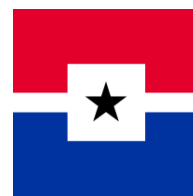


Dallas County Community College District

# IT Operation Support Services



## Self Service Password Reset (SSPR) Resetting Password User Guide

**Version:** 1.2

**Release Date:** 8/3/2018



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

## Table of Contents

<b>Purpose of this User Guide .....</b>	<b>3</b>
<b>Tools and Terms .....</b>	<b>3</b>
<b>Finding the Password Reset Process .....</b>	<b>4</b>
<b>Resetting You Password .....</b>	<b>5</b>
Find Your Account .....	5
Choose a Reset Option .....	6
Email my Alternate Email (option).....	7
Text my Mobile Phone (option) .....	8
Call my Mobile Phone (option) .....	9
Call my Office Phone (option) .....	10
Answer my Security Questions (option) .....	11
Enter a New Password .....	12
<b>Frequently Asked Questions .....</b>	<b>13</b>
Your information is protected. ....	13
Why can't I use other special characters? .....	13
What is a "Common Phrase"? .....	13
Official Microsoft Trouble Shooting Tips .....	13
Questions about this document.....	13

## **Purpose of this User Guide**

This guide is intended to aid and serve as a “how to” for all users in resetting their password with Self Service Password Reset (SSPR).

## **Tools and Terms**

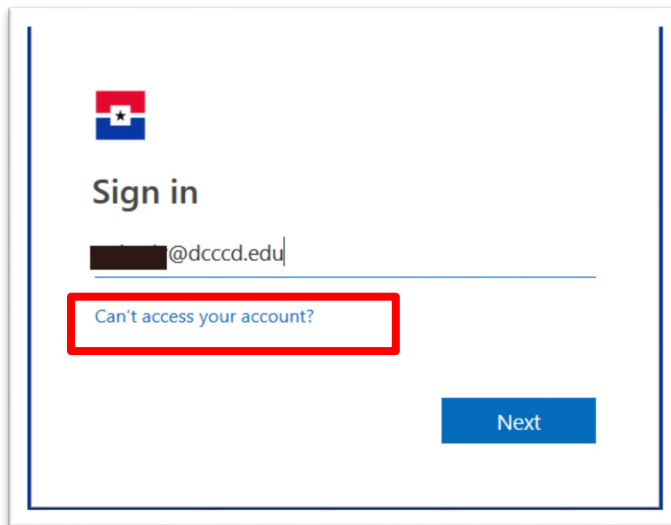
### **Self Service Password Reset (SSPR)**

Self Service Password Reset (SSPR) is a Microsoft delivered feature that allows an enrolled user the ability to reset their own password.

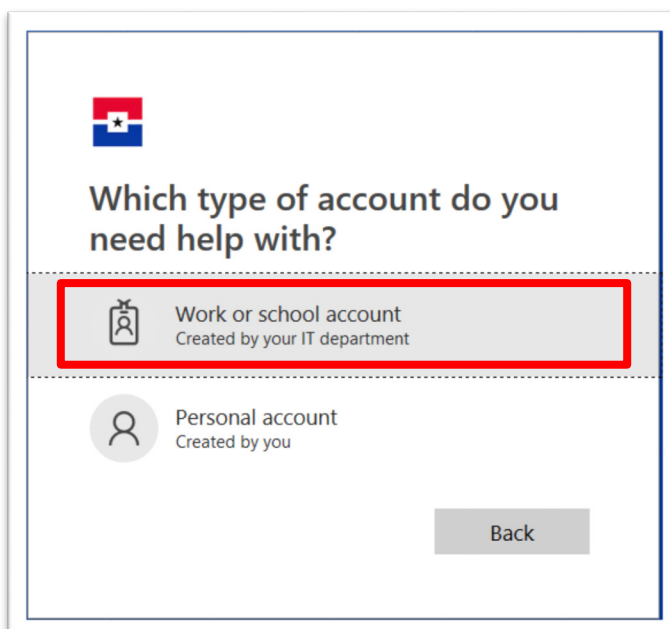
## Finding the Password Reset Process

The Self Service Password Reset process can be started in two ways:

1. Going directly to the following link: <https://aka.ms/sspr> (then skip to page 5)  
- or -
2. Selecting the “Can’t access your account?” link on the Sign in page for a supported service



- 2.1. Indicate “Work or school Account” on the “Which type of account do you need help with?” screen



## Resetting Your Password

### Find Your Account

1. Enter your full User ID (i.e. e9876543@student.dcccd.edu or abc9876@dcccd.edu)
2. Enter the text displayed in the captcha (character puzzle to prove you are a human)
3. Select the “Next” button

**Note:** The logo on this screen will say “Microsoft” until you enter your User ID and tab to the next field. It will then change to the DCCCD logo.

