

Self Service Password Reset (SSPR) Enrollment User Guide

Version: 1.1

Release Date: 3/17/2022

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Purpose of this User Guide

This guide is intended to aid and serve as a “how to” for all users as they enroll in Self Service Password Reset (SSPR). This same procedure can be used to update your SSPR settings.

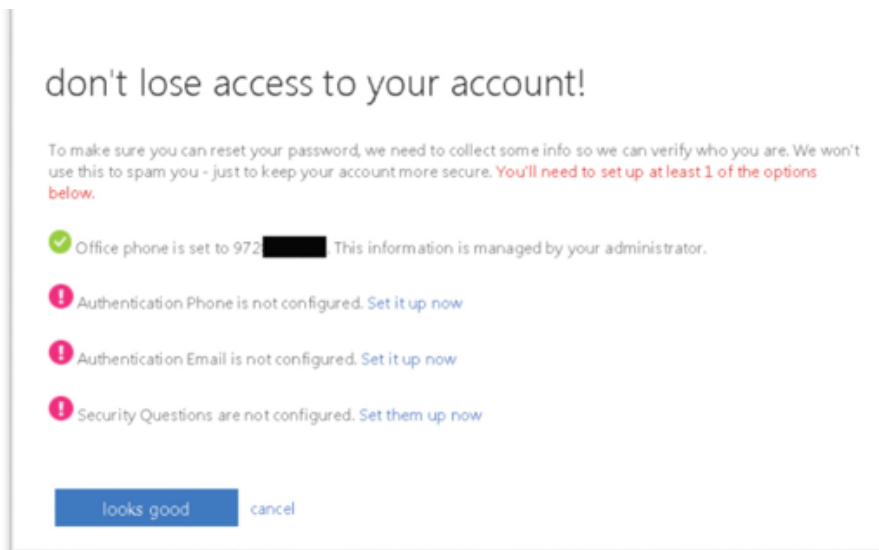
Tools and Terms

Self Service Password Reset (SSPR)

Self Service Password Reset (SSPR) is a Microsoft delivered feature that allows an enrolled user the ability to reset their own password.

Enrolling in Self Service Password Reset (SSPR)

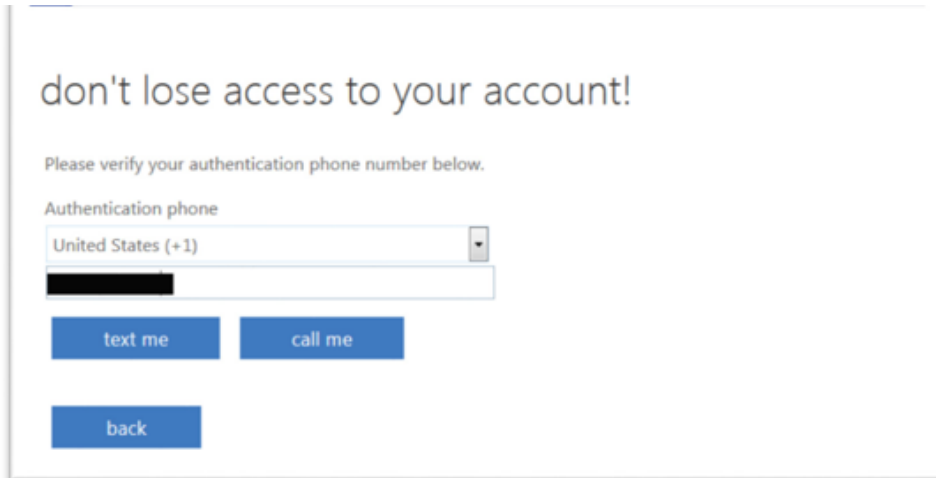
1. Click this link: [password reset registration page](https://aka.ms/ssprsetup?whr=ad.faytechcc.edu) (<https://aka.ms/ssprsetup?whr=ad.faytechcc.edu>).
2. If prompted, enter your FTCC username and the current password. (hint: username1234@ad.faytechcc.edu) (The username is the first seven letters of your last name and the first letter of your first name. The numbers represent the last 4 numbers of your student or employee ID. Everyone uses "@ad.faytechcc.edu").
3. You will be asked to enter information such as phone numbers, alternate email and/or security questions. The purpose of this is to verify your identity when you need to make changes to your account, such as password resets. You can configure up to three pieces of information on your account, along with your office phone number. You should have at least one additional method configured. It is recommended, but not required, that you set-up as many methods as you can. This gives you flexibility when one of the methods isn't available. An example is when you're traveling and you're unable to access your office phone.
 - **Alternative Authentication Phone (call or text):** A number other than your office phone
 - **Alternative Authentication Email:** An email other than your work or college email
 - **Security Questions:** If you select this option you will need to set-up 4 questions
 - Additional Methods may be added in the future as they become available



NOTE: You will receive a phone call, text or email message while doing setup to verify that this method of communication is working. You will need access to any configured email address or phone during enrollment to validate ownership/accessibility.

