if you canceled out of setting up your SSPR options. You may also see it again at 180 day intervals as MS rechecks that the information is still correct. Unfortunately, it does look a bit phishy, hopefully MS will improve that, but if you click **verify now**, it will take you to the page to set up your SSPR.

Your administrator has required you to verify your contact info.
You can use this to reset your password if you ever lose access to your account.

[verify now](#)