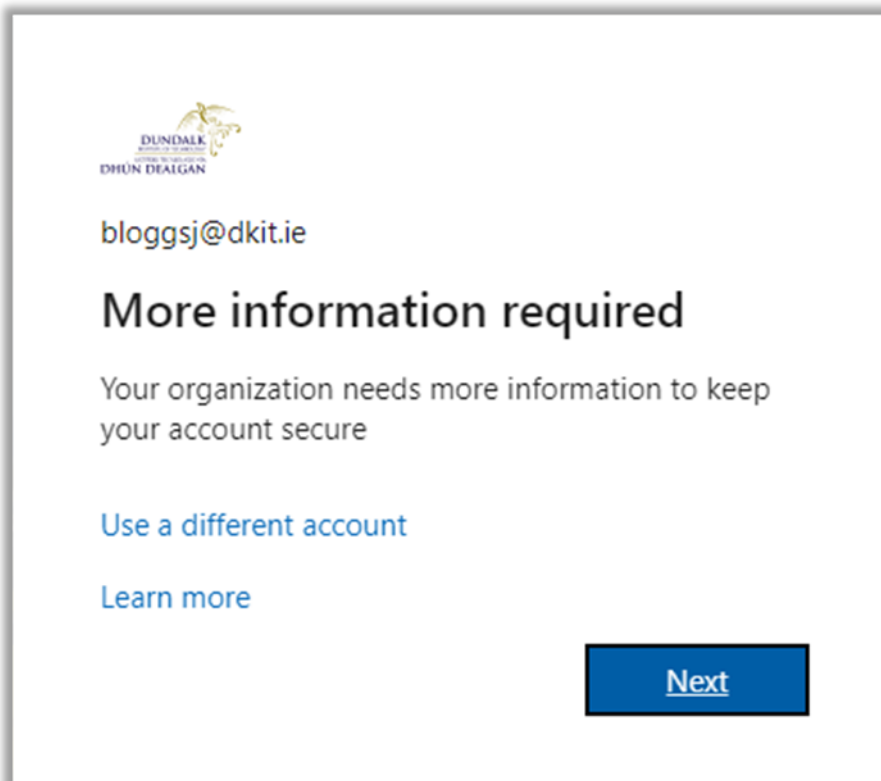


Setting up Self-Service Password Reset

In order to use Self-Service Password registration to reset a forgotten password, you must first register for SSPR by following the instructions below:

Step 1. Sign in to your account.

Upon signing in to webmail, or when visiting the following URL <https://aka.ms/ssprsetup/> you will be presented with the following screen.

