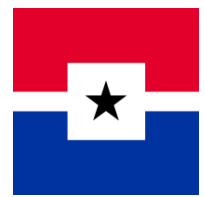


Dallas County Community College District

IT Operation Support Services



Self Service Password Reset (SSPR) Enrollment User Guide

Version: 1.0

Release Date: 8/3/2018



Brookhaven • Cedar Valley • El Centro • Eastfield • Mountain View • North Lake • Richland

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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

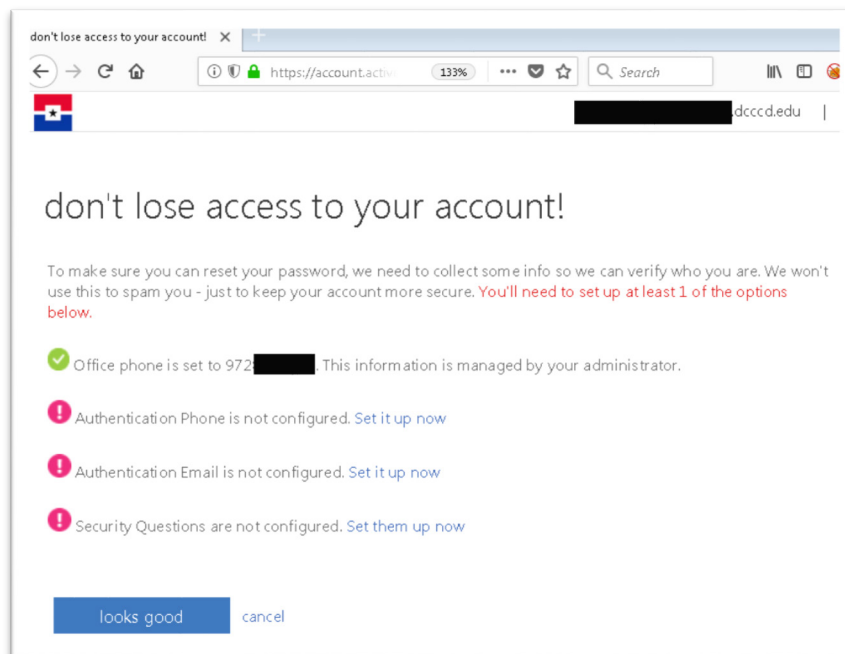
Self Service Password Reset (SSPR)

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) (<https://aka.ms/ssprsetup>).
2. If prompted, enter your DCCCD username and the password.
3. You can configure up to three additional pieces of information on your account, along with the pre-configured office phone number if known. 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. An example is when you're traveling and you're unable to access your office phone.

- **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 5 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).

The screenshot shows a web interface with a header containing a logo and the URL 'dcccc.edu'. The main heading is 'don't lose access to your account!'. Below it, a subheading reads 'Please verify your authentication phone number below.' There is a section labeled 'Authentication phone' with a dropdown menu set to 'United States (+1)' and a text input field containing a redacted phone number. Below the input field are two blue buttons: 'text me' and 'call me'. At the bottom left is a blue 'back' button.

