Texas Southmost College

Information Technology Services

Self Service Password Reset (SSPR)

User Guide

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Purpose of this User Guide

This guide is intended to aid and serve as a "how to" for all users as they enroll in Self Service Password Reset (SSPR). This same procedure can be used to update your SSPR settings.

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.

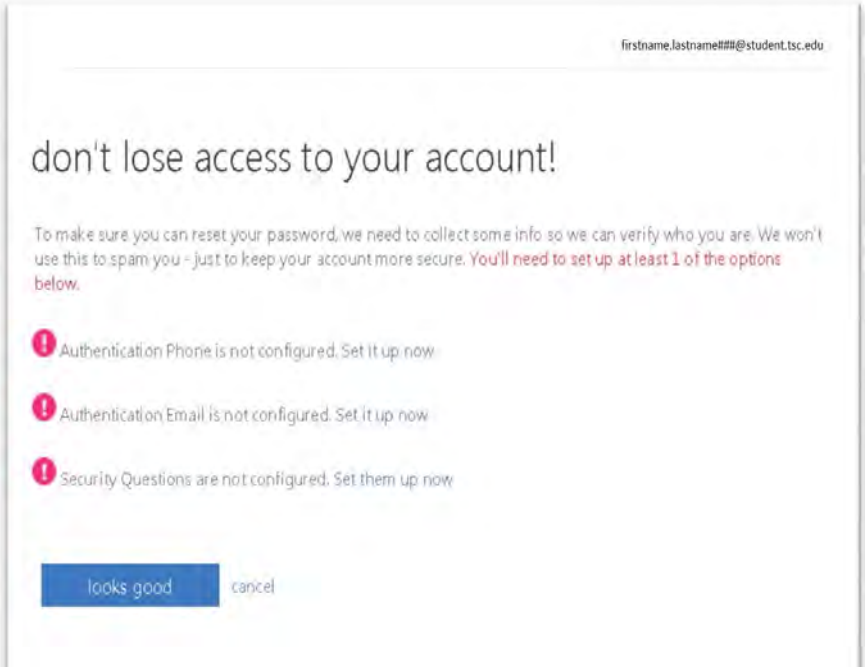
Enrolling in Self Service Password Reset (SSPR)

1.Open the web browser on your device and go to the password reset registration page (https://aka.ms/ssprsetup).

2.Enter your TSC email.You will be redirected to the TSC login page. Input your current or assigned password.
Students: firstname.lastname###@student.tsc.edu
Faculty/Staff: fisrtname.lastname@tsc.edu

3.You can configure up to three additional pieces of information on your account. You should have at least one additional method configured. It is recommended, but not required, that you set-up as many methods as you can. This gives you flexibility when one of the methods isn't available.

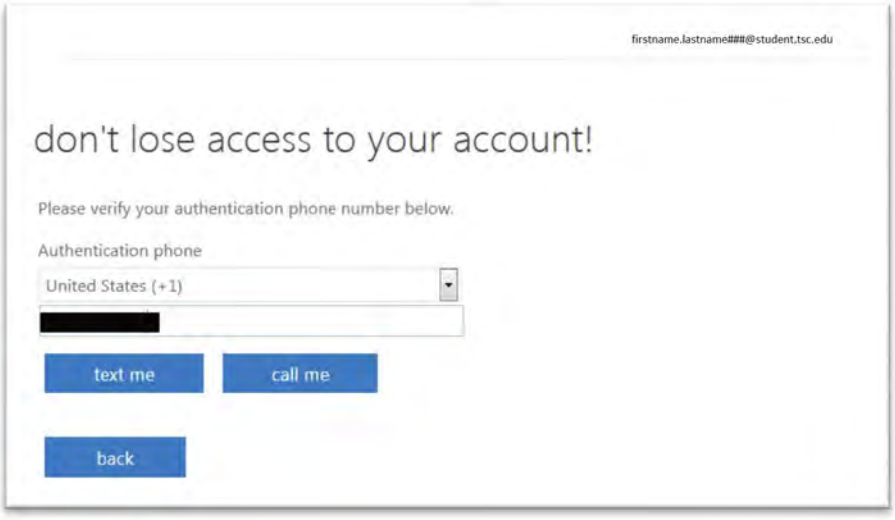
- **Alternative Authentication Phone (call or text):** A number other than your office phone
- **Alternative Authentication Email:** An email other than your work email
- **Security Questions**: If you select this option you will need to set-up 3 questions
- Additional Methods may be added in the future as they become available