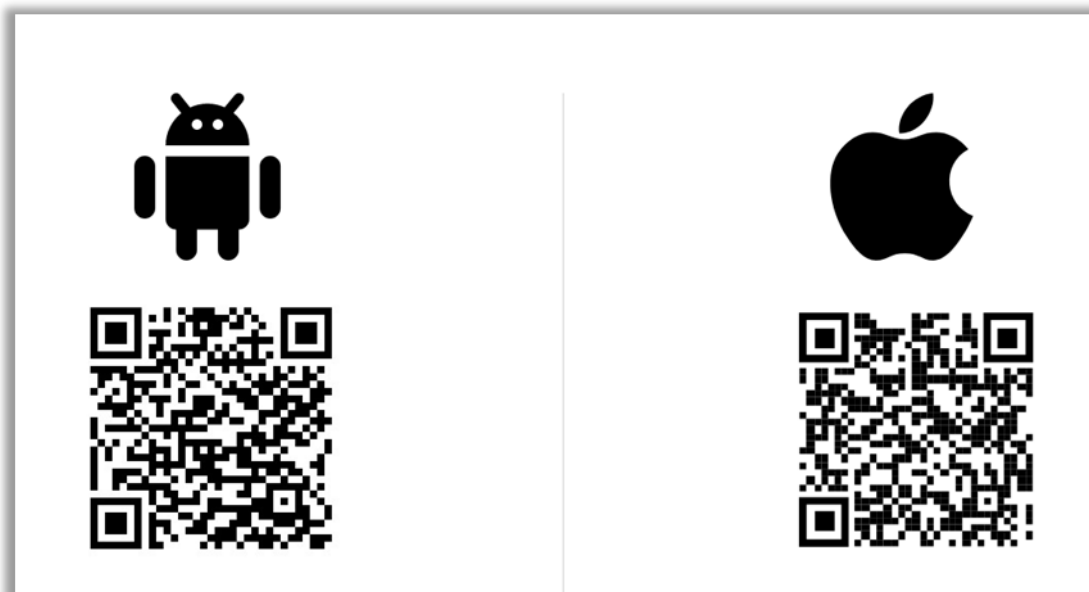
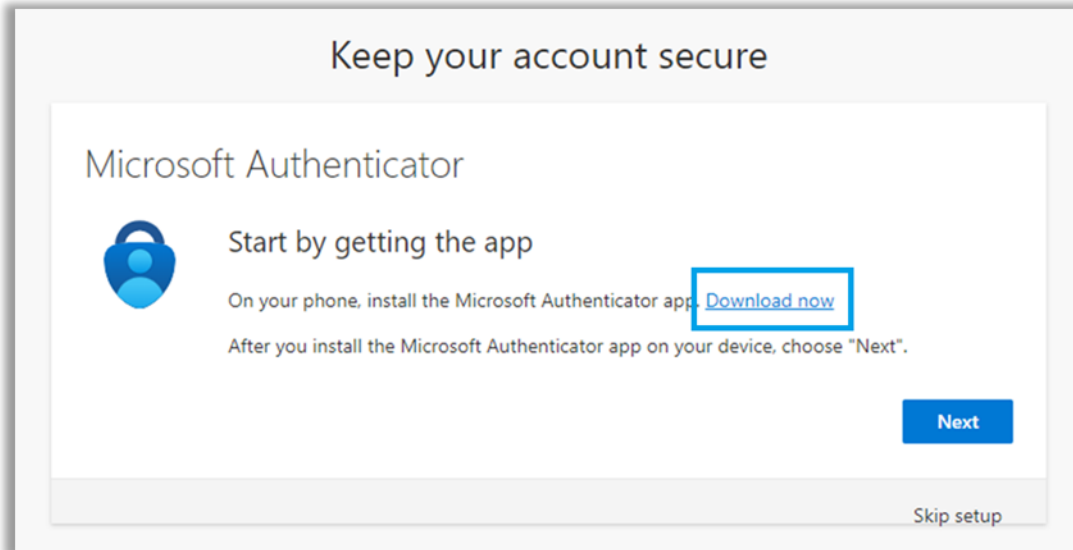


Click the 'Next' button to continue setup.

Step 2. Getting the Authenticator App

Get the Authenticator phone app by following one of the two following methods.

- 1) Clicking “Download now” on the screen presented during setup (pictured below) and then scanning the appropriate QR code



- 2) Searching your app store for “Microsoft Authenticator”.

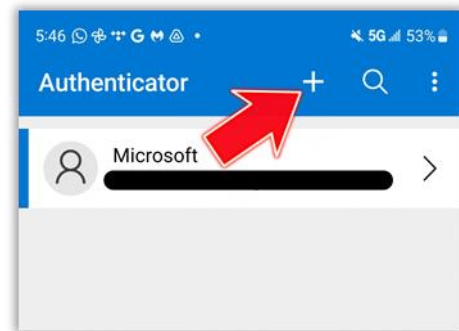
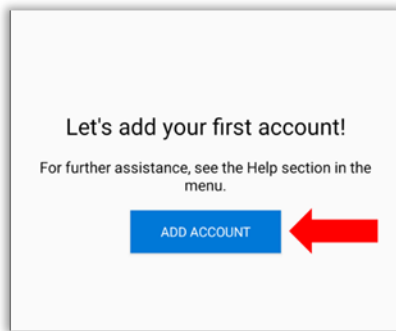
Step 3. Setting up the authenticator app

For this step you will need to use both your phone and the computer.

Once the app has finished downloading, open it.

If prompted, allow notifications.

If this is your first time using the app, you will see the screen on the left and if you have used it previously, you will see the screen on the right.



