

How to Register for the Office 365 Self-Service Password Reset Tool

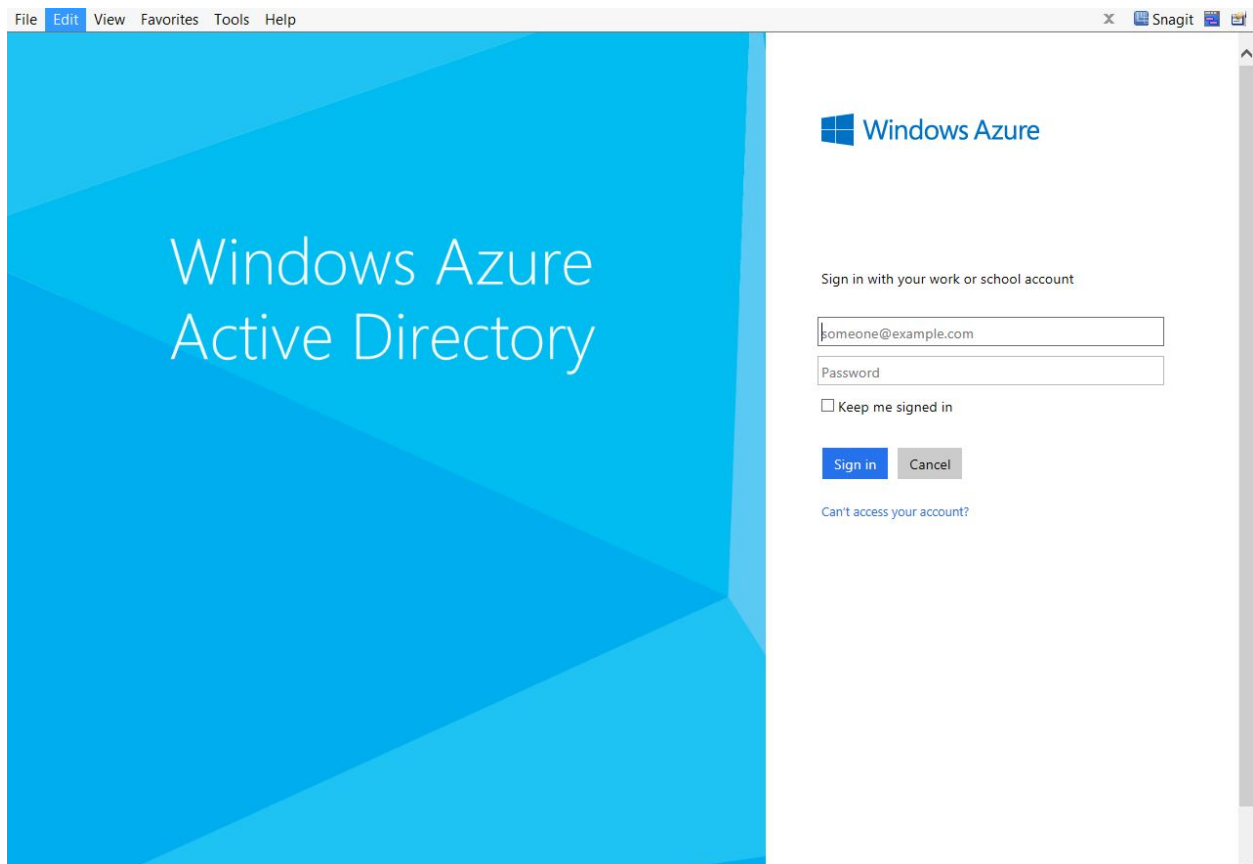
Effective: May 7, 2015

Last Updated: January 26, 2018

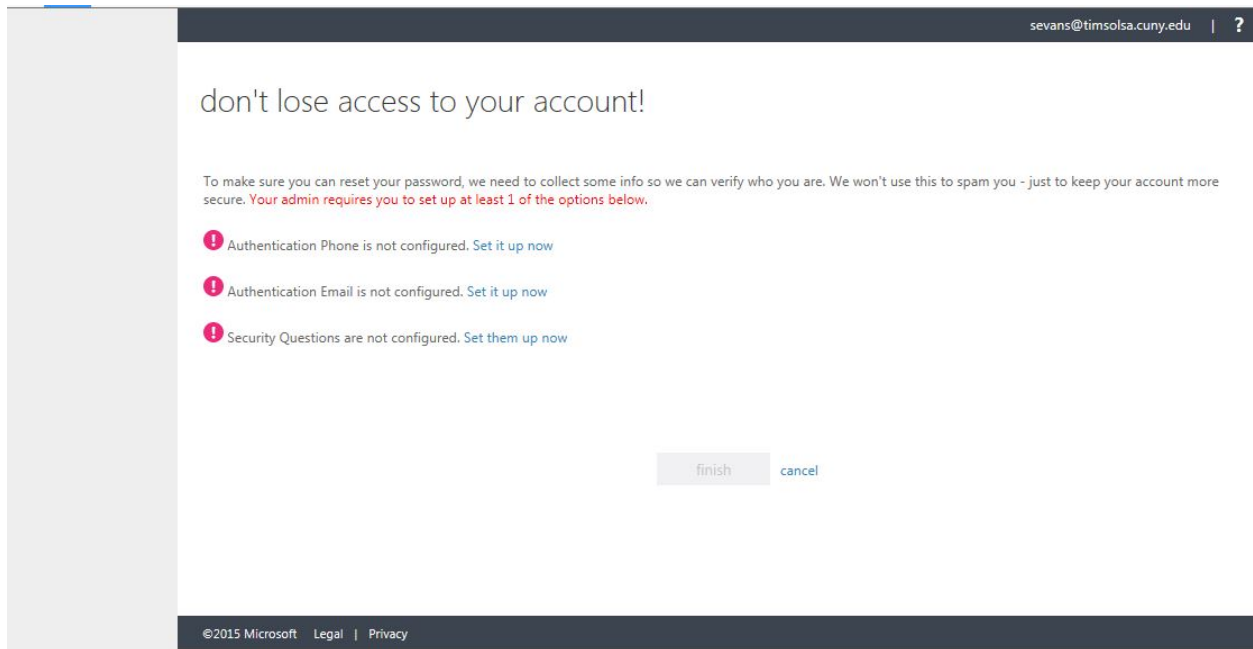
CUNY and Microsoft have activated a self-service password reset tool for you to use when you require an Office 365 password reset. As a prerequisite for using the tool, you must register your notification and contact preferences. This is a one-time process. Once you have registered your information, you will be able to use the self-service resource tool.

How do I add my contact data for the self-service password reset tool?