NOTE: *You will receive a phone call, text or email message while doing setup to verify that this method of communication is working. You will need access to any configured email address or phone during enrollment.*

Setting Up Alternative Authentication Phone (call or text)

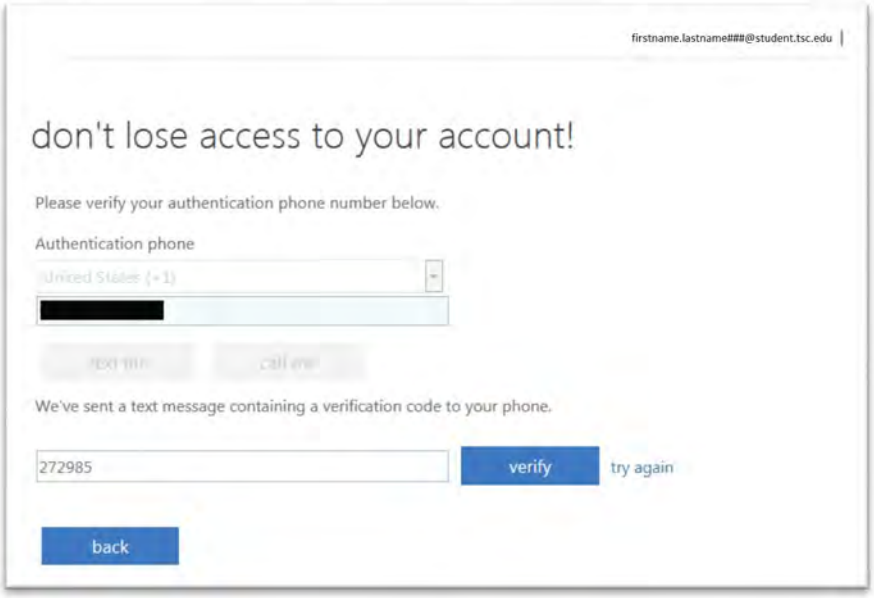
1. Select the “Set it up now” link next to “Alternative Phone…”.
2. Set your Region Code [typically United States (+1)].
3. Enter Your Phone Number.
4. Select either the “Text Me” or “Call Me” button to verify the phone number (only one option needs to be completed).