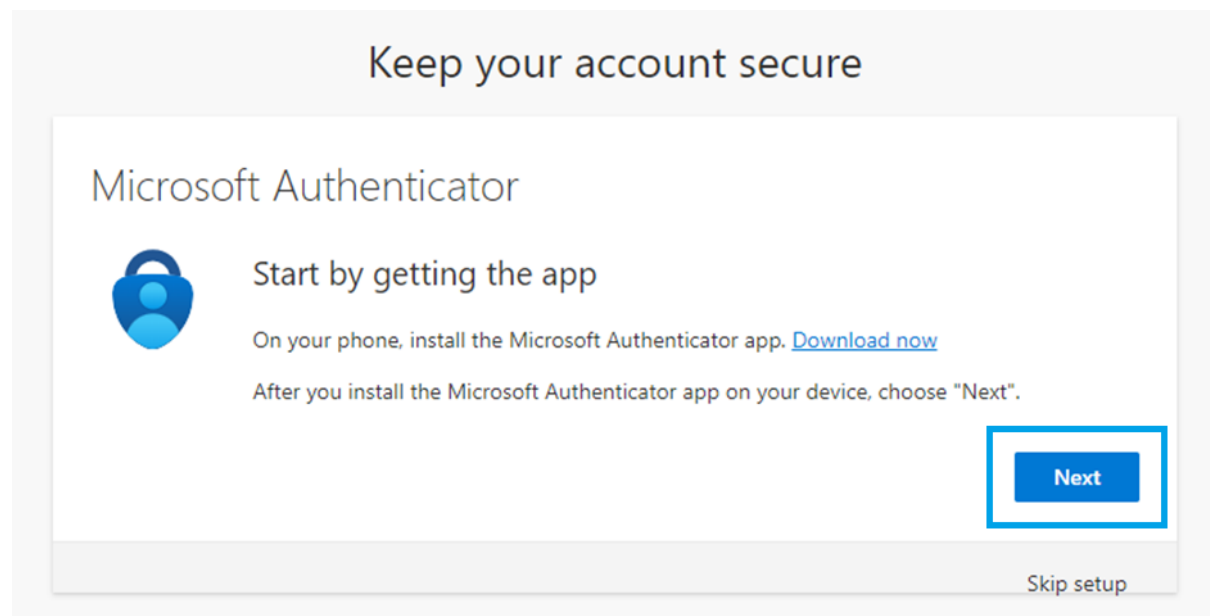
Click the button indicated by the red arrow to add your account now.

Select "Work or School account" as the kind of account you are using.

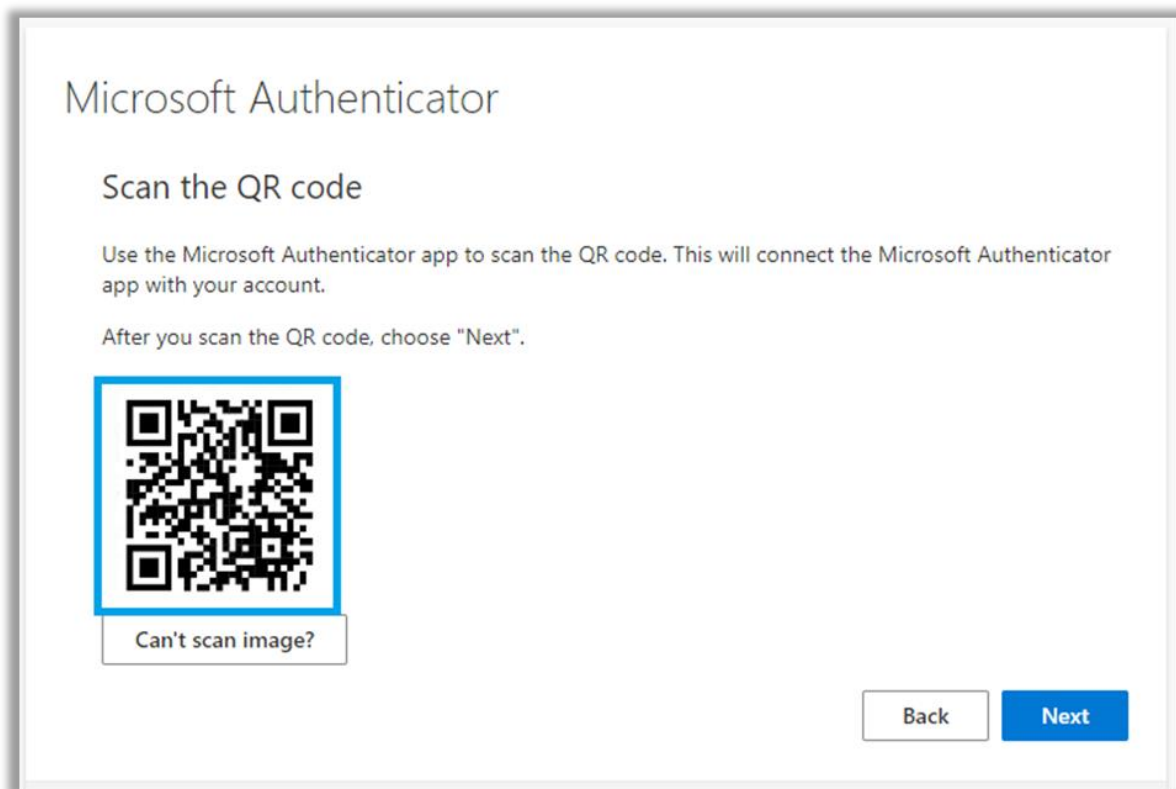
Your app should now ask if you would like to scan a QR code or sign in.