The image shows two side-by-side screenshots of the 'Get back into your account' screen. The left screenshot is the initial state with the Microsoft logo. The right screenshot is after the user has entered their User ID and the logo has changed to the DCCCD logo. Both screens show a 'Who are you?' section with a captcha image and a text input field for the captcha characters.

**Left Screenshot (Microsoft logo):**

- Header: Microsoft
- Section: Get back into your account
- Text: Who are you?
- Text: To recover your account, begin by entering your user ID and the characters in the picture or audio below.
- User ID field:
- Example: user@contoso.onmicrosoft.com or user@contoso.com
- Captcha image: A blue scribble.
- Text input field:
- Text: Enter the characters in the picture or the words in the audio.
- Buttons: Next, Cancel

**Right Screenshot (DCCCD logo):**

- Header: DCCCD logo
- Section: Get back into your account
- Text: Who are you?
- Text: To recover your account, begin by entering your user ID and the characters in the picture or audio below.
- User ID field:
- Example: user@contoso.onmicrosoft.com or user@contoso.com
- Captcha image: A blue scribble.
- Text input field:
- Text: Enter the characters in the picture or the words in the audio.
- Buttons: Next, Cancel

If you have not already enrolled in SSPR you will receive a “We’re sorry” error page. You will need to contact the [Help Desk](#) to reset your password.

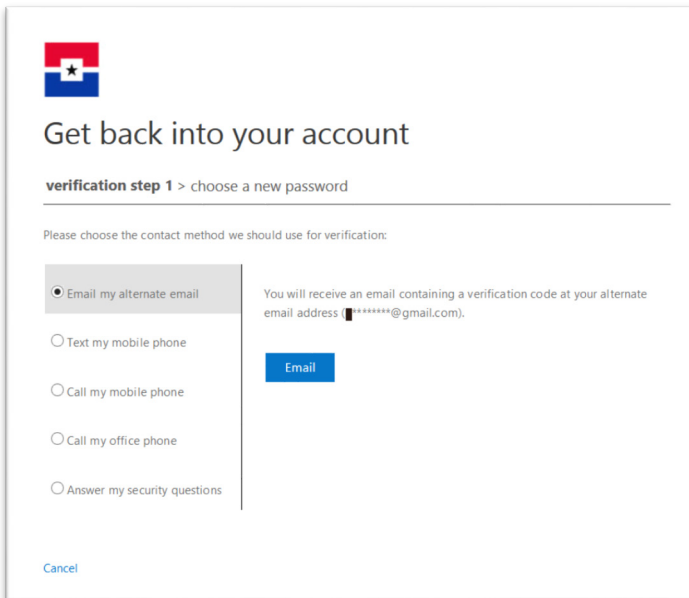
The image shows a screenshot of the 'We're sorry' error page. The page has a DCCCD logo and explains that the user cannot reset their password because necessary information is missing from their account. It provides instructions on how to contact an administrator and register for self-service password reset.


**Right Screenshot (DCCCD logo):**

- Header: DCCCD logo
- Section: Get back into your account
- Text: We're sorry
- Text: You cannot reset your password at this time because necessary information is missing from your account. There is no further action you can take to resolve this situation. Please [contact your admin](#) and ask them to reset your password for you. After you have access to your account again, you can learn how register the necessary information by following the steps in the article [Register for self-service password reset](#).
- Text: If you'd like, we can [contact an administrator](#) in your organization to reset your password for you.
- Text: **Additional details:** SSPR\_0014: Additional security info is needed to reset your password. To proceed, contact your admin and ask them to reset your password. After you have access to your account you can register additional security info at <https://aka.ms/ssprsetup>. Your admin can add additional security info to your account by following the steps in [Set and read authentication data for Password Reset](#).