4.1. **Text Me Option**

4.1.1. Enter the code received in a text and select the “Verify” button.

4.1.2. If successful, you will be returned to the initial setup screen.

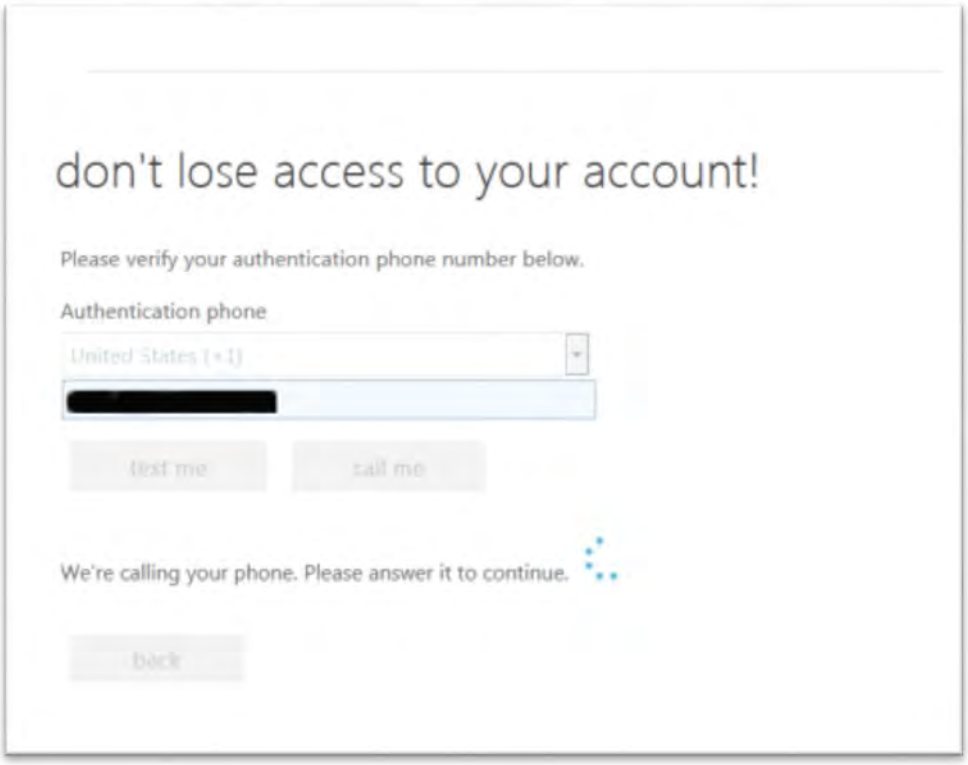


4.2. Call Me Option

4.2.1. Answer your phone.

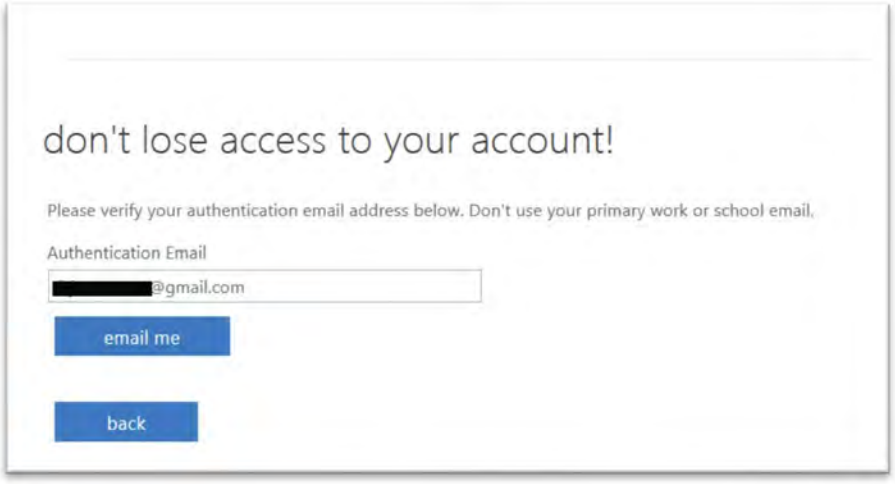
4.2.2. When prompted on the phone, hit the "#' key.

4.2.3. If successful, you will be returned to the initial setup screen.

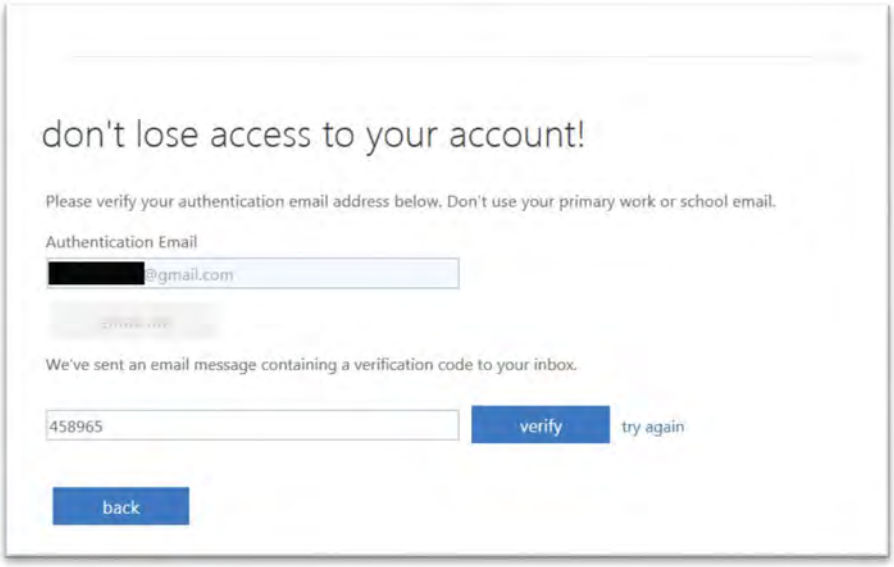


Setting Up Alternative Authentication Email

1. Select the “Set it up now” link next to “Alternative Email…”.
2. Enter an email address other than your work email account.
3. Select the “email me” button.