Select "Scan a QR code".

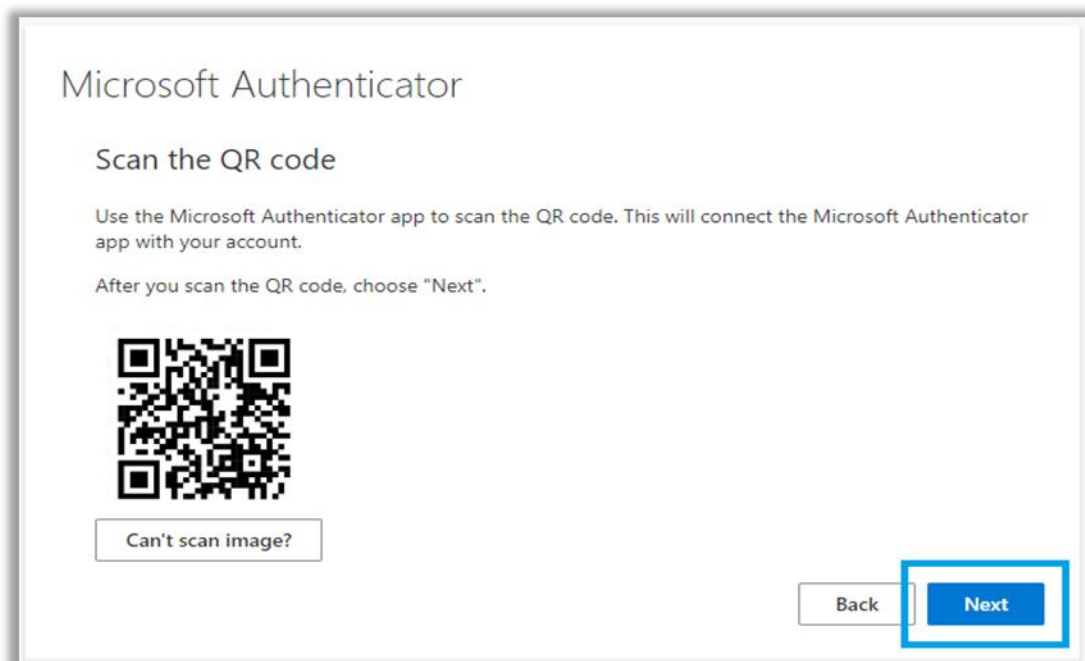
Back on the computer, click Next



Scan the presented QR code using the phone app

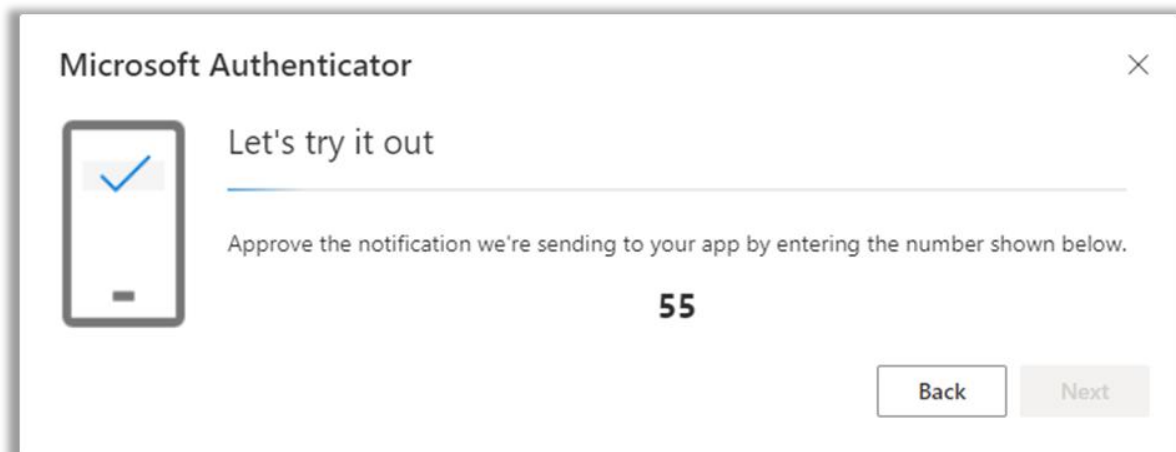


After scanning the code, you should receive a message stating that the account has been added successfully. Click Next on the computer.

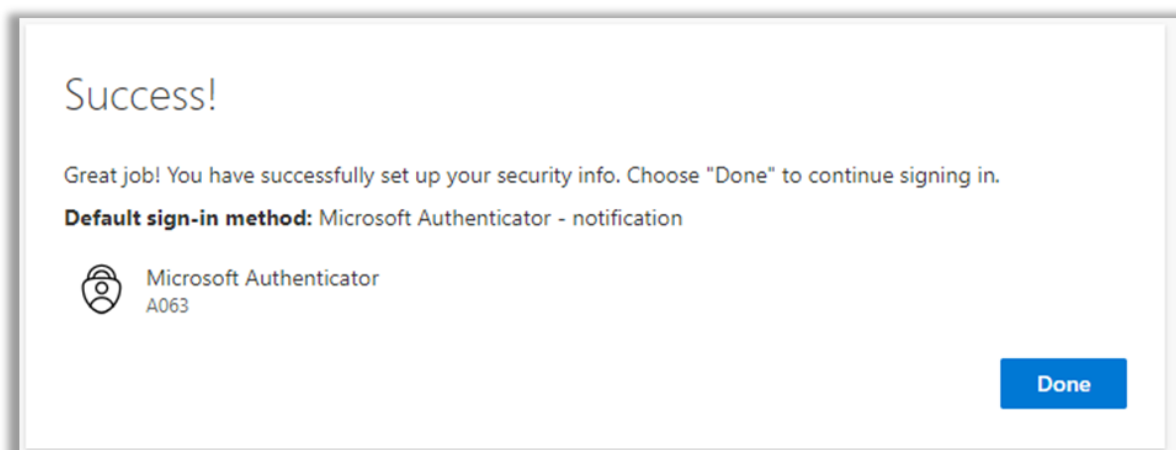


You will now be presented with a number on your computer screen (as in the image below) and a notification on your phone.