## Choose a Reset Option

Select one of the presented options. These were set up when you enrolled in SSPR. Only options you configured during enrollment will be presented.





### Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- ☒ Email my alternate email  
You will receive an email containing a verification code at your alternate email address (\*\*\*\*\*@gmail.com). [Email](#)
- ☐ Text my mobile phone
- ☐ Call my mobile phone
- ☐ Call my office phone
- ☐ Answer my security questions

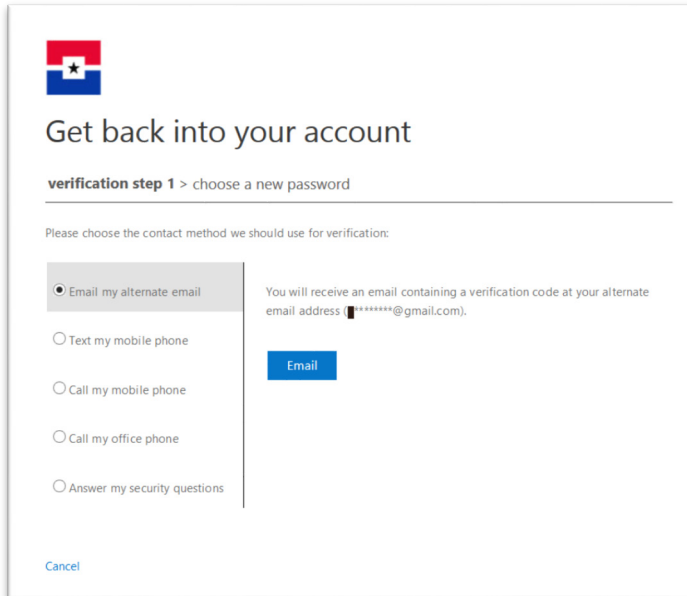
[Cancel](#)


Chose the appropriate section in this user guide for your selection.

- ❖ [Email my Alternate Email](#)
- ❖ [Text my Mobile Phone](#)
- ❖ [Call my Mobile Phone](#)
- ❖ [Call my Office Phone](#)
- ❖ [Answer my Security Questions](#)

## Email my Alternate Email (option)

1. Select the “Email my alternate email” radio button on the left.
2. Select the “Email” Button.





### Get back into your account

verification step 1 > choose a new password

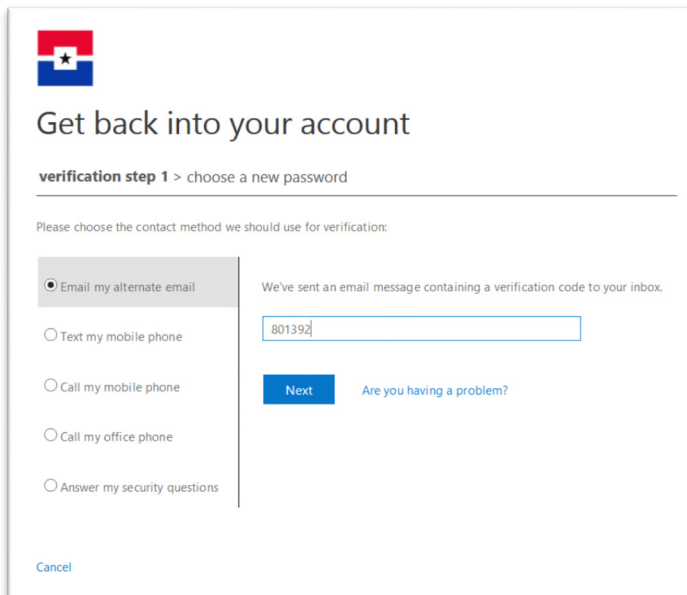
Please choose the contact method we should use for verification:


- ☒ Email my alternate email  
You will receive an email containing a verification code at your alternate email address (\*\*\*\*\*@gmail.com).
- ☐ Text my mobile phone
- ☐ Call my mobile phone
- ☐ Call my office phone
- ☐ Answer my security questions

[Email](#)

[Cancel](#)

3. Retrieve the verification code from your email and type it into the text box.
4. Select the “Next” button.





### Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- ☒ Email my alternate email  
We've sent an email message containing a verification code to your inbox.
- ☐ Text my mobile phone
- ☐ Call my mobile phone
- ☐ Call my office phone
- ☐ Answer my security questions


[Next](#) [Are you having a problem?](#)

[Cancel](#)

5. Skip to the “[Enter a New Password](#)” section in this user guide to complete the process.

## Text my Mobile Phone (option)

1. Select the “Text my mobile phone” radio button on the left.
2. Enter your mobile phone number. For your own protection, you need to enter the complete mobile number you registered during enrollment.
3. Select the “Text” button.

