

## Standard Operating Procedure (SOP): Self-Service Password Reset (SSPR)

**Purpose:** This SOP outlines the steps for a user to reset their forgotten or locked-out password using the Self-Service Password Reset (SSPR) portal, without requiring assistance from the IT help desk.

**Audience:** All employees with a **@stthom.edu** account

**Prerequisites:** Before a user can utilize SSPR, they must have registered their MFA authentication (e.g. MS authenticator app)

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### Procedure for Password Reset

Follow these steps if you have forgotten your password or if your account has been locked due to too many incorrect password attempts.

#### Step 1: Access the SSPR Portal

1. Open a web browser (e.g., Edge, Chrome, Firefox).
2. Navigate to the Microsoft Entra SSPR portal:  
**<https://passwordreset.microsoftonline.com/>**

Microsoft


### Get back into your account

Who are you?

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

Email or Username: \*

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



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

Next Cancel

#### Step 2: Verify Your Identity

1. On the "Get back into your account" screen, enter your **User ID** (your full work email address).
2. Complete the CAPTCHA by typing the characters you see in the image.

### 3. Click **Next**.

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# UST


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### Step 3: Verify your account

Based on the authentication methods you will get the option to send notification to authenticator app on your mobile device.

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# UST

## Get back into your account

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

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Please choose the contact method we should use for verification:

Approve a notification on my authenticator app


Send a notification to your authenticator app on your mobile device.

[Send Notification](#)

[Cancel](#)

## Step 4: Complete the Verification

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**UST** 

# Get back into your account

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


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Please choose the contact method we should use for verification:

Approve a notification on my authenticator app

Approve the notification we're sending to your app by entering the number shown below.

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[Cancel](#)

## Step 5: Create a New Password

1. Once your identity is successfully verified, you will be prompted to create a new password.
2. The password must meet the password policy requirements (e.g., minimum length, complexity). These requirements will be displayed on the screen.
3. Enter your new password in the **New password** field.
4. Re-enter the same password in the **Confirm password** field.
5. Click **Finish**.



## Get back into your account

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

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\* Enter new password:

\* Confirm new password:

**Finish**

Cancel

### Step 6: Completion

You will receive a confirmation message that your password has been successfully reset. You can now use your new password to sign in to all your work applications and services.

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