

Self Service Password Reset (SSPR) for staff

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



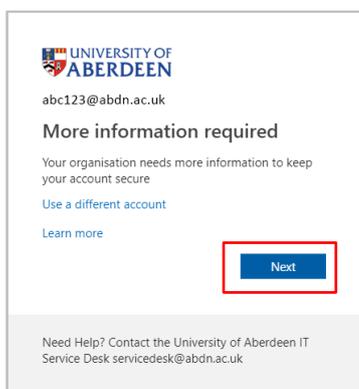
You will need to know your *existing* password in order to access the registration page. If you have forgotten your password, please contact the IT Service Desk.

Register at Sign in

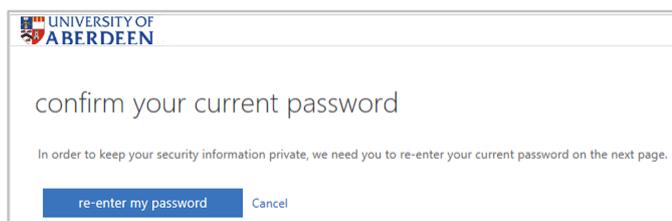
Until you complete SSPR registration, you will be prompted to do so each time you sign into an Office 365 application, e.g. Outlook on the Web (OWA), SharePoint, etc.

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).



(a)

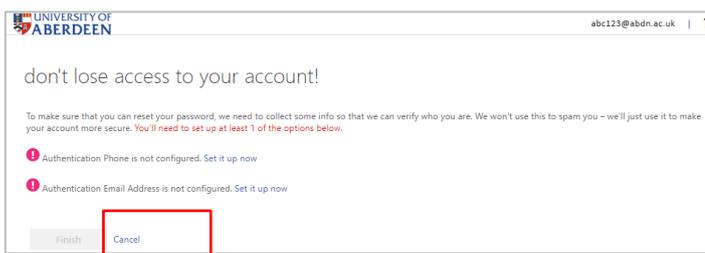


(b)

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

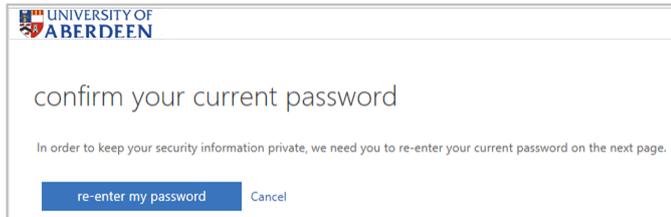
If it is not convenient for you to register at this point, click **Next** then **Cancel** to bypass registration.

Note however that you will be prompted to register each time you sign in until you complete registration.



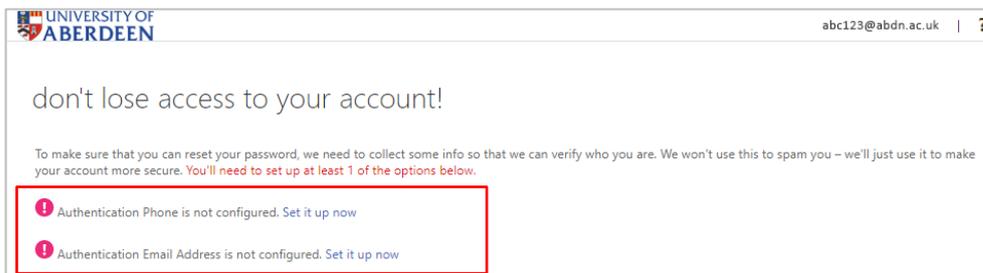
Register at a time of your choosing

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



The screenshot shows the University of Aberdeen logo at the top left. The main heading is "confirm your current password". Below it, a message states: "In order to keep your security information private, we need you to re-enter your current password on the next page." At the bottom, there are two buttons: "re-enter my password" and "Cancel".

3. Choose to set up authentication to your **mobile phone**, or to an alternative, non-University **email address**



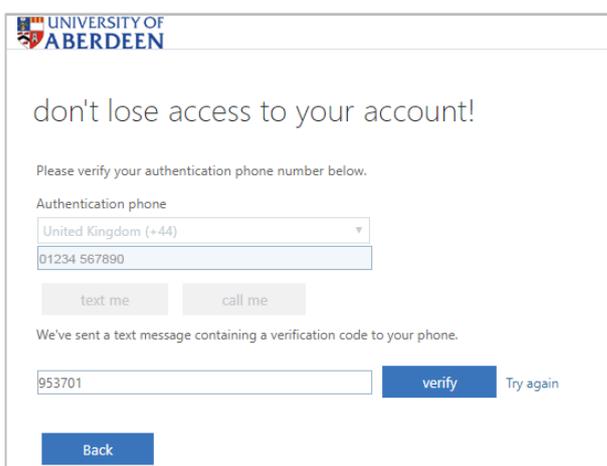
The screenshot shows the University of Aberdeen logo at the top left and the user email "abc123@abdn.ac.uk" at the top right. The main heading is "don't lose access to your account!". Below it, a message states: "To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We won't use this to spam you – we'll just use it to make your account more secure. You'll need to set up at least 1 of the options below." Two error messages are listed in a red-bordered box: "Authentication Phone is not configured. Set it up now" and "Authentication Email Address is not configured. Set it up now".