Enter this number from the computer screen on your phone by following the notification prompt.



Congratulations, you have successfully been set up for the self-service password reset feature. Click Done to exit the setup.

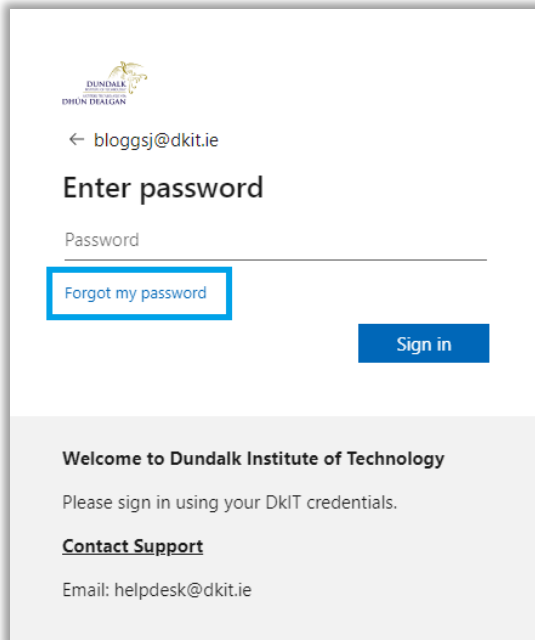



Resetting your Password using SSPR

How to reset your password using SSPR on the web

Use the following steps to access Azure AD Self-Service Password Reset (SSPR) and get back into your account.