  
Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☐ Email my alternate email

☒ Text my mobile phone


☐ Call my mobile phone

☐ Call my office phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*04) below. You will then receive a text message with a verification code which can be used to reset your password.

[Text](#)

4. Retrieve the verification code from the received text and type it into the box.
5. Select the “Next” button.

  
Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☐ Email my alternate email

☒ Text my mobile phone

☐ Call my mobile phone

☐ Call my office phone

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

[Next](#) [Try again](#) [Contact your administrator](#)

6. Skip to the [“Enter a New Password”](#) section in this user guide to complete the process.



## Call my Mobile Phone (option)

1. Select the “Call my mobile phone” radio button on the left.
2. Enter your mobile phone number.
3. Select the “Call” button.

**Get back into your account**

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☐ Email my alternate email

☐ Text my mobile phone

☒ Call my mobile phone

☐ Call my office phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*04) below. You will then receive a call. Please answer it to continue.

04

Call

**Get back into your account**

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☐ Email my alternate email

☐ Text my mobile phone

☒ Call my mobile phone

☐ Call my office phone

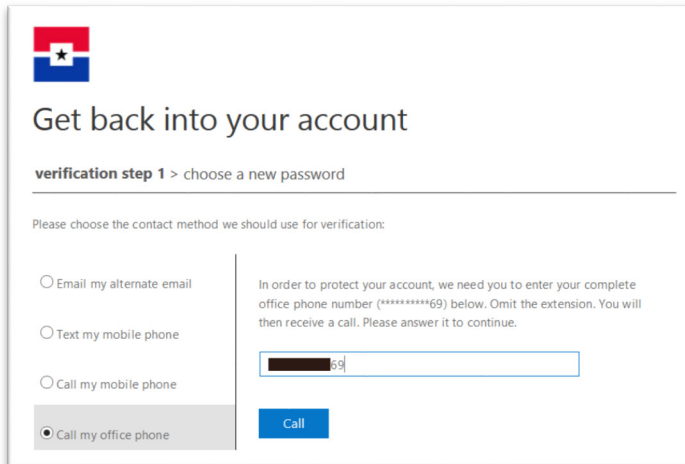
We're calling your phone. Please answer it to continue.


\*  
\*

4. Answer the phone and dial “#” when prompted.
5. Skip to the “[Enter a New Password](#)” section in this user guide to complete the process.

## Call my Office Phone (option)

1. Select the “Call my office phone” radio button on the left.
2. Enter your office phone number.
3. Select the “Call” button.





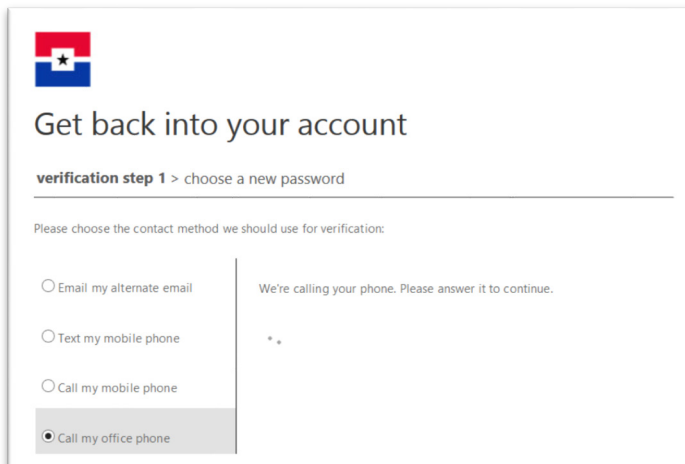
### Get back into your account


verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- ☐ Email my alternate email
- ☐ Text my mobile phone
- ☐ Call my mobile phone
- ☒ Call my office phone

In order to protect your account, we need you to enter your complete office phone number (\*\*\*\*\*69) below. Omit the extension. You will then receive a call. Please answer it to continue.





### Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- ☐ Email my alternate email
- ☐ Text my mobile phone
- ☐ Call my mobile phone
- ☒ Call my office phone


We're calling your phone. Please answer it to continue.

\* +

4. Answer the phone and dial “#” when prompted.
5. Skip to the [“Enter a New Password”](#) section in this user guide to complete the process.

## Answer my Security Questions (option)

1. Select the “Answer my security questions” radio button on the left.
2. Enter the proper answers to 3 randomly selected security questions.
3. Select the “Next” button.



### Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- ☐ Email my alternate email
- ☐ Text my mobile phone
- ☐ Call my mobile phone
- ☐ Call my office phone
- ☒ Answer my security questions

In what city was your father born?  
Yopons

What is your favorite food?  
Tacos

What is your youngest sibling's middle name?  
Rocky

[Next](#) [Contact your administrator](#)

4. Continue to the [“Enter a New Password”](#) section in this user guide to complete the process.

If you do not correctly answer all the questions, you will get an error and will be presented with 3 randomly selected security questions.

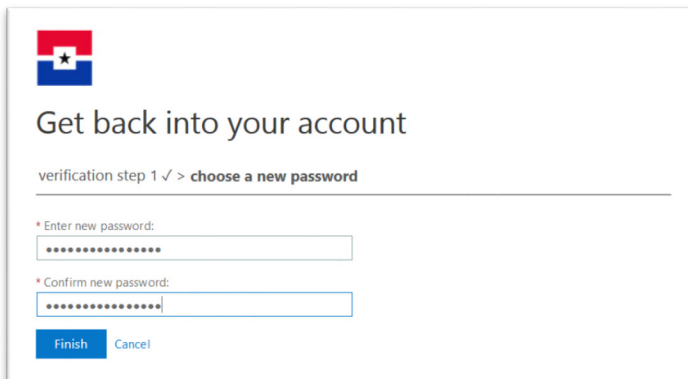
## Enter a New Password

1. Enter and confirm your new password. The password must meet the following requirements:

- Must be at least 12 characters long
- Must contain 3 of the following 4 components:
  - An uppercase letter from A – Z
  - A lowercase letter from a – z
  - A number from 0 – 9
  - Include at least one of the following special characters:  
, . ' ~ ! # \$ % \* ( ) |

**Note: Common phrases, spaces and other special characters are not supported.**

2. Select the “Finish” button.



Get back into your account

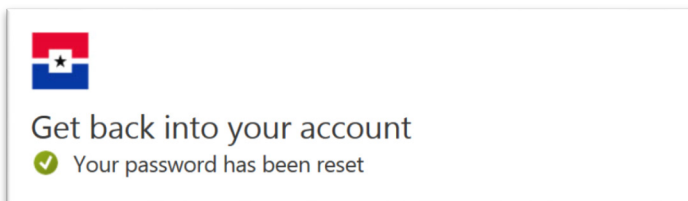
verification step 1 ✓ > choose a new password

\* Enter new password:  
[masked password]

\* Confirm new password:  
[masked password]

Finish Cancel

3. You will receive a web page confirmation that your password has been reset.



Get back into your account

✓ Your password has been reset

4. You can now navigate to any supported service to sign in. Depending on how you started this process, there may be a “Click Here” link to lead you back to the services you were initially trying to access.

---

## 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.

### **Why can't I use other special characters?**

The limited list of special characters has been determined to be compatible with all systems that share this sign-in credential. In some cases, a non-supported character will be accepted but may cause issues when signing in to another system.

### **What is a "Common Phrase"?**

For security reasons, the full list is not available; however, "Common Phrases" are a combination of characters that are well known to attackers. These phrases are not allowed to prevent you from unknowingly creating a vulnerable password. Some examples of password that should not be used are "Password1234", "QWERTyuiop!@#\$" or "Abcd12345678."

### **Official Microsoft Trouble Shooting Tips**

<https://docs.microsoft.com/en-us/azure/active-directory/user-help/active-directory-passwords-update-your-own-password>

### **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](mailto:DocumentCenter@dcccd.edu).



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