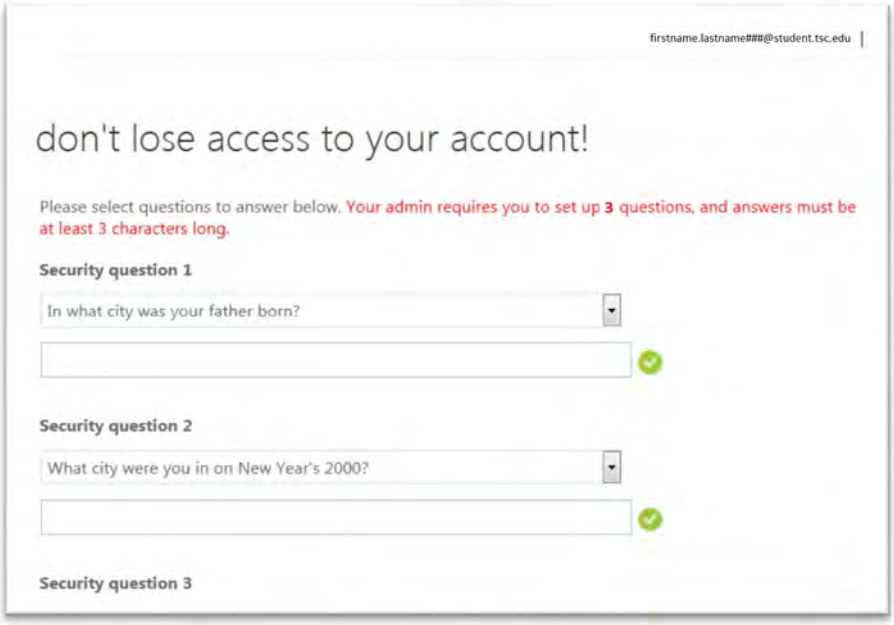


4. Get the verification code from this email account and enter in the verification field and then select the “Verify” button.

