Self Service Password Reset (SSPR) is a feature of Microsoft Authentication. It 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 or member of staff, you will have to visit the IT Service Desk in person to reset your password. You will need to have your University student/staff 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.

Until you complete 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**

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

**If it is not convenient for you to register at this point:**

- Click **Skip setup** to bypass registration.

Note however that you will be prompted to register each time you sign into an Office 365 application until you complete registration.
To register

1. On a laptop or desktop computer, go to www.abdn.ac.uk/password-reset-reg/.
2. Sign in using your username@abdn.ac.uk and password
3. You will be asked to set up a method of proving who you are.
   The default method suggested is the Microsoft Authenticator app (a) which you install on your smartphone. We recommend you use this method.
   If you prefer, you can select I want to set up a different method (b), and then choose phone or email as your method of proving who you are.
   ! We don’t recommend using email as this is not seen as a strong authentication method.
4. We recommend that you set up two authentication methods.
   Once you have successfully set up one method of authentication, you can go back to https://www.abdn.ac.uk/password-reset-reg/ and set up an alternative.

To set up the Microsoft Authenticator app:

- Download the Microsoft Authenticator app to your smartphone, from your App store. If prompted allow access to your camera.
- On your laptop or desktop computer, in the Microsoft Authenticator window, click Next – see (c) above.
- Follow the on-screen instructions to add your University Office 365 account to the Microsoft Authenticator app on your smartphone.
  - This involves scanning a QR code. If that is not possible, click Can’t scan image? and follow the instructions.
- The Microsoft Authenticator app will then generate 6-digit codes as it finalises the set up.
- On your laptop or desktop computer, you will be prompted either to enter one of the 6-digit codes from the app, or to click Approve on your smartphone.
- You will see confirmation when you have successfully set up this method of authentication.
To set up a 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 a code**) or by phone call (click **Call me**).
- Click **Next**
- Once you receive the verification code, type it into the text box provided and click **Next**
  **Note:** If you chose **Call me**, you will receive a phone message asking you to press the # key instead.
- You will see confirmation when you have successfully set up this method of authentication.

To set up email (not recommended):

- If you do choose this method, type your alternative, **non-University** email address in the text box provided. SSPR will not accept your University email address.
- Follow the on-screen instructions to enter a verification code received to your alternative email address.

Sign-in methods:

**Note** whichever method you set up first will become your default sign-in method.

- To add an alternative method of authentication, or to change any details, go to: [https://www.abdn.ac.uk/password-reset-reg/](https://www.abdn.ac.uk/password-reset-reg/)
- Sign in using your **username@abdn.ac.uk** and **password**
- You will be asked to verify your account using the default method you set up, e.g by entering a code from the Microsoft Authenticator app.
- The method(s) you have already set up are listed

- To **add** another method of authentication, click on **+ Add Method** and follow the on-screen instructions. Options are: Authenticator app, Phone, Email and Alternate phone.
  **Note:** You can only receive **calls** to an Alternate phone
- To change a method that is listed, click **delete** beside it. Then choose **+ Add Method**, as above, to add new details.
- To change the default sign-in method click **change** and choose your preferred option.
Reset your password

Once you have registered for SSPR, 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 or staff 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 received in the Microsoft Authenticator app, or by Text, Call or Email.
4. A verification code can be found in your Microsoft Authenticator app (if you set that up) or 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

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.
What happens if my details change after registering for SSPR?

If you change the phone, phone number or email address that you used when registering for SSPR, that method of authentication will no longer work.

You must remove it from your list of methods and register your new details. To do this:

1. On a laptop or desktop computer, go to www.abdn.ac.uk/password-reset-reg/
2. Sign in using your username@abdn.ac.uk and password.
3. Follow the onscreen instructions to add a new authentication method or to delete a method that you can no longer use.

Further information and help

If you need help setting up SSPR, or changing your details, please contact the Service Desk at servicedesk@abdn.ac.uk or https://myit.abdn.ac.uk
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.