Setting Up Alternative Authentication Phone (call or text)

1. Select the “Set it up now” link next to “Alternative Phone...”.
2. Set your Region Code [typically United States (+1)].
3. Enter Your Phone Number.
4. Select either the “Text Me” or “Call Me” button to verify the phone number (only one option needs to be completed).



don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

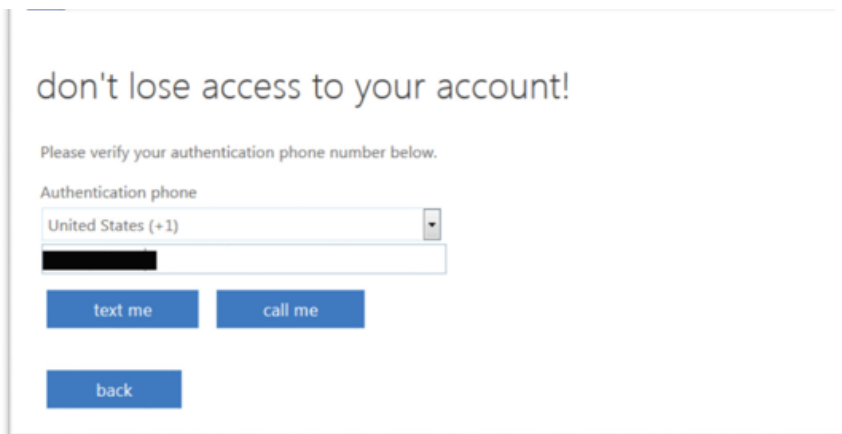
[Redacted Phone Number]

text me call me

back

4.1. Text Me Option

- 4.1.1. Enter the code received in a text and select the “Verify” button.
- 4.1.2. If successful, you will be returned to the initial setup screen.



don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

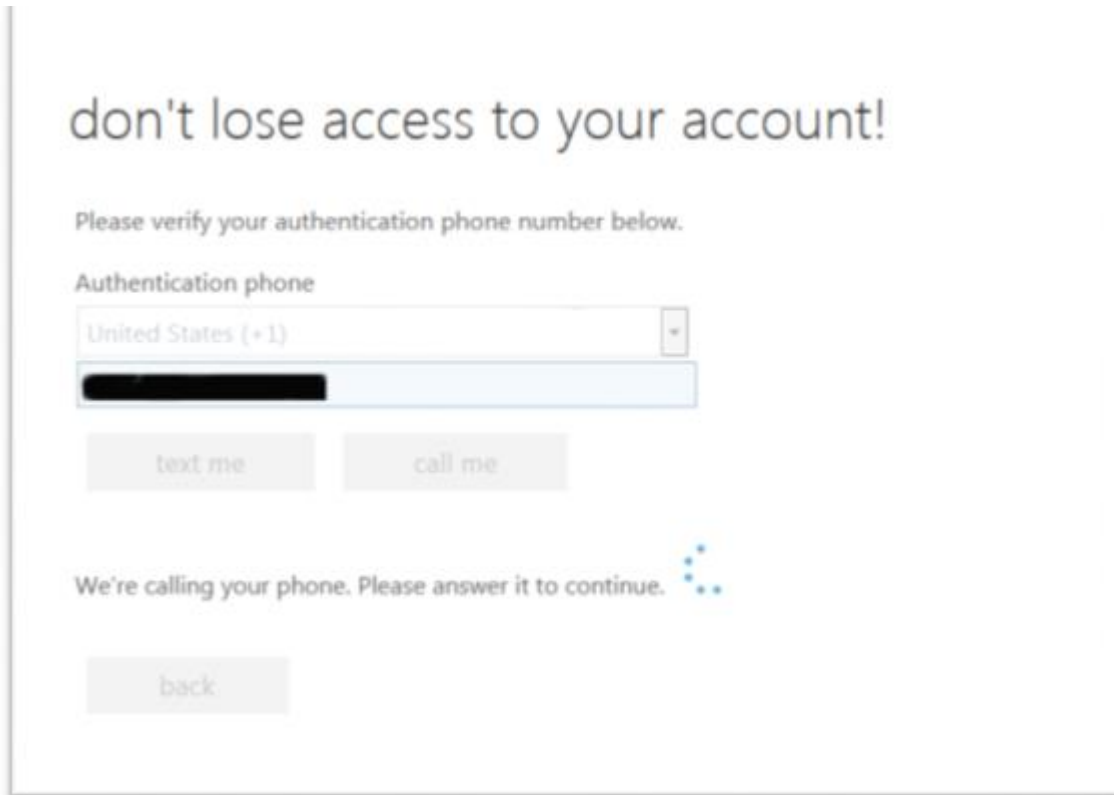
[Redacted Phone Number]

text me call me

back

4.2. Call Me Option

- 4.2.1. Answer your phone.
- 4.2.2. When prompted on the phone, hit the “#” key.
- 4.2.3. If successful, you will be returned to the initial setup screen.




don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

We're calling your phone. Please answer it to continue. 

Setting Up Alternative Authentication Email

1. Select the “Set it up now” link next to “Alternative Email...”.
2. Enter an email address other than your work email account.
3. Select the “email me” button.

