

Self Service Password Reset (SSPR) for students

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 are an **Aberdeen** campus student, you will have to visit the IT Service Desk in person to reset your password. You will need to have your University student ID card with you. Service Desks are located on Floor 1 of the Sir Duncan Rice Library (Old Aberdeen) and Polwarth 1.122 (Foresterhill).

If you are a **Qatar** campus student or an **Online** student, you will have to contact the IT Service Desk to reset your password. Email servicedesk@abdn.ac.uk, or phone +44 (0)1224 273636.

Registration



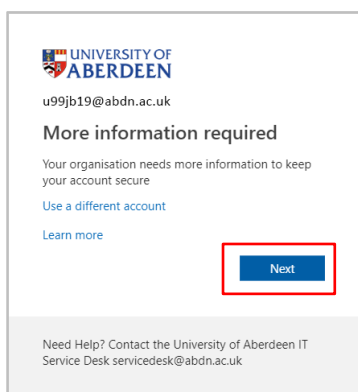
You will need to know your *existing* password in order to access the registration page. If you have forgotten your password, please contact the IT Service Desk.

Register at Sign in

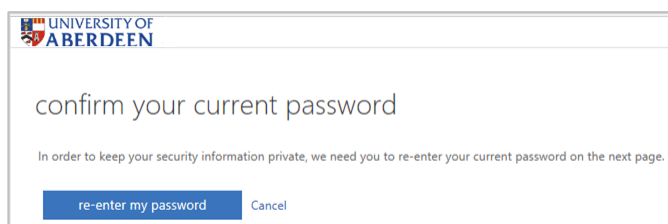
Until you complete SSPR registration, you will be prompted to do so each time you sign into an Office 365 application, e.g. Outlook on the Web (OWA), OneDrive for Business, etc.

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)

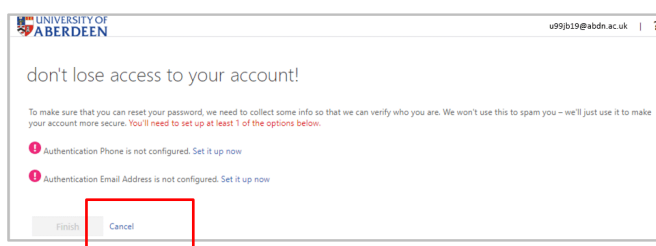


(b)

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

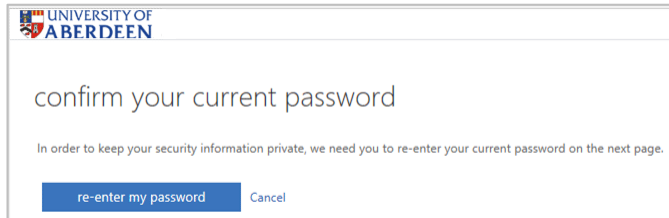
If it is not convenient for you to register at this point, click **Next** then **Cancel** to bypass registration.