1. From any Office 365 Sign-in page, select the Forgot my password link or got directly to the Password reset page.




← bloggsj@dkit.ie

Enter password

Password

[Forgot my password](#)

[Sign in](#)

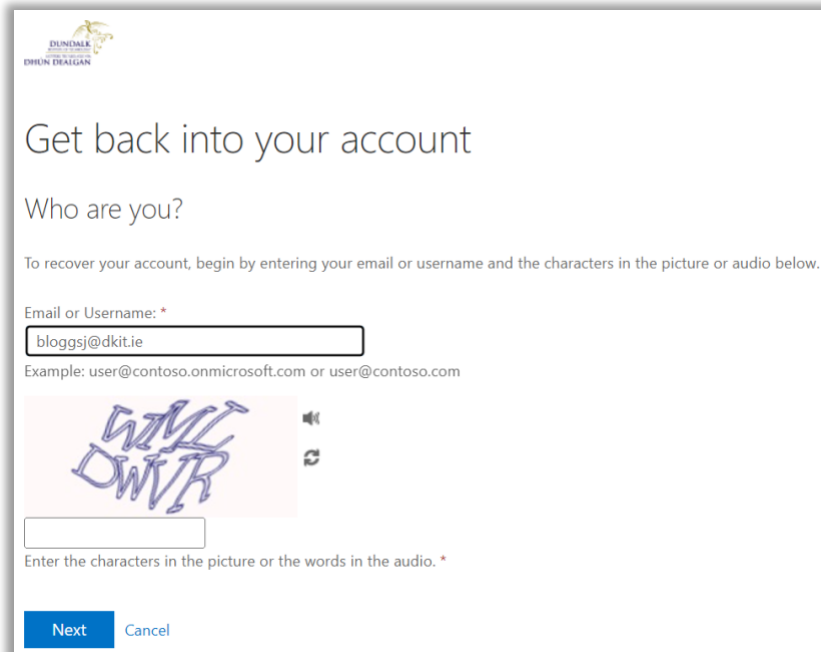
Welcome to Dundalk Institute of Technology


Please sign in using your DkIT credentials.

Contact Support

Email: helpdesk@dkit.ie

2. Enter your DkIT **User ID** (e.g. D12345678@student.student.dkit.ie or userid@dkit.ie), prove you aren't a robot by entering the characters you see on the screen, and then select **Next**.






Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

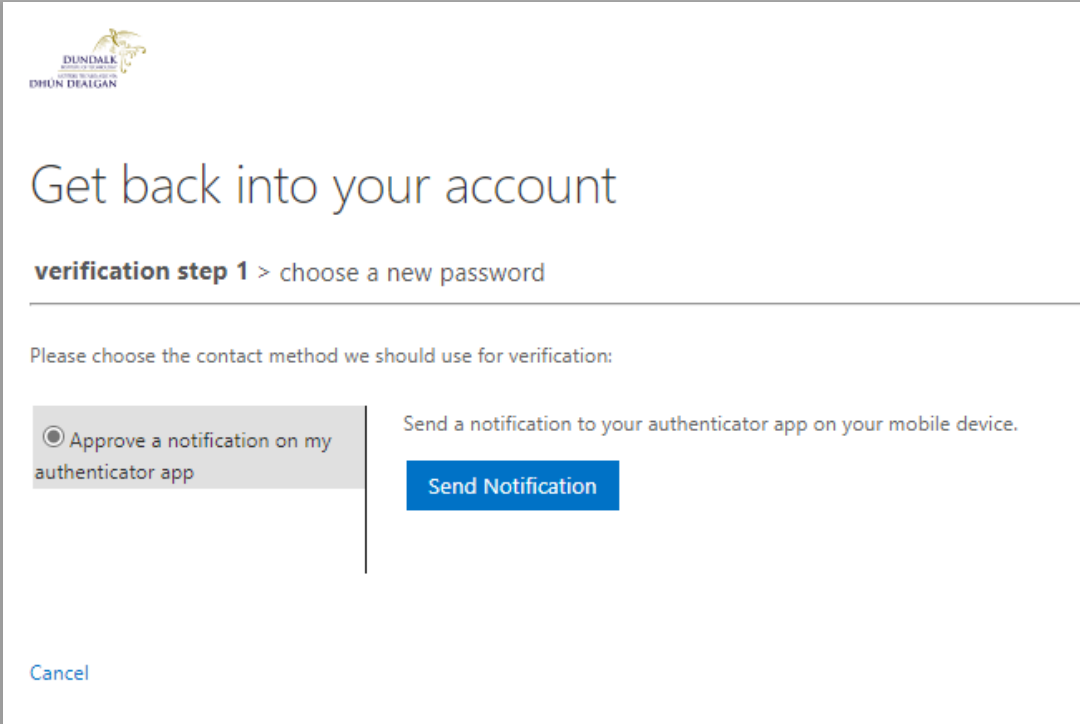
Example: user@contoso.onmicrosoft.com or user@contoso.com



