Self Service Password Reset (SSPR) allows you to reset or change your personal University IT account password yourself – for example if you forget it, or if you think your IT account has been compromised. You can do so at any time and from anywhere. All you need is an internet connection.

**In order to use the service, you will first need to complete a simple registration process.**

**What happens if you don’t register?**

If you don’t register for SSPR, you will have to visit the IT Service Desk in person to reset your password. You will need to have your University staff ID card with you.

**Registration**

You will need to know your *existing* password in order to access the registration page. If you have forgotten your password, please contact the IT Service Desk.

**Register at Sign in**

Until you complete SSPR registration, you will be prompted to do so each time you sign into an Office 365 application, e.g. Outlook on the Web (OWA), SharePoint, etc.

To go ahead with registration at this point:

- Click **Next** (a).
  
  - If you are using Microsoft Internet Explorer or Edge, after clicking Next you will be asked to confirm your current password (b).

  ![Image](a.png)

  ![Image](b.png)

- Then follow our guidance from step 3 on page 2.

If it is not convenient for you to register at this point, click **Next then Cancel** to bypass registration.

Note however that you will be prompted to register each time you sign in until you complete registration.
Register at a time of your choosing

1. Go to https://www.abdn.ac.uk/password-reset-reg/
2. Sign in using your username@abdn.ac.uk and password
   - If you are using Microsoft Internet Explorer or Edge, you will then be asked to confirm your current password
3. Choose to set up authentication to your mobile phone, or to an alternative, non-University email address
   - We recommend that you set up both authentication methods.

   If you choose mobile phone:
   - You’ll be prompted to select your country or region from a drop-down menu, and to enter your mobile phone number in the box provided
   - You can then opt to receive your verification code number by text (click text me) or by phone call (click call me)
   - Once you receive the verification code, type it into the text box provided and click verify
   Note: If you chose call me, you will receive a phone message asking you to press the # key instead.
   - Click Finish to complete registration
If you choose email:

- Type your alternative, **non-University** email address in the text box provided – SSPR will not accept your University email address.

**Why must it be a non-University email address?**

Well, if you’ve forgotten your password, you won’t be able to log into your University email for the verification code!

- Click **email me** to receive an email containing a verification code to your alternative email address
- Once you receive the verification code, type it into the text box provided and click **verify**

- Click **Finish** to complete registration

**What if you need to update your mobile number or alternative email address?**

Once you have registered for SSPR, you can update authentication information at any time by signing into [https://www.abdn.ac.uk/password-reset-reg/](https://www.abdn.ac.uk/password-reset-reg/) and clicking **Change**.
Reset your password

Once registered, you can reset your password at any time.

1. Go to https://www.abdn.ac.uk/password-reset/

   Alternatively, on Outlook Web App’s Sign in screen:
   - Enter your **username@abdn.ac.uk**, then **Next**.
   - At the **Enter password** dialog, click **Forgotten my password**

   Or, on a classroom PC, click **Reset password** on the sign in screen.

2. The Microsoft password reset window opens in your web browser.

   Type your University **username@abdn.ac.uk** in the User ID text box (a) – this may already be populated – prove you aren’t a robot by entering the validation characters you see (b), click **Next**

3. Choose whether you want your verification code to be sent by **Email**, **Text**, or **Call**

4. A verification code will be sent to the alternative email address or mobile phone number that you provided when you registered.

   **Note:** If you selected **Call my mobile phone number**, you will receive a phone message asking you to press the **# key** instead of a verification code.
5. Type in the verification code and click **Next**

![Verification code entry]

6. Type in your new password, then confirm your new password

![Password entry]

Make sure your new password conforms to our password rules – see page 6 below.

7. Click **Finish**.

If your password reset was successful, you will receive an onscreen confirmation and an email notification.

![Password reset confirmation]

Once you have changed your password, you will need to update wireless and email settings on all your devices (phones, tablets and PCs) with your new password in order to receive email and connect to the University wireless network.

Please allow up to 30 minutes for your password change to synchronise across all the University IT systems.
Password Rules

When trying to set a new password, you might see the message “This password does not meet the length, complexity, age, or history requirements of your corporate password policy.” Or “We’ve seen that password too many times before. Choose something harder to guess.”

To make sure your account stays safe, your password must conform to the following rules:
- Must not be a previously used password
- Must contain at least 8 characters
- Must not contain your IT account username
- Must not contain your first or last name
- Must contain characters from at least three of the following four character classes:
  - Uppercase English characters (e.g. A-Z)
  - Lowercase English characters (e.g. a-z)
  - Numeric characters (e.g. 0-9)
  - Special characters – choose from: ! # $ % & ( ) * + , - . : ; < = > ? @ [ ] ^ _ ` { | } ~

  **Note:** The following symbols are not valid: £ \\ " , .

**Tip!**
Use three or more random words together. By using a mix of upper and lowercase letters and substituting some letters with numbers and special characters, you can make your password even harder to guess.

Password Security

- IT Services will never ask you for your password.
- Never share your password. Keep it secret, keep it safe.
- Watch out for phishing emails. For guidance on how to protect yourself from phishing scams see our Toolkit guide.

Further information and help

If you require any further assistance, please contact the Service Desk at servicedesk@abdn.ac.uk or https://myit.abdn.ac.uk