1. Go to <http://aka.ms/ssprsetup>. A window similar to the following appears.

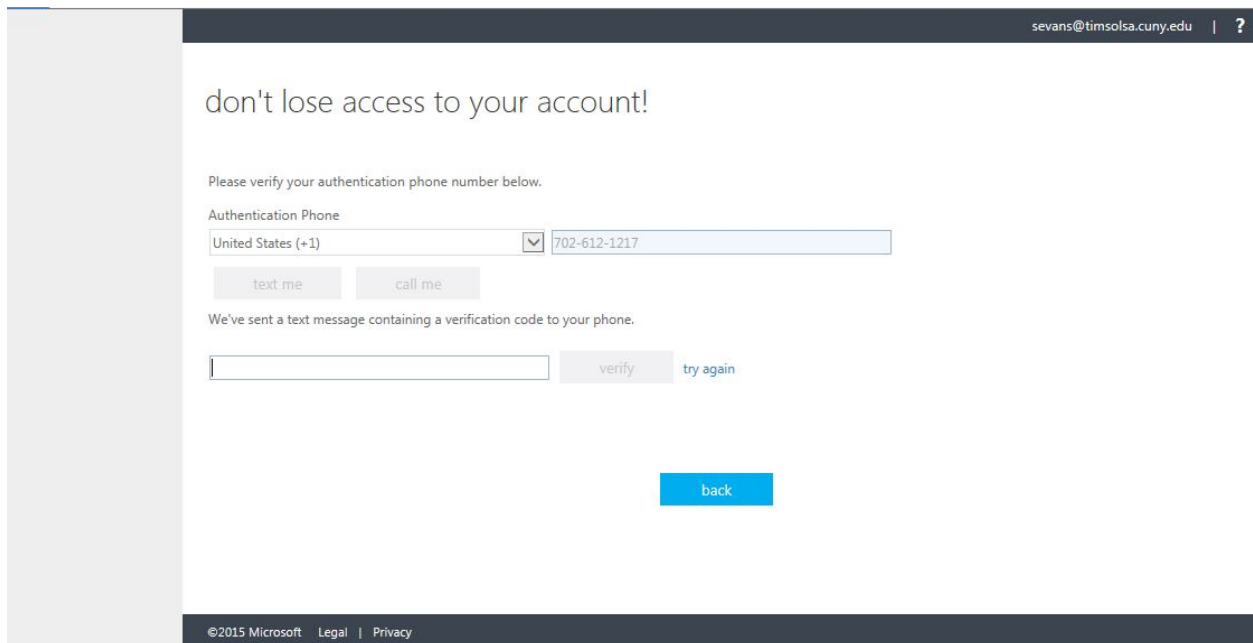


2. Sign in with your Office 365 credentials. A window similar to the following appears.



Users can provide and verify their mobile phone number or alternate email address, or both.

3. To configure your mobile phone number, click "Set it up now" next to "Authentication Phone is not configured." A window similar to the following appears.



4. Enter the desired contact phone number and choose to receive texts or calls. A confirmation text will be sent to the contact phone number. Enter the verification code in the box provided and click **Verify**. The page will update to indicate the information is valid.

- To configure your authentication email, click **“Set it up now”** next to **“Authentication Email is not configured.”** A window similar to the following appears.

sevans@timsolsa.cuny.edu | ?

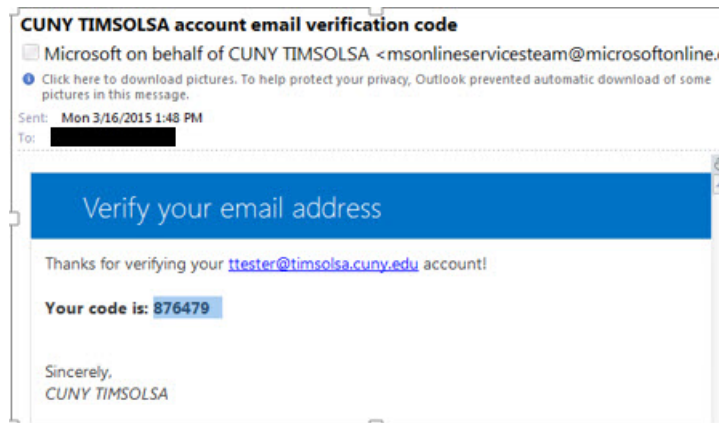
don't lose access to your account!

Please verify your authentication email address below.

Authentication Email

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- Enter the desired external contact email address (do not use a GC or Gradcenter email address). Click **“email me”**. A message containing a verification code will be sent to the desired contact email address. Login to the email account specified and look for the email from Microsoft containing the verification code.



7. In the verification field, enter the verification code received in the email.

sevans@timsolsa.cuny.edu | ?

don't lose access to your account!

Please verify your authentication email address below.

Authentication Email

[email me](#)

We've sent an email message containing a verification code to your inbox.

[verify](#)

[back](#)

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8. Click **Verify**. The page will update to indicate the information is valid.

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

- ✔ Authentication Phone is set to [REDACTED] [Change](#)
- ✔ Authentication Email is set to [REDACTED] [Change](#)

[finish](#) [cancel](#)

- To configure your security questions, click **“Set it up now”** next to **“Security Questions are not configured”**. A window similar to the following appears.

The screenshot shows a web interface for configuring security questions. At the top left is the CU NY logo (The City University of New York). At the top right is the email address sevans@timsolsa.cuny.edu and a question mark icon. Below the header, the text "don't lose access to your account!" is displayed. A red message states: "Please select questions to answer below. Your admin requires you to set up 3 questions, and answers must be at least 3 characters long." There are three sections, each labeled "Security question 1", "Security question 2", and "Security question 3". Each section contains a dropdown menu and a text input field. A red information icon is present to the right of each text input field. At the bottom left of the form area is a "save answers" button. At the bottom center is a blue "back" button. At the bottom of the page is a footer with the text "©2015 Microsoft Legal | Privacy".

- Select a question from the **Security Question 1** drop-down list.
- Provide the answer in the text box below the question.
- Repeat steps 10 and 11 for **Security Questions 2 and 3**.
- Click **Save Answers**.
- Once your authentication methods are configured, click **Finish**. You can now close the registration portal. This is a one-time only setup. You will not be required to update these again.