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

[Next](#) [Cancel](#)

3. Select "Approve a notification on my authenticator app" on the left, and then click the Send Notification button.



DUNDALK
EDUCATION
DHÚN DEALGÁN

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

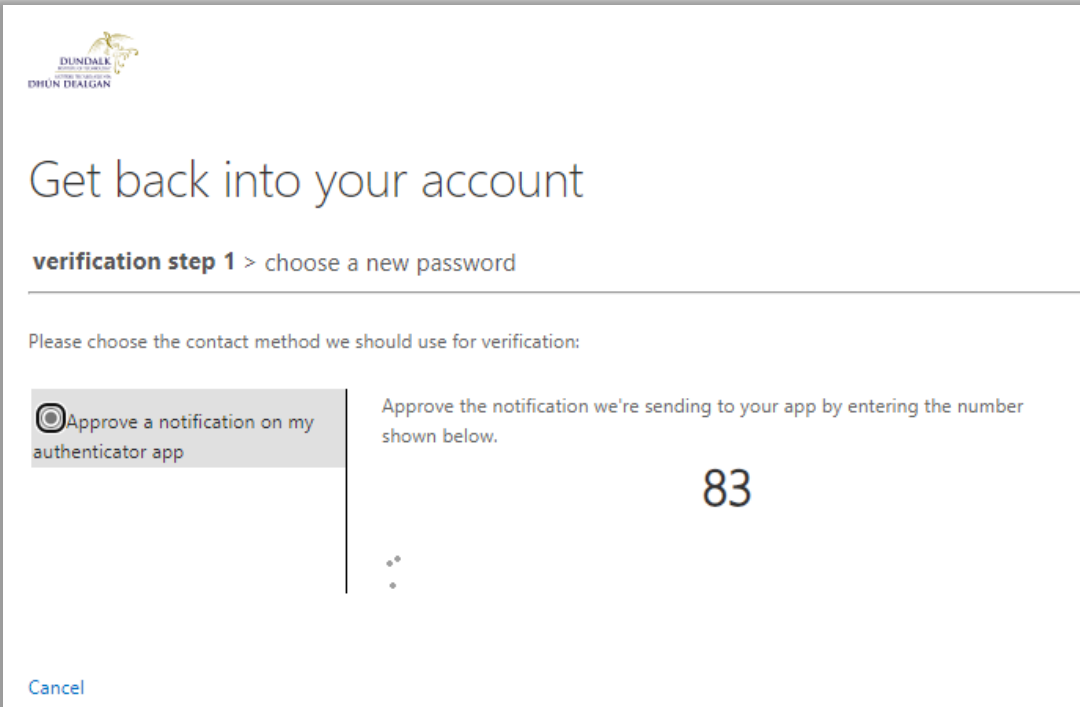
☒ Approve a notification on my authenticator app

Send a notification to your authenticator app on your mobile device.

Send Notification

[Cancel](#)

4. On your phone, tap the notification and enter the code shown on your computer screen (83 in the sample image below) and then tap "yes".



DUNDALK
EDUCATION
DHÚN DEALGÁN

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Approve a notification on my authenticator app