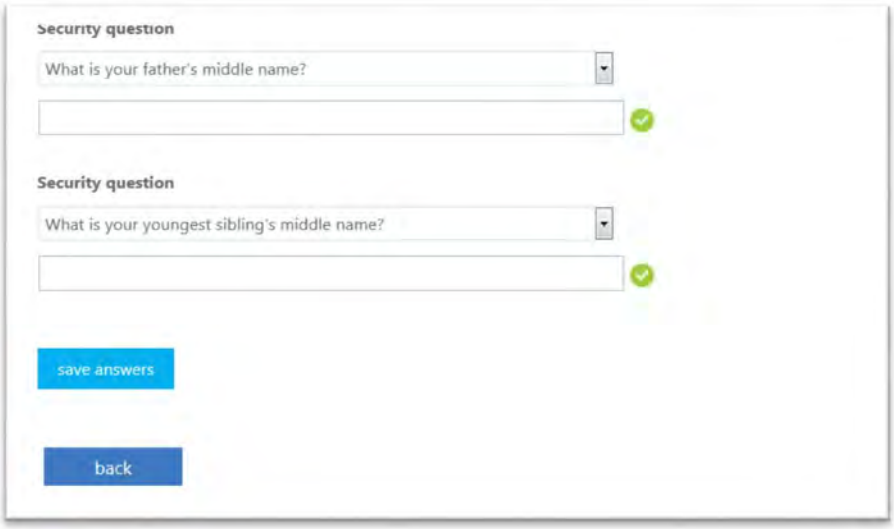


Setting Up Security Questions

1. Select the "Set them up now" link next to "Security Questions…".
2. Choose five questions and provide answers.



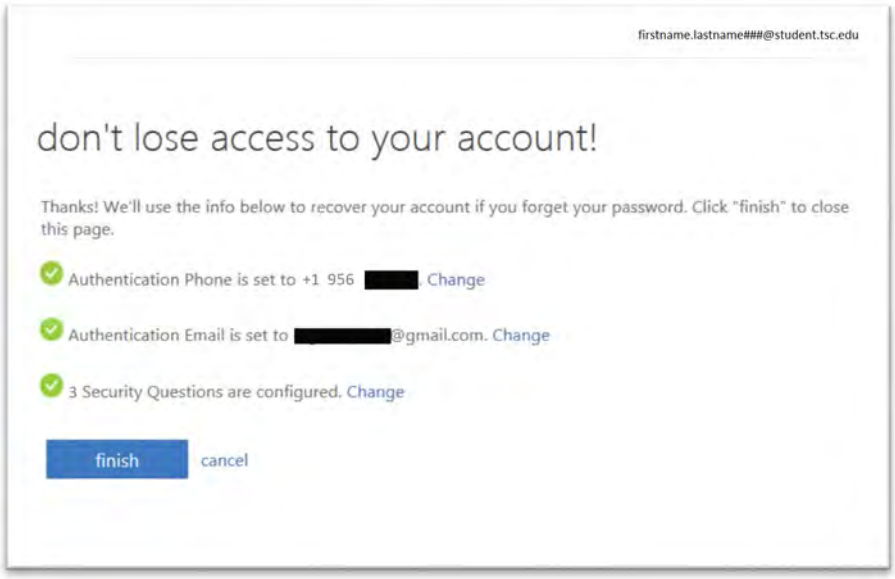
3. After completing all questions, select the "save answers" button.



Finish Out

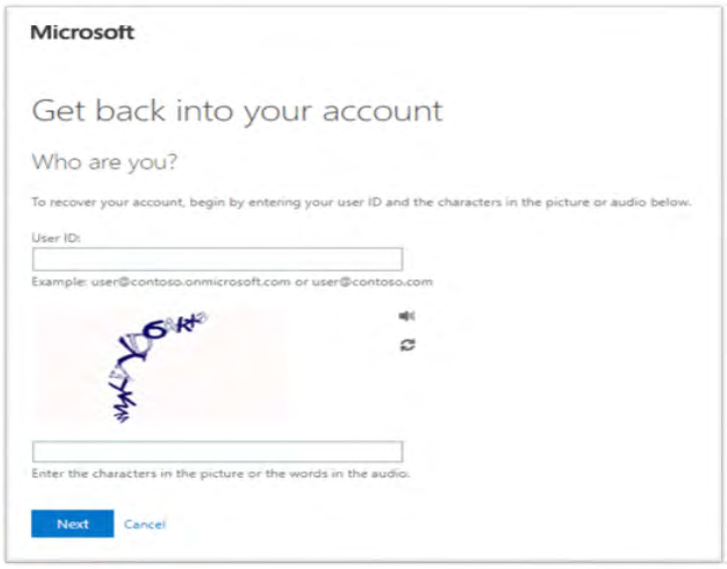
Once you have completed your choice of settings, select the “finish” button to continue to other applications. It is important to complete this step, or your changes will be lost.

Note: *You may be prompted for your password again after you* select the “finish” button.

