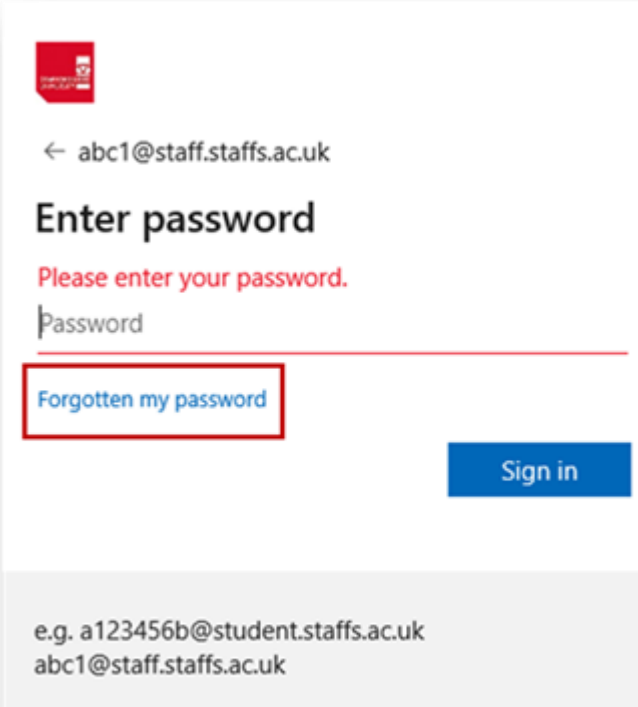


## Reset your password using SSPR on the web

Use the following steps to access Azure AD Self-Service Password Reset (SSPR) and get back into your account.

1. From any Office 365 **Sign-in** page, select the **Forgotten my password** link or got directly to the [Password reset page](http://www.staffs.ac.uk/sspr) which is [www.staffs.ac.uk/sspr](http://www.staffs.ac.uk/sspr)



← abc1@staff.staffs.ac.uk

### Enter password

Please enter your password.

Password

[Forgotten my password](#)

Sign in

e.g. a123456b@student.staffs.ac.uk  
abc1@staff.staffs.ac.uk

2. Please delete the address that is shown as the page will pick up your PC login account. This will not work with your personal address or local college address.
3. Enter your University **User ID, this will be in the following format.**  
**v031573h@student.staffs.ac.uk**
4. Prove you aren't a robot by entering the characters you see on the screen, and then select **Next**.

**Microsoft**


## Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.


User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

5. Choose an authentication method, provide the correct responses, and then select **Next**



## Get back into your account

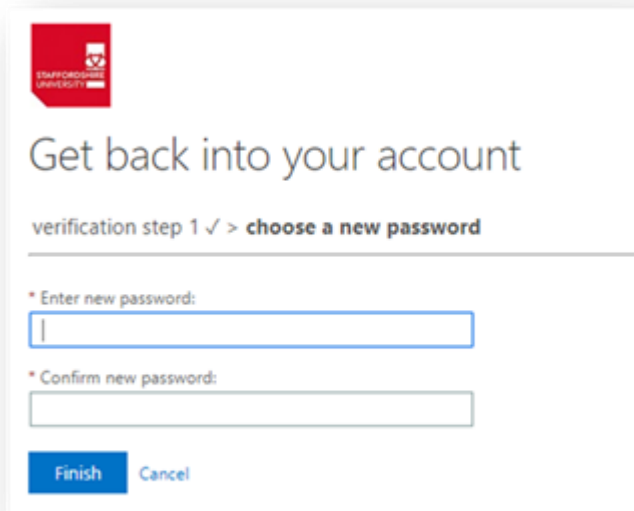
**verification step 1** > choose a new password

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.

6. On the **Choose a new password** page, enter a new password, confirm your password, and then select **Finish**



STAFFORDSHIRE UNIVERSITY

## Get back into your account

verification step 1 ✓ > **choose a new password**

\* Enter new password:

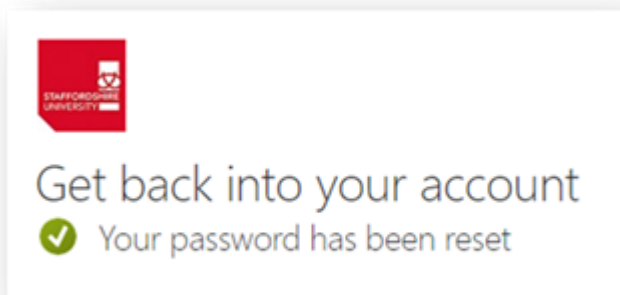
\* Confirm new password:

**Finish** Cancel

Your new password must meet our minimum security requirements:

- Must be at least 8 characters long.
- 3 different character types – e.g. uppercase, lowercase, number, special character such as \*!\$#, etc.
- Not a password you have used before.
- Must not contain your name, date of birth, or username.

7. When you see the message, **Your password has been reset**, you can sign in with your new password



If you are still struggling to log in please email [3800@staffs.ac.uk](mailto:3800@staffs.ac.uk) and include a screenshot showing any error message you get when you try to log in as well as explaining what steps you have taken to try to log in and reset your password.