

# How to set up and use self-service password reset

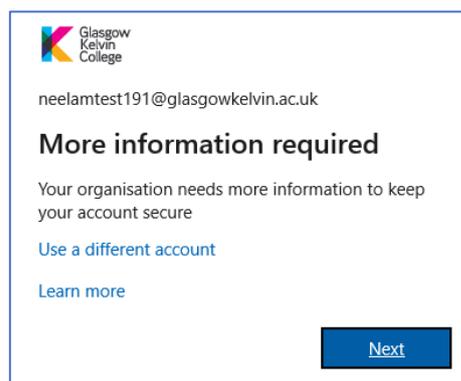
## Background

Self-service password reset (**SSPR**) allows GKC Staff and Students to reset their account password themselves, without the need to request the ICT Services Department to do it for them. This is especially useful if you need to reset your College account from outside the College or outside of working hours.

You will need to register one or more SSPR authentication methods on your College account. This registration process involves setting up a means of verifying that you are the account owner before you can change the account password. Account verification is done by entering a code, and you can choose to receive the code from an app or by text, voice message or email.

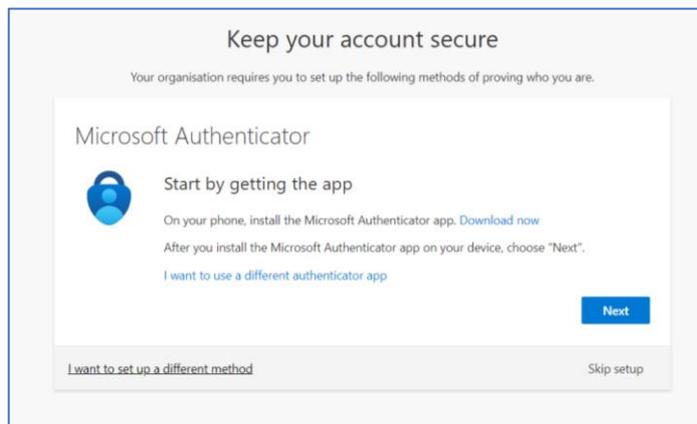
## Setup

- 1) Log in with your College username and password - You will be presented with the SSPR Authentication setup page:

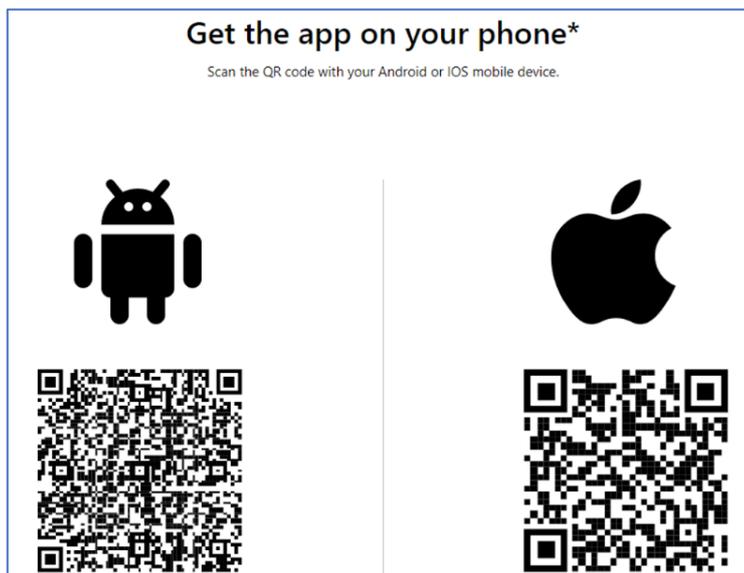


- 2) At the next screen you will be asked to choose how you should be contacted to prove that you are the account owner before you can reset your password.

ICT recommend using the Microsoft Mobile App, so this is the default option. If you want to receive authentication codes by text or email, click on “**I want to set up a different method**”. Then follow the instructions [below](#) which show how to use a personal phone number or email address to receive code.



From this screen you can click on the **Download now** link that will take you a page that displays QR codes for the Authenticator App in the iOS and Android stores.



