How to Perform a Self-Service Password Reset

CUNY and Microsoft have activated a self-service password reset tool for you to use when you require an Office 365 password reset. If you are having trouble remembering your password, this tool allows you to reset it yourself. As a prerequisite for using the tool, you must register your notification and contact preferences at http://aka.ms/ssprsetup. Please make sure that you configure your notification preferences on this site before attempting to use the self-service password reset tool.

How do I perform a self-service password reset?

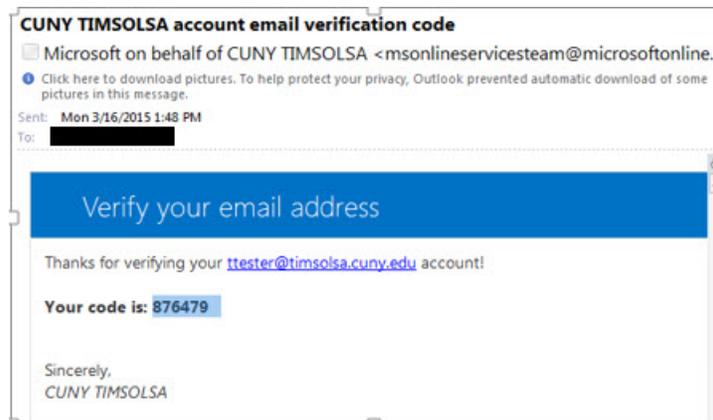1. Go to https://passwordreset.microsoftonline.com.

2. Enter your user ID in the **User ID** field.
3. Enter the characters in the picture or the words in the audio in the box provided.
4. Click **Next**. A window similar to the following appears.

CU NY The City University of New York

Reset your password

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
- ○ Answer my security questions

You will receive an email containing a verification code at your alternate email address (se********@gc.cuny.edu).

[Email]

Cancel
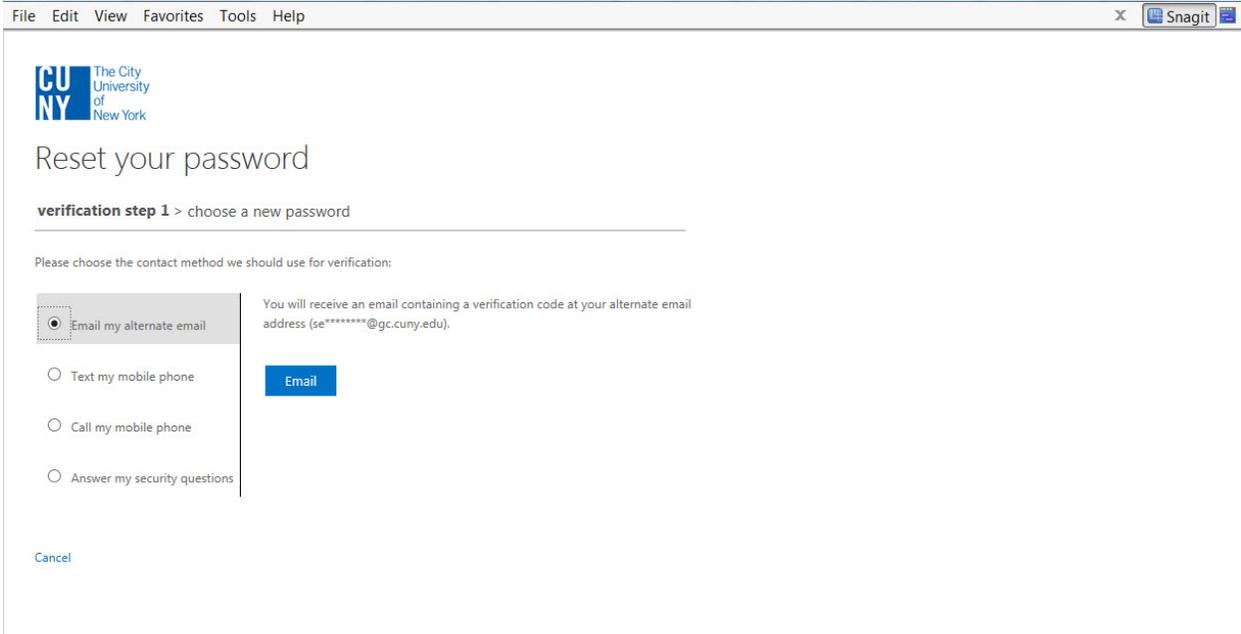
5. The option(s) you configured in the Self-Service Password Configuration portal determine what selection choices appear in this window. In the example provided "Email my alternate email" is the only choice. Click the **Email** button to send a verification code to your email address. (If you chose to configure text alerts or security questions, you would see those options here as well.)
6. Once the email is sent, the verification page will update and you will be able to enter the verification code found in the email you received. (See email example below.)

CUNY TIMSOLSA account email verification code

Microsoft on behalf of CUNY TIMSOLSA <msonlineservicesteam@microsoftonline.c

ⓘ Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Sent: Mon 3/16/2015 1:48 PM

To:

Verify your email address

Thanks for verifying your ttester@timsolsa.cuny.edu account!

Your code is: 876479

Sincerely,
CUNY TIMSOLSA

7. Enter the verification code in the box provided.

Reset your password

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.

615029

[Next]   Are you having a problem?

8. After a proper code is entered, the **Next** button is enabled, and you can proceed to the next verification step.
9. Once you have met the requirements of the organizational policy, you are allowed to choose a new password. The new password entered must meet the "strong" password requirements. A strength validator appears to indicate whether the password meets that policy.

Reset your password

verification step 1 √ > **choose a new password**

* Enter new password:

Password strength

* Confirm new password:

A strong password is required. Strong passwords are 8 to 16 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username.

[Finish]   Cancel

10. Once you provide matching passwords that meet the organizational policy, your password is reset and you can log in with your new password immediately.

Reset your password

✅ Your password has been reset

To sign in with your new password, click here.

11. If you did not set up your alternative contact information, once your identity has been verified, a window similar to the following appears.

Reset your password

We could not verify your account

If you'd like, we can contact an administrator in your organization to reset your password for you.

If you receive the above message, please contact IT Services so that they may assist you in resetting your password. Do not click the "contact an administrator" link. The link does not provide sufficient information for IT to be able to contact you about your account.