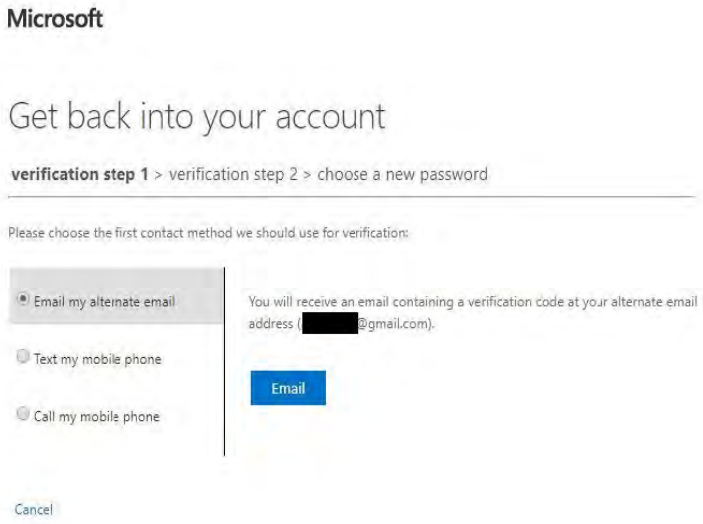


Reset your Password

1. Visit https://passwordreset.microsoftonline.com
2. Input your TSC email & the automated CAPTCHA image displayed.

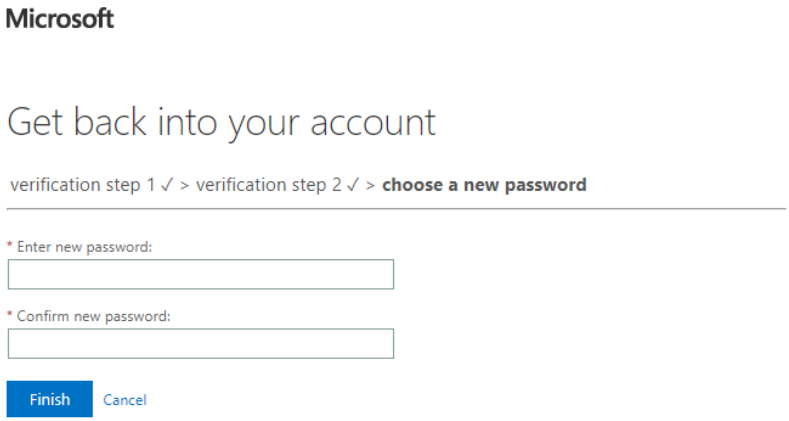


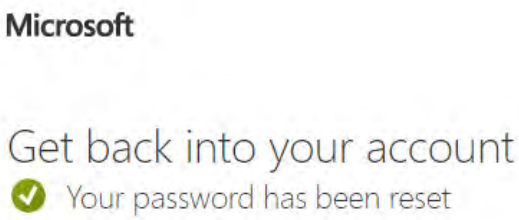
3. Select a recovery method for account verification