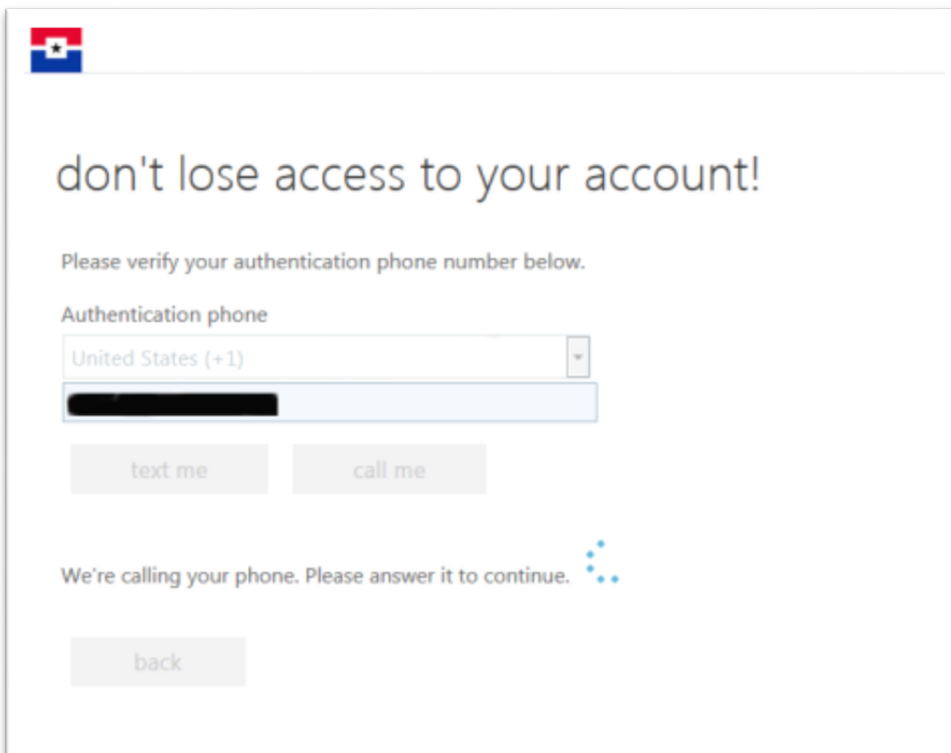
4.1. Text Me Option

- 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.

This screenshot shows the next step in the process. The heading remains 'don't lose access to your account!'. The subheading is 'Please verify your authentication phone number below.' The 'Authentication phone' section is identical to the previous screen. Below the 'text me' and 'call me' buttons, a message states: 'We've sent a text message containing a verification code to your phone.' There is a text input field containing the code '272985', followed by a blue 'verify' button and a 'try again' link. A blue 'back' button is at the bottom left.

4.2. Call Me Option

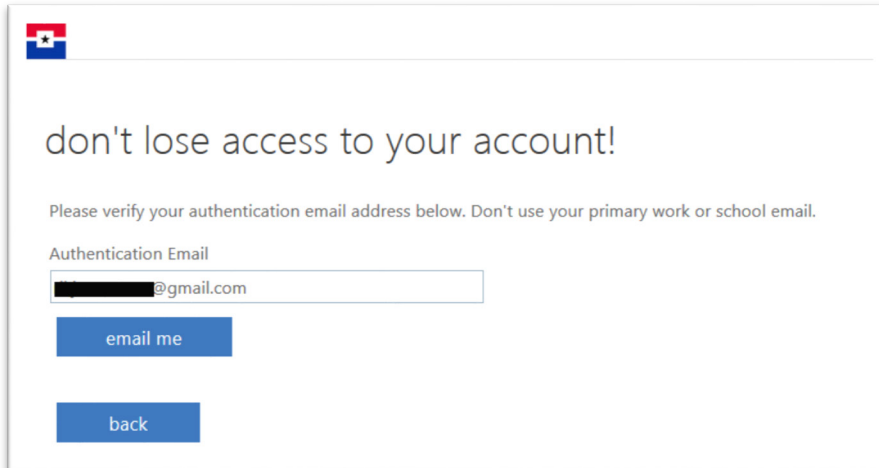
- 4.2.1. Answer your phone.
- 4.2.2. When prompted on the phone, hit the “#” key.
- 4.2.3. If successful, you will be returned to the initial setup screen.



The screenshot shows a web interface for account verification. At the top left is a small Texas state flag icon. The main heading is "don't lose access to your account!". Below this is the instruction "Please verify your authentication phone number below." The label "Authentication phone" is above a dropdown menu showing "United States (+1)" and a text input field containing a redacted phone number. Below the input field are two buttons: "text me" and "call me". The "call me" button is highlighted. Below these buttons is the text "We're calling your phone. Please answer it to continue." followed by a blue loading spinner icon. At the bottom left is a "back" button.