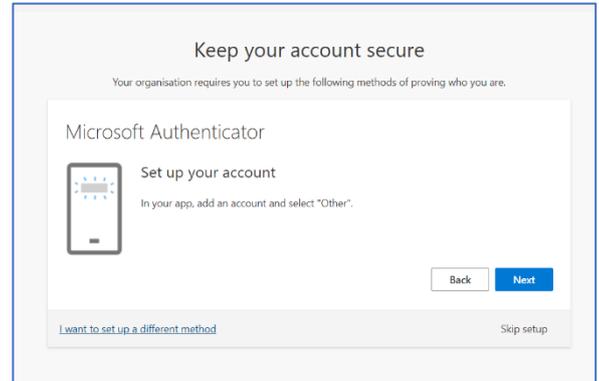
You can also use the links below:

**iOS** - <https://itunes.apple.com/gb/app/microsoft-authenticator/id983156458?mt=8>

**Android**: [https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=en\\_GB](https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=en_GB)

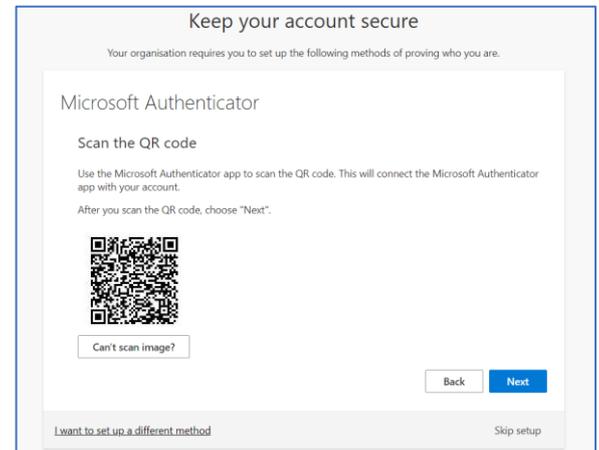
Once you have the app installed, click on **Next**.

3) At the **Keep your account secure** screen, click on **Next**.



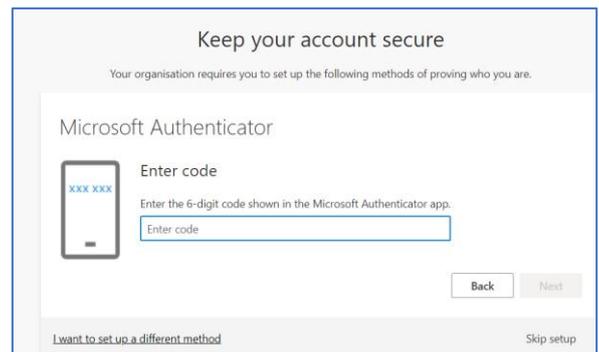
4) Follow the on-screen instructions and scan the QR Code with the Authenticator app.

Click **Next**

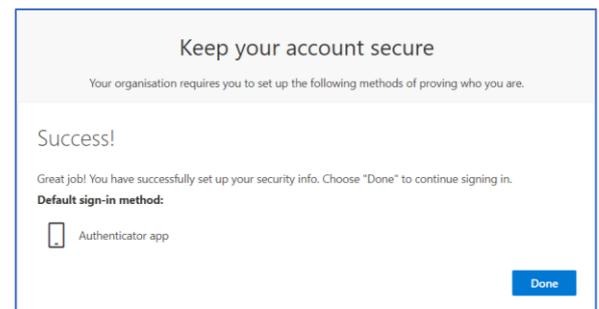


5) On the next screen, enter the code generated by the Authenticator app to confirm that SSPR authentication has been successfully set up.

Once you have entered a valid code you will be able to click the **Next** button



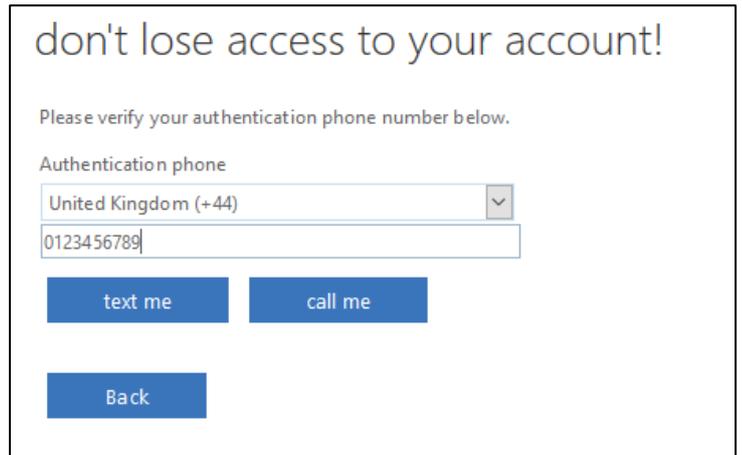
6) At this point you will have completed the SSPR setup, and you can click on the **Done** button to exit the setup wizard and log into your Office 365 application.