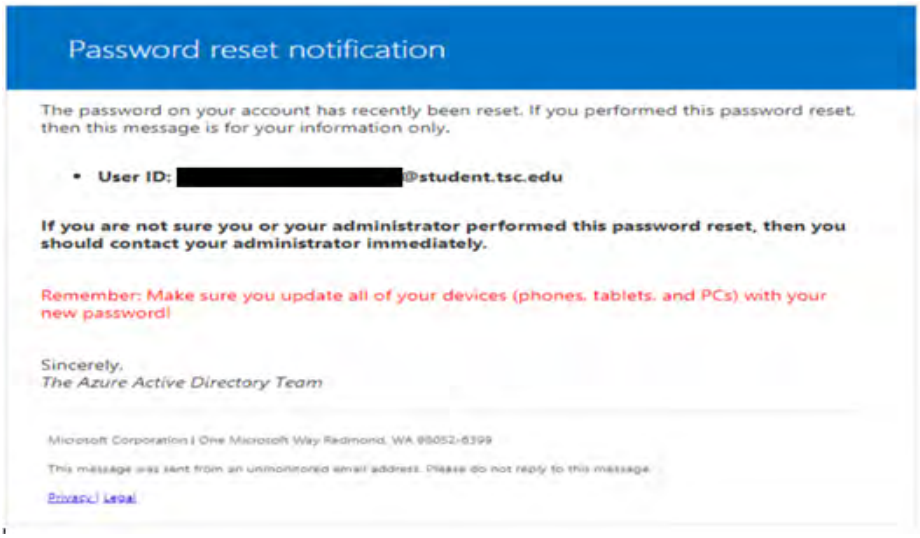
Reset your Password.....Continued

3. Please enter and confirm your new password. Click Finish



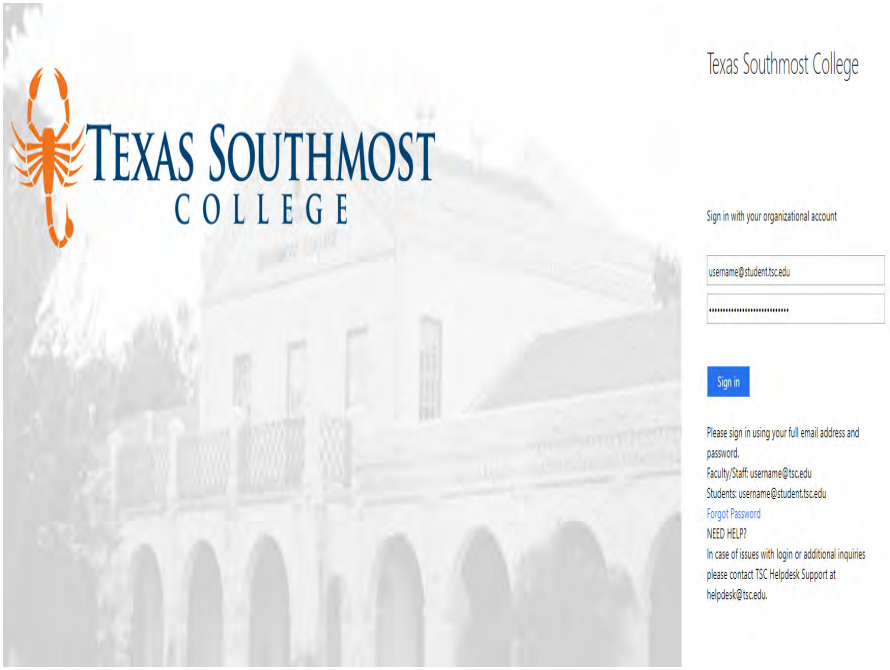


4. An email notification is sent to your primary and alternate email address confirming your recent password reset. No one else is notified of the reset event

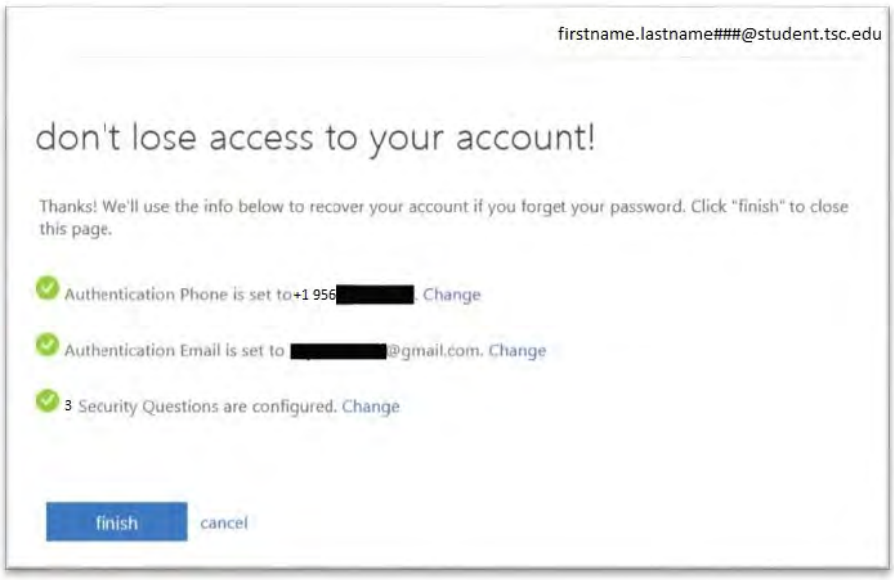


To Update Your Settings

1. Return to https://aka.ms/ssprsetup
2. Login to your TSC account using your current TSC email and password.



3. Select on “Change” next to the setting you wish to update.
4. Follow the instructions above for each setting.
5. Select the “finish” button when you are complete.



Frequently Asked Questions

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

Questions about this document

If you have any questions regarding this user guide, please contact the TSC IT Help Desk via email, at helpdesk@tsc.edu.