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



The screenshot shows the University of Aberdeen logo at the top left. The main heading is "don't lose access to your account!". Below it, a message states: "Please verify your authentication phone number below." There is a form with "Authentication phone" and a dropdown menu showing "United Kingdom (+44)". Below that is a text box containing "01234 567890". There are two buttons: "text me" and "call me". Below that, a message states: "We've sent a text message containing a verification code to your phone." There is a text box containing "953701" and a "verify" button. To the right of the "verify" button is a "Try again" link. At the bottom, there is a "Back" button.

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**

UNIVERSITY OF ABERDEEN

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email Address

joebloggs12345@gmail.com

email me

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

354237

verify Try again

Back

- Click **Finish** to complete registration

UNIVERSITY OF ABERDEEN abc123@abdn.ac.uk | ?

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 +44 01234567890. Change

✓ Authentication Email Address is set to joebloggs12345@gmail.com . Change

Finish Cancel



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/> and clicking **Change**.

UNIVERSITY OF ABERDEEN abc123@abdn.ac.uk | ?

don't lose access to your account!

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

✓ Authentication Phone is set to +44 07818086750 Change

✓ Authentication Email Address is set to hollowafternoon@gmail.com Change

looks good Cancel

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**

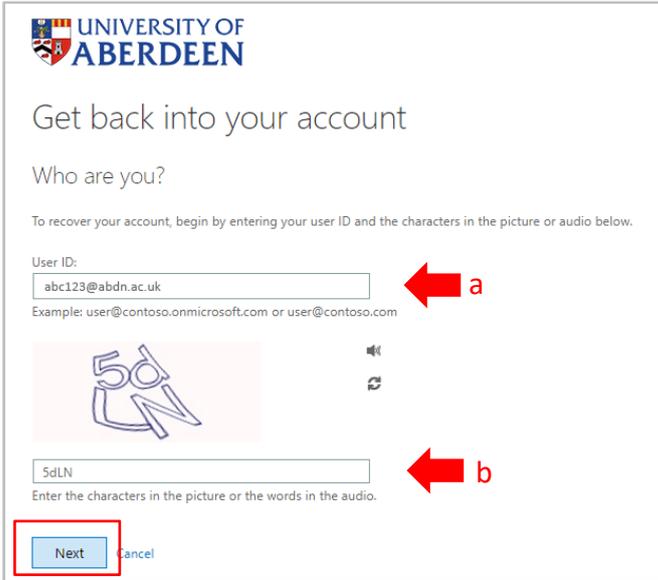
Or, on a classroom PC, click **Reset password** on the sign in screen.



The screenshot shows the University of Aberdeen sign-in page. At the top is the university logo. Below it, the user ID 'abc123@abdn.ac.uk' is entered. The 'Enter password' field is visible. A red box highlights the 'Forgotten my password' link. A 'Sign in' button is at the bottom right.

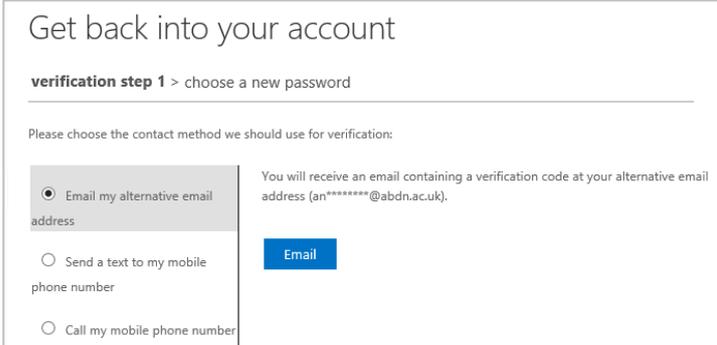
2. The Microsoft password reset window opens in your web browser.

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**



The screenshot shows the Microsoft password reset window for the University of Aberdeen. It has the university logo and the heading 'Get back into your account'. Below that is the question 'Who are you?'. A sub-heading says 'To recover your account, begin by entering your user ID and the characters in the picture or audio below.' There is a 'User ID:' field containing 'abc123@abdn.ac.uk', with a red arrow 'a' pointing to it. Below the field is an example: 'Example: user@contoso.onmicrosoft.com or user@contoso.com'. There is a CAPTCHA image showing the number '5dLN' with a red arrow 'b' pointing to the input field below it. At the bottom, there is a 'Next' button (highlighted with a red box) and a 'Cancel' link.

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



The screenshot shows the 'verification step 1 > choose a new password' screen. It asks the user to 'Please choose the contact method we should use for verification:'. There are three radio button options: 'Email my alternative email address' (selected), 'Send a text to my mobile phone number', and 'Call my mobile phone number'. To the right, it says 'You will receive an email containing a verification code at your alternative email address (an*****@abdn.ac.uk)'. There is an 'Email' button.

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**

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternative email address

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

867347

Next Are you having any issues?

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

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

.....

* Confirm new password:

.....

Finish Cancel



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.

Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).



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>