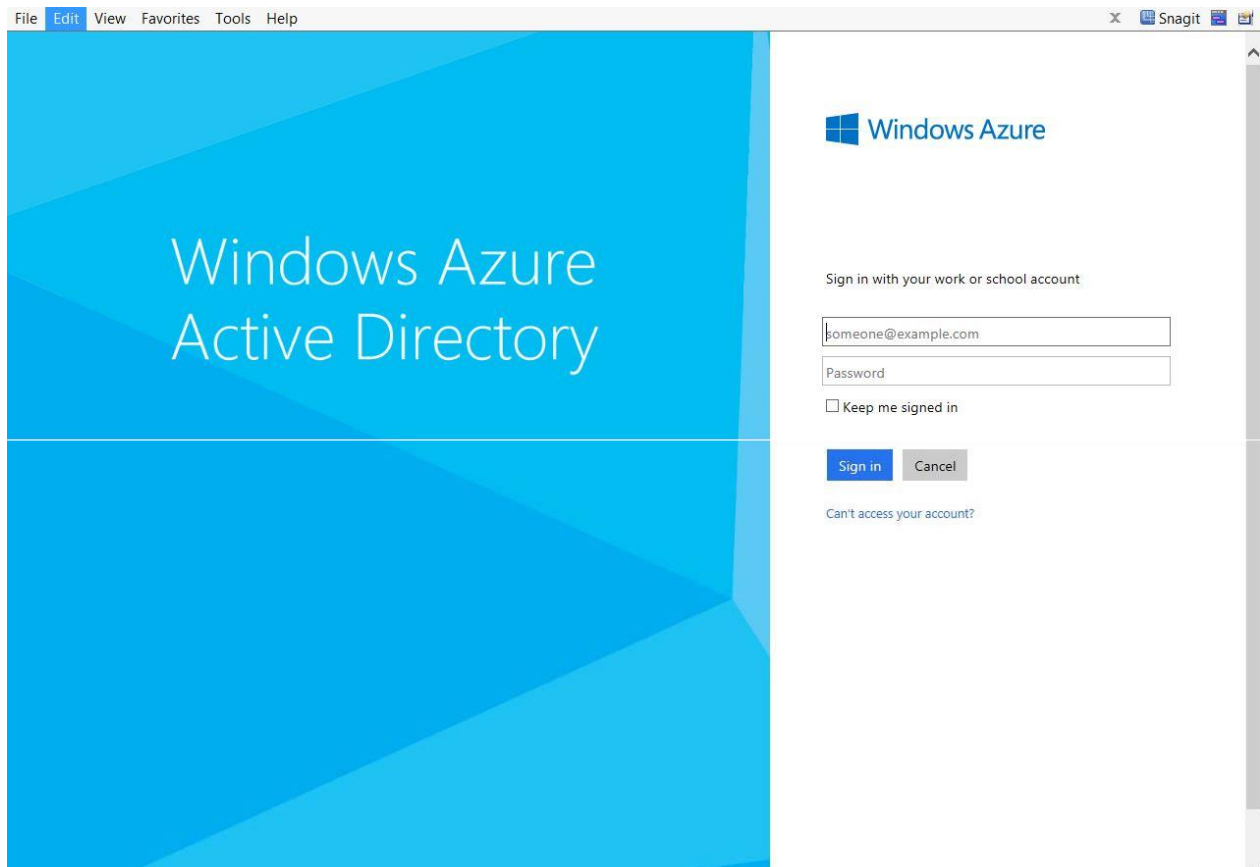## How to Register for the Office 365 Self-Service Password Reset Tool
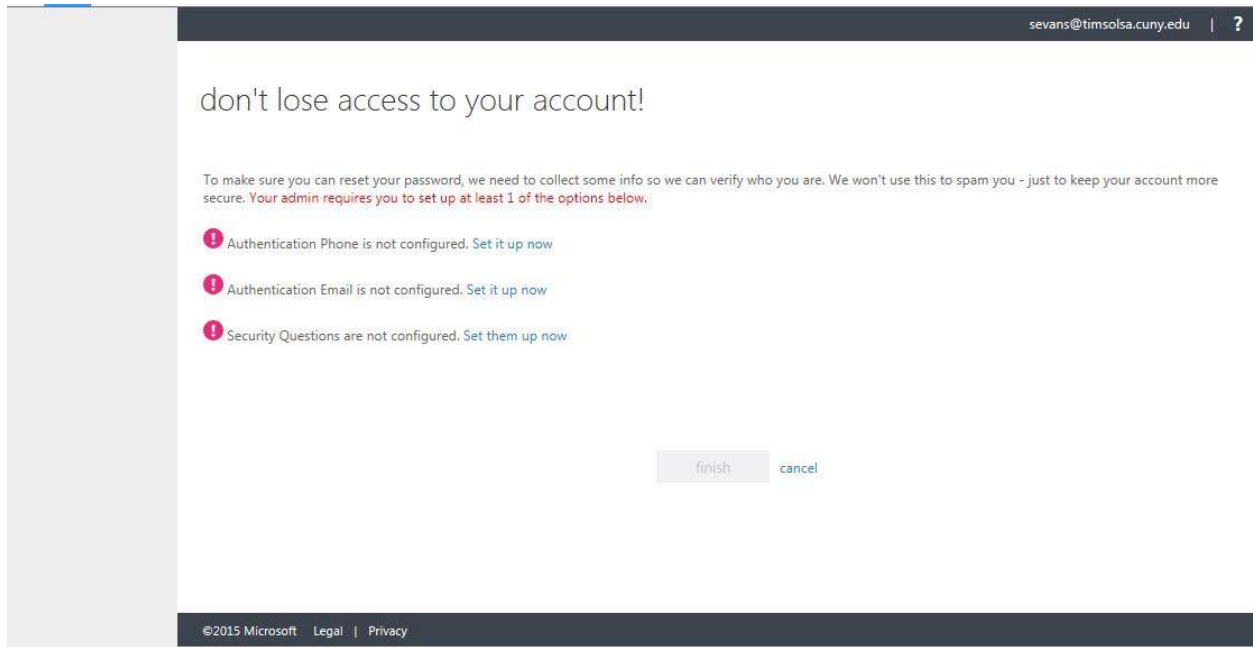
Community Partners and Microsoft have activated a self-service password reset tool for you to use when you require a password reset. As a prerequisite for using the tool, you must register your notification and contact preferences. This is a one-time process. Once you have registered your information, 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 or go to the CP Website, scroll to the bottom of the page and click IT Support and then choose PSS Registration. A window similar to the following appears.
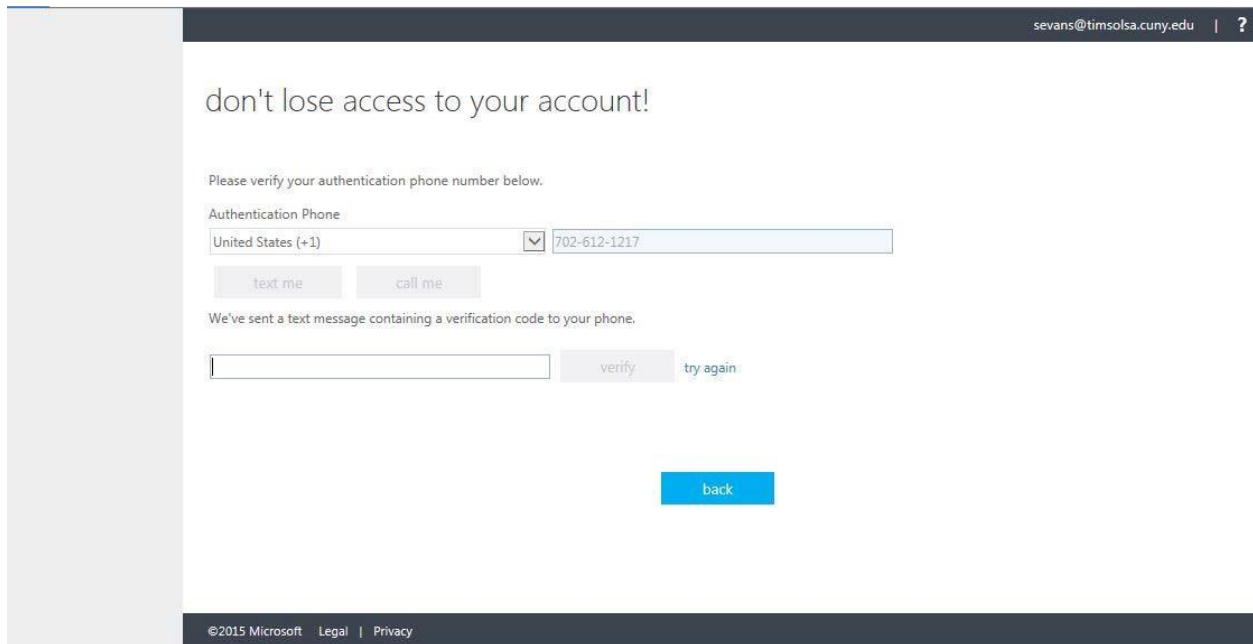

2. Sign in with your Office 365 credentials. A window similar to the following appears.

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. Your admin requires you to set up at least 1 of the options below.

❗ Authentication Phone is not configured. Set it up now

❗ Authentication Email is not configured. Set it up now

❗ Security Questions are not configured. Set them up now

finish   cancel

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.

don't lose access to your account!

Please verify your authentication phone number below.

Authentication Phone

United States (+1)   ▾   702-612-1217

text me   call me

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

[   ]   verify   try again

back

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

don't lose access to your account!

Please verify your authentication email address below.

Authentication Email

[   ]

email me

back

6. Enter the desired external contact email address (do not use a cp-cto.org 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.

don't lose access to your account!

Please verify your authentication email address below.

Authentication Email

sevans@gc.cuny.edu

email me

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

verify

back

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 ▬▬▬▬▬ Change

✔ Authentication Email is set to ▬▬▬▬▬ Change

finish   cancel

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

10. Select a question from the **Security Question 1** drop-down list.
11. Provide the answer in the text box below the question.
12. Repeat steps 10 and 11 for **Security Questions 2 and 3**.
13. Click **Save Answers**.
14. Once your authentication methods are configured, click **Finish**. You can now close the registration portal. You can update these at any time if your contact information changes by repeating this process.