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) ![Microsoft Edge SSRP](image)

    (b) ![Confirm current password](image)

- 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

  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**

  ![Image of email verification process]

- 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**.  

![Image of authentication info update process]
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.

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

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

**Note:** 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.

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