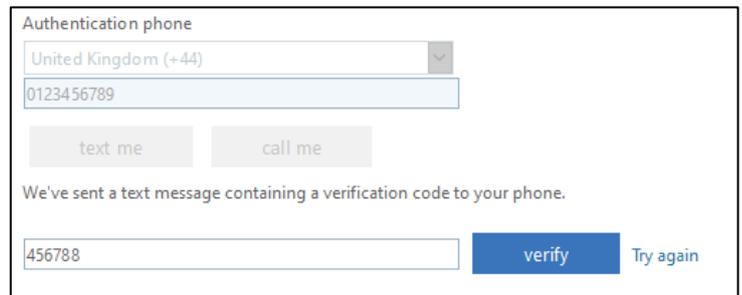
## Setting up Phone Authentication

- 1) Follow the on-screen instructions to set up your authentication method – for Phone authentication, select **United Kingdom (+44)** in the **Select your country or region** dropdown box and enter a phone number (landline or mobile) in the second box.

Click on **Call Me** to have your number verified by an automated voice call to your number - you **must** select this option if you have entered a landline number.

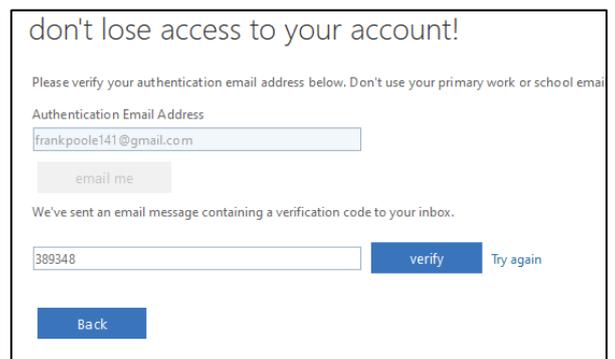


- 2) If you choose the **Text Me** option, a 6-digit security code will be sent to your mobile phone – enter this code and click on **Verify** to complete the Phone Authentication setup.



## Setting up Email Authentication

- 1) To set up an Authentication Email Address, enter a backup email address (**not your College email address!**) in the **Authentication Email Address** box and click on **Email Me**.

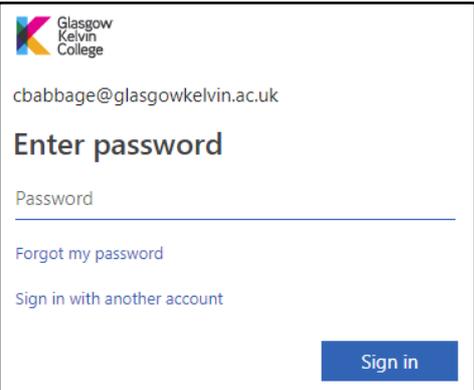


- 2) An email containing a 6-digit security code will be set to your backup email address – enter this code and click on **Verify** to complete the Email Address Authentication setup. An email containing a 6-digit security code will be set to your backup email address – enter this code and click on **Verify** to complete the Email Address Authentication setup.

Once you have completed the setup of your authentication method, click on **Finish** to exit the SSPR setup.

## How to use SSPR

- 1) Open a web browser and go to <https://outlook.com>
- 2) Click on **Sign In**
- 3) Enter your **College Email address**
- 4) Click on **Forgot My Password**



Glasgow Kelvin College

cbabbage@glasgowkelvin.ac.uk

### Enter password

Password

Forgot my password

Sign in with another account

Sign in

- 5) Verify that your **College email address** is correct, enter the characters from the CAPTCHA, and then click **Next**.