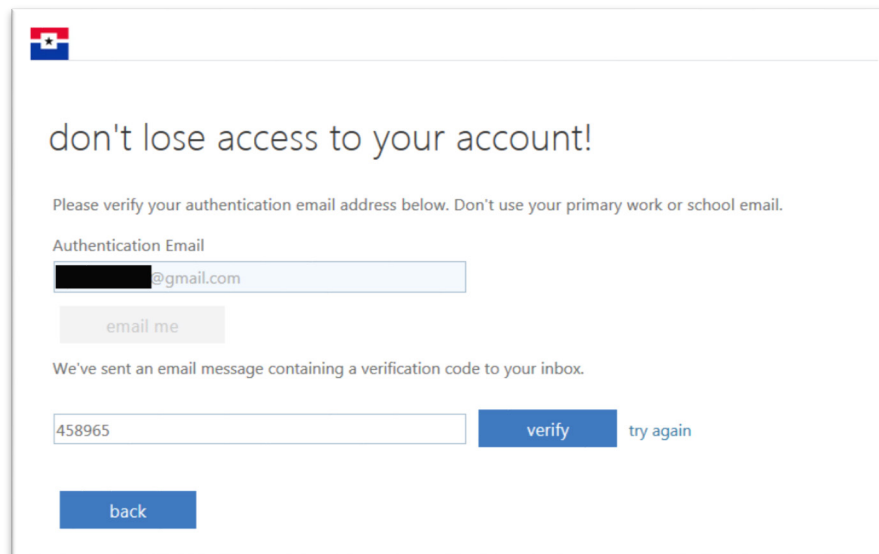
Setting Up Alternative Authentication Email

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.



The screenshot shows a web interface with a header containing a logo. Below the header, the text "don't lose access to your account!" is displayed. A sub-header reads: "Please verify your authentication email address below. Don't use your primary work or school email." The "Authentication Email" field contains a masked email address ending in "@gmail.com". Below the field are two buttons: "email me" and "back".

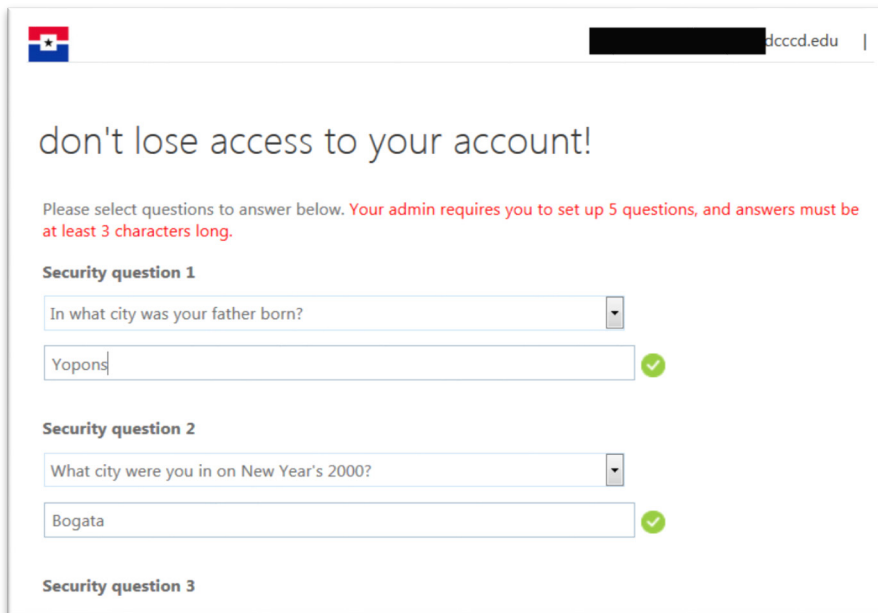
4. Get the verification code from this email account and enter in the verification field and then select the “Verify” button.