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

email me

back

4. Get the verification code from this email account and enter in the verification field and then select the “Verify” button.

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

email me

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

verify

try again

back

Setting Up Security Questions

1. Select the “Set them up now” link next to “Security Questions...”.
2. Choose four questions and provide answers.

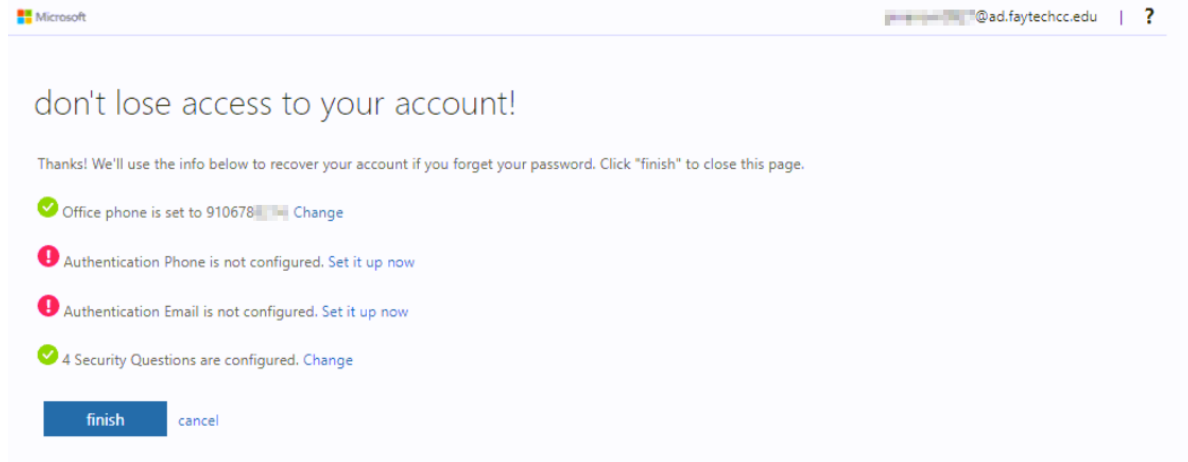
The screenshot shows the Microsoft account security question setup page. At the top left is the Microsoft logo, and at the top right is the user's email address, @ad.faytechcc.edu, followed by a question mark icon. The main heading is "don't lose access to your account!". Below this is a red instruction: "Please select questions to answer below. Your admin requires you to set up 4 questions, and answers must be at least 3 characters long." There are four sections, each labeled "Security question 1" through "Security question 4". Each section contains a dropdown menu for selecting a question and a text input field for the answer. A red exclamation mark icon is positioned to the right of each answer field, indicating that the current answers are invalid. At the bottom left, there is a green "save answers" button and a blue "back" button.

3. After completing all questions, select the “save answers” button.

Finish Out

Once you have completed your choice of settings, select the “finish” button to continue to other applications. It is important to complete this step, or your changes will be lost.

Note: *You may be prompted for your password again after you select the “finish” button.*



The screenshot shows a Microsoft account settings page. At the top left is the Microsoft logo, and at the top right is the user's email address, @ad.faytechcc.edu, followed by a question mark icon. The main heading is "don't lose access to your account!". Below this is a message: "Thanks! We'll use the info below to recover your account if you forget your password. Click 'finish' to close this page." There are four items listed with status icons: a green checkmark for "Office phone is set to 910678... Change", a red exclamation mark for "Authentication Phone is not configured. Set it up now", a red exclamation mark for "Authentication Email is not configured. Set it up now", and a green checkmark for "4 Security Questions are configured. Change". At the bottom, there are two buttons: a blue "finish" button and a grey "cancel" button.

To Update Your Settings

1. Click this link: <https://aka.ms/ssprsetup?whr=ad.faytechcc.edu>
2. Select on "Change" next to the setting you wish to update.
3. Follow the instructions above for each setting.
4. Select the "finish" button when you are complete.

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.

- ✔ Office phone is set to 972 [REDACTED]. This information is managed by your administrator.
- ✔ Authentication Phone is set to +1 972 [REDACTED]. [Change](#)
- ✔ Authentication Email is set to [REDACTED]@gmail.com. [Change](#)
- ✔ 5 Security Questions are configured. [Change](#)

[finish](#) [cancel](#)

Frequently Asked Questions

Your information is protected.

If you enter data for Authentication Phone or Authentication Email, it's not visible in the global directory. The only people who can see this data are you and your administrators. Only you can see the answers to your security questions.

You may need to reconfirm your information.

After a period of time, and to ensure you still have the appropriate methods registered, your administrators will require you to confirm your authentication methods.

Official Microsoft Trouble Shooting Tips

<https://docs.microsoft.com/en-us/azure/active-directory/user-help/active-directory-passwords-reset-register>

Now that I've registered for self-service, where do I go to reset my password?

<https://aka.ms/sspr?whr=ad.faytechcc.edu>

Questions about this document

If you have any questions regarding this user guide, please contact MIS Help Desk, via email, at help@faytechcc.edu