User ID:

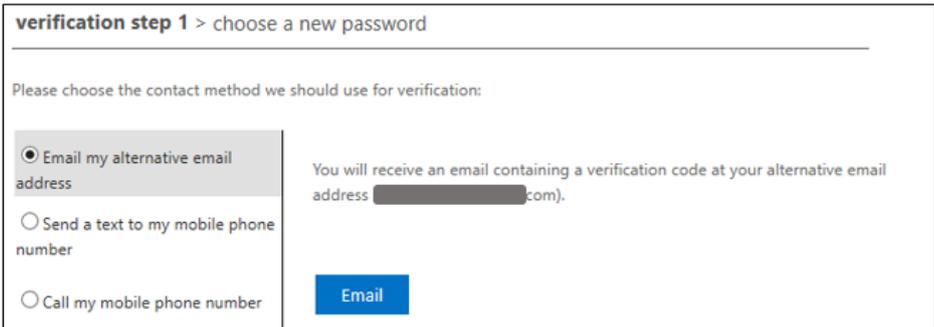
cbabbage@glasgowkelvin.ac.uk

Example: user@contoso.onmicrosoft.com or user@contoso.com

03 JV

Enter the characters in the picture or the words in the audio.

- 6) Choose a verification method (if you set up more than one) and enter your verification email address or phone number. If you enter a phone number you only need to enter the number beginning with the first **0** and not the **+44** international dialling prefix.



verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternative email address

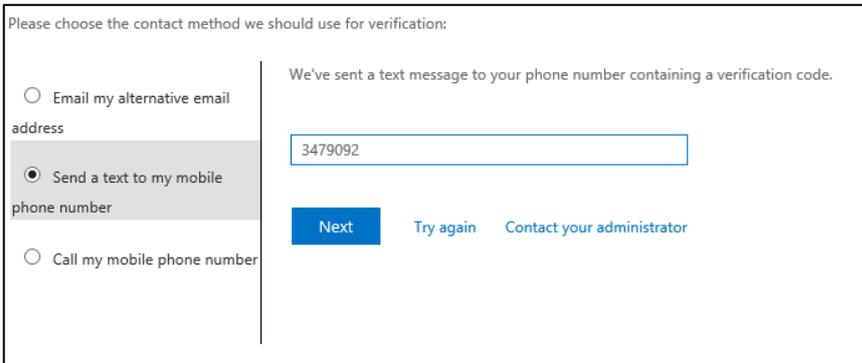
Send a text to my mobile phone number

Call my mobile phone number

You will receive an email containing a verification code at your alternative email address (com).

Email

- 7) A 6-digit security code will be sent to your selected email address or mobile phone number. When you receive this code, enter it in the verification box and click **Next**



Please choose the contact method we should use for verification:

Email my alternative email address

Send a text to my mobile phone number

Call my mobile phone number

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

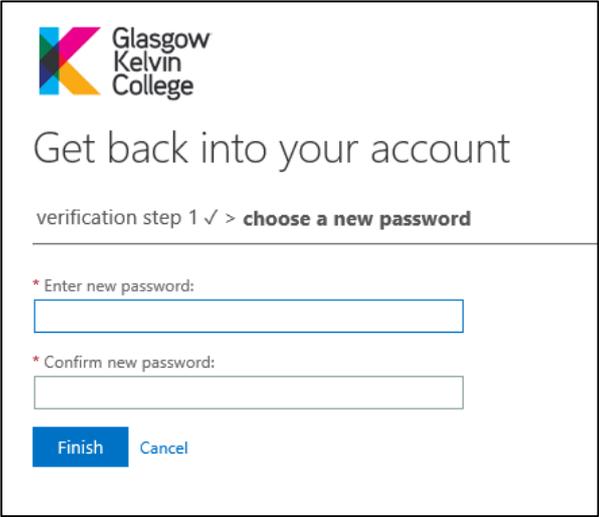
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Next Try again Contact your administrator

8) Once you have verified that you are the owner of the College email address, you will be presented with a change password screen. Enter a new password twice to confirm it.

Passwords must:

- be at least 8 characters long
- contain one or more capital letter
- contain one or more lower case letter
- contain one or more number
- not be the same as one of the five most recently used passwords for your account



The screenshot shows the Glasgow Kelvin College logo at the top left. The main heading is "Get back into your account". Below this, it indicates "verification step 1 ✓ > choose a new password". There are two input fields: the first is labeled "\* Enter new password:" and the second is labeled "\* Confirm new password:". At the bottom, there are two buttons: "Finish" (in blue) and "Cancel".

\*\*\*\*\* END OF DOCUMENT \*\*\*\*\*