The screenshot shows the same web interface as the previous one, but with the "email me" button disabled. Below the "Authentication Email" field, a message states: "We've sent an email message containing a verification code to your inbox." The verification code field now contains the number "458965". To the right of the field are two buttons: "verify" and "try again". A "back" button remains at the bottom.

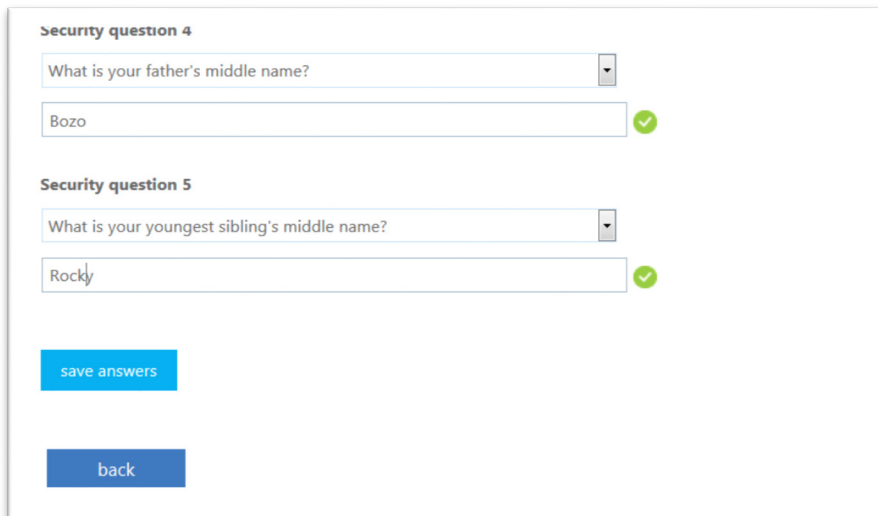
Setting Up Security Questions

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



The screenshot shows a web interface for setting up security questions. At the top left is a logo with a star and stripes. At the top right is a black redaction box followed by the text "dccc.edu". The main heading is "don't lose access to your account!". Below this is a red instruction: "Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long." The first question, "Security question 1", is "In what city was your father born?" with a dropdown menu and an answer field containing "Yopons", marked with a green checkmark. The second question, "Security question 2", is "What city were you in on New Year's 2000?" with a dropdown menu and an answer field containing "Bogata", also marked with a green checkmark. The third question, "Security question 3", is partially visible at the bottom.

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

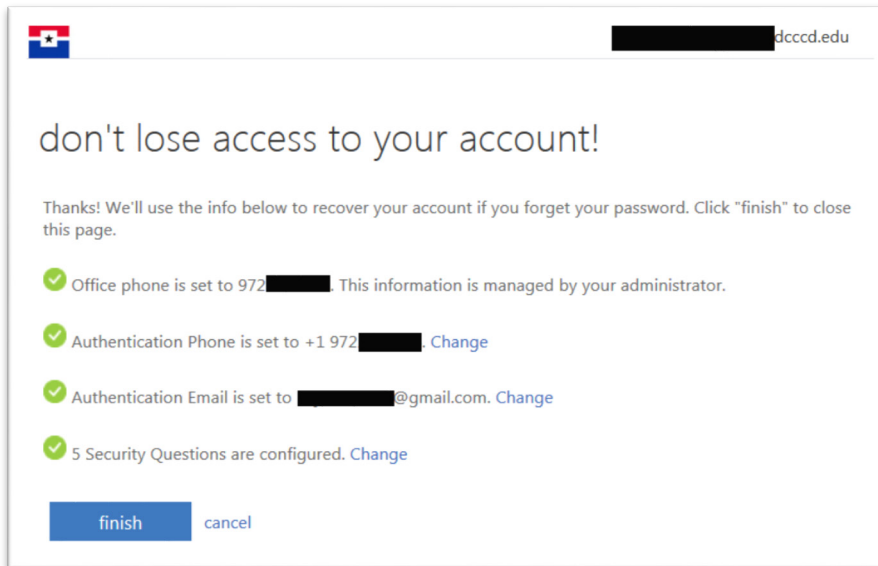


The screenshot shows the continuation of the security questions setup. "Security question 4" is "What is your father's middle name?" with a dropdown menu and an answer field containing "Bozo", marked with a green checkmark. "Security question 5" is "What is your youngest sibling's middle name?" with a dropdown menu and an answer field containing "Rocky", also marked with a green checkmark. At the bottom, there are two buttons: a blue "save answers" button and a blue "back" 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.