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



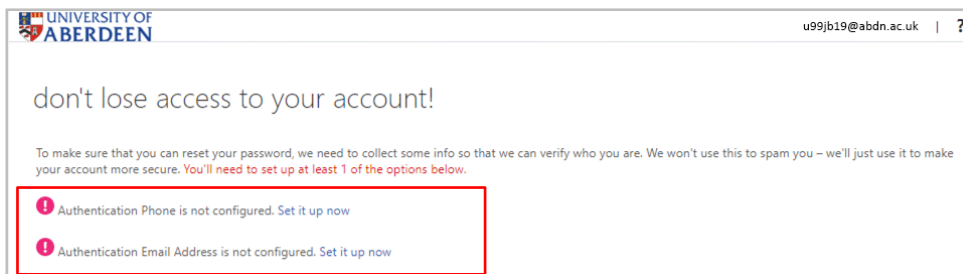
Register at a time of your choosing

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**



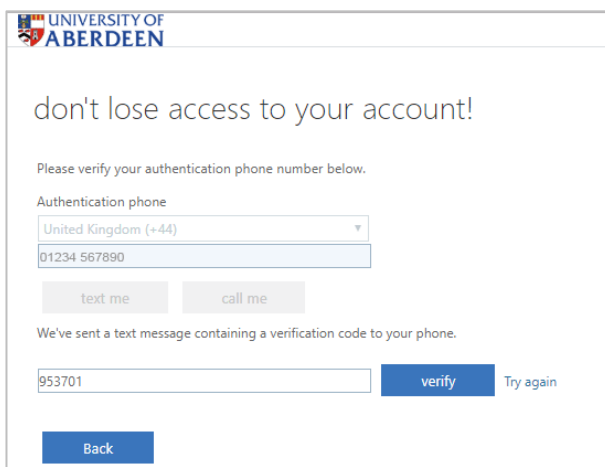
The screenshot shows the University of Aberdeen logo at the top left and the user email "u99jb19@abdn.ac.uk" at the top right. The main heading is "don't lose access to your account!". Below it, a message states: "To make sure that you can reset your password, we need to collect some info so that we 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." A red box highlights two error messages: "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



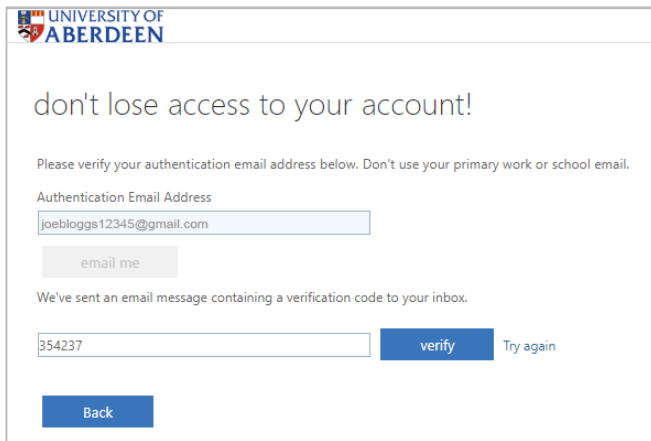
The screenshot shows the University of Aberdeen logo at the top left. The main heading is "don't lose access to your account!". Below it, a message states: "Please verify your authentication phone number below." There is a form with "Authentication phone" and a dropdown menu showing "United Kingdom (+44)". 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:

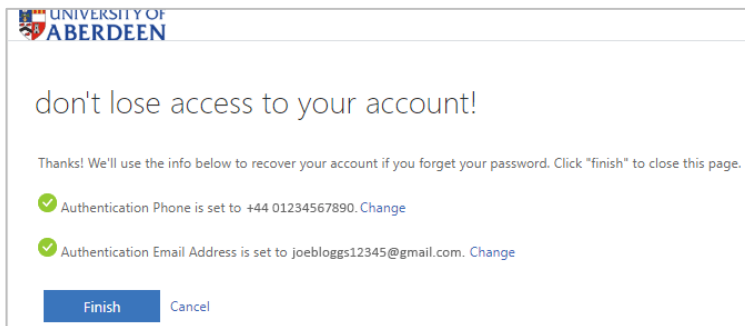
- Type your alternative, **non-University** email address in the text box provided


 **Why 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!

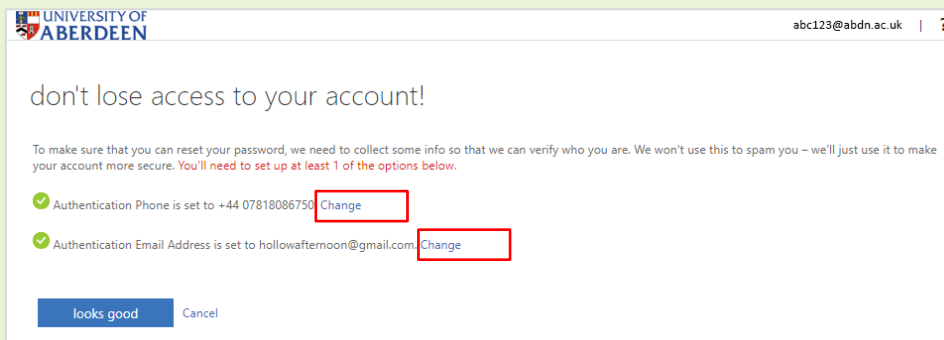
- Click **email me** to receive an email containing a verification code to your alternative email address
- Once you receive the verification code, type it into the text box provided and click **verify**



- 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/> and clicking **Change**.