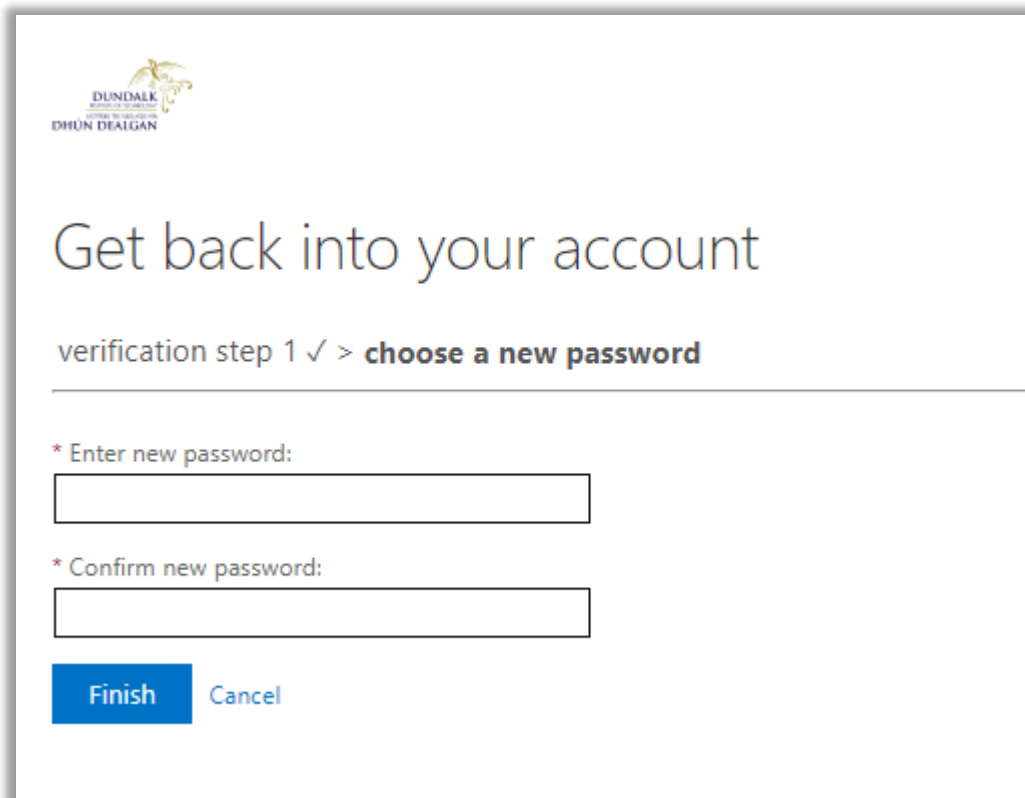
Approve the notification we're sending to your app by entering the number shown below.

83

•••

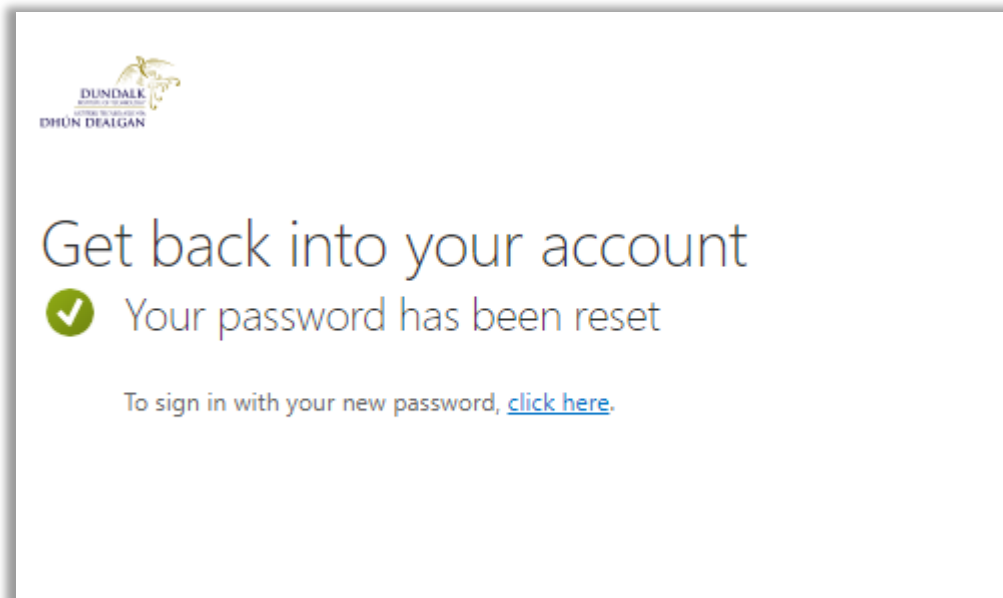
[Cancel](#)

5. Back on the computer, enter your new password and click the Finish button.



The screenshot shows a web page for 'DUNDALK' with the logo 'DHÚN DEALGÁN' in the top left. The main heading is 'Get back into your account'. Below it, a progress indicator shows '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: a blue 'Finish' button and a grey 'Cancel' button.

6. When you see the message, **your password has been reset**, you can sign in with your new password.



The screenshot shows the same web page as before, but now with a green checkmark icon and the text 'Your password has been reset'. Below this, there is a link that says 'To sign in with your new password, [click here](#).'