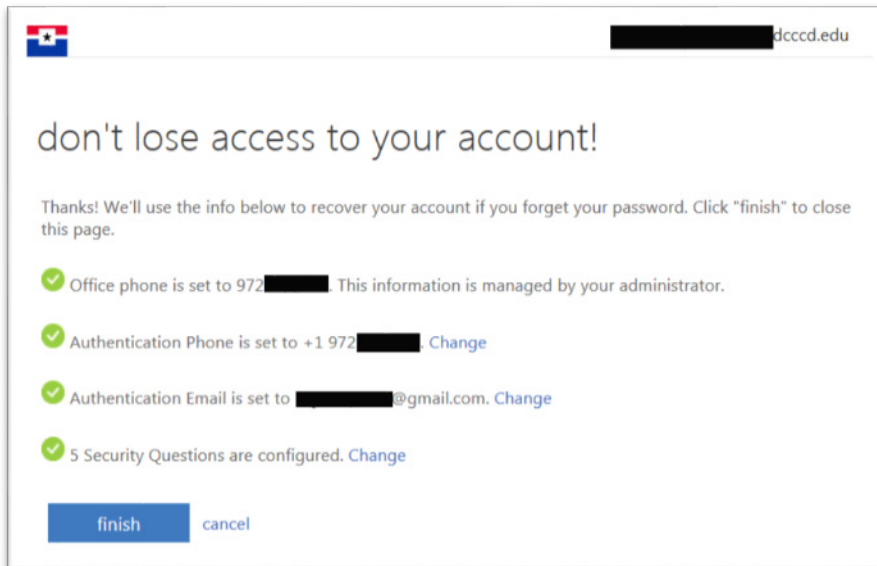
Note: You may be prompted for your password again after you select the “finish” button.



The screenshot shows a web interface for account recovery. At the top left is a Texas state flag icon. At the top right is a black redaction box followed by the text 'dccc.edu'. The main heading is 'don't lose access to your account!'. Below this is a paragraph: 'Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.' There are four green checkmark icons, each followed by a status message and a 'Change' link: 1. 'Office phone is set to 972 [redacted]. This information is managed by your administrator.' 2. 'Authentication Phone is set to +1 972 [redacted]. Change' 3. 'Authentication Email is set to [redacted]@gmail.com. Change' 4. '5 Security Questions are configured. Change' At the bottom are two buttons: a blue 'finish' button and a grey 'cancel' button.

To Update Your Settings

1. Return to <https://aka.ms/ssprsetup>
2. Select on “Change” next to the setting you wish to update.
3. Follow the instructions above for each setting.
4. Select the “finish” button when you are complete.



The screenshot shows a Microsoft account settings page. At the top left is the Microsoft logo, and at the top right is a blacked-out email address followed by "dccc.edu". The main heading is "don't lose access to your account!". Below this is a paragraph: "Thanks! We'll use the info below to recover your account if you forget your password. Click 'finish' to close this page." There are four settings listed, each with a green checkmark icon:

- Office phone is set to 972 [redacted]. This information is managed by your administrator.
- Authentication Phone is set to +1 972 [redacted] [Change](#)
- Authentication Email is set to [redacted]@gmail.com. [Change](#)
- 5 Security Questions are configured. [Change](#)

At the bottom, there are two buttons: "finish" (in a blue box) and "cancel" (in a light blue box).

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 cannot change your office phone through this interface.

To update your office phone number, contact your location IT department. When they change it, it will synchronize to SSPR.

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 IT Operations and Support Services, via email, at DocumentCenter@dcccd.edu.



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