Reset your password

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

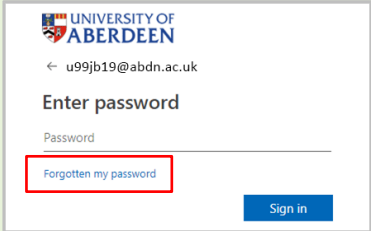
1. Go to <https://www.abdn.ac.uk/password-reset/>

 **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**

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



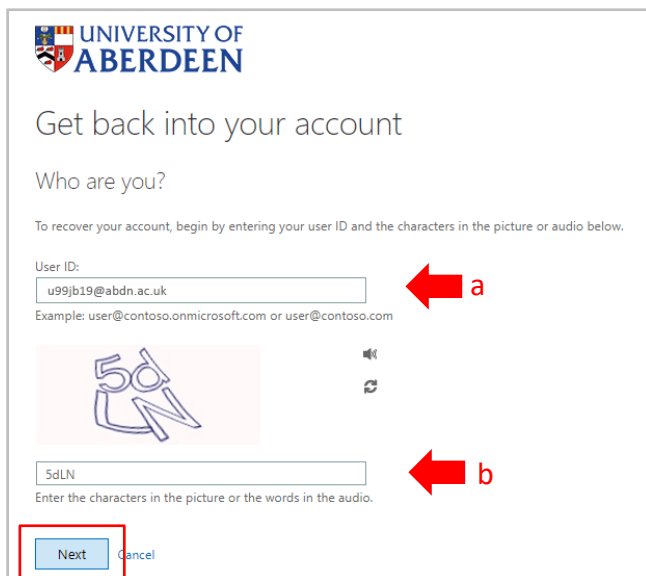
The screenshot shows the University of Aberdeen sign-in page. The user ID is 'u99jb19@abdn.ac.uk'. The password field is empty. A red box highlights the 'Forgotten my password' link. A 'Sign in' button is visible.



The screenshot shows the 'Other user' sign-in page. The user ID is 'u99jb19'. The password field is empty. A red box highlights the 'Reset password' link. A 'Sign in to UOA' button is visible.

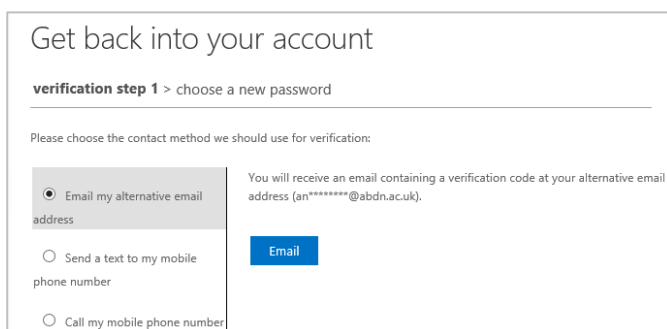
2. The Microsoft password reset window opens in your web browser.

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. The title is 'Get back into your account'. The subtitle is 'Who are you?'. The text 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:' label and a text box containing 'u99jb19@abdn.ac.uk'. A red arrow labeled 'a' points to this text box. Below the text box is an example: 'Example: user@contoso.onmicrosoft.com or user@contoso.com'. There is a picture of the characters '5dLN' and an audio icon. A text box contains '5dLN'. A red arrow labeled 'b' points to this text box. Below the text box is the text 'Enter the characters in the picture or the words in the audio.' At the bottom, there is a 'Next' button and a 'Cancel' button. The 'Next' button is highlighted with a red box.

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



The screenshot shows the Microsoft password reset window. The title is 'Get back into your account'. The subtitle is 'verification step 1 > choose a new password'. The text says 'Please choose the contact method we should use for verification:'. There are three radio buttons: 'Email my alternative email address', 'Send a text to my mobile phone number', and 'Call my mobile phone number'. The 'Email my alternative email address' radio button is selected. To the right, there is a text box containing 'You will receive an email containing a verification code at your alternative email address (an*****@abdn.ac.uk)'. Below the text box is an 'Email' button.

- 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.

- Type in the verification code and click **Next**

- Type in your new password, then confirm your new password



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

- Click **Finish**.

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



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>