

Self-Service Password Reset Guide (SSPR)

This guide will show you how to reset your password through SSPR without the need to contact UniHelp or an IT Specialist.

How To... Register for SSPR and Enrol for Two-Factor Authentication

IMPORTANT - It is extremely important that you have set up at least 2 methods of two-factor authentication (2FA) on your university account. If you have NOT set up at least 2 methods, you will not be able to proceed with SSPR registration.

If you are unsure and would like to check your registered methods, please visit (**How To... Checking / Adding 2FA methods**) on our How to... IT Guides page.

- 1 Visit the **Self-Service Password Reset (SSPR)** page on the Middlesex University website (*Home > Study > IT Services > Self-Service Password Reset (SSPR)*). and click on the link "Microsoft Password Reset" to reset your password.

Alternatively, you can click on the following link to be taken directly to the SSPR page:

<https://unihub.mdx.ac.uk/study/it/two-factor-authentication#Password>



Two-factor Authentication, Cyber Security and Staying safe online

Middlesex University

STAY SAFE ONLINE
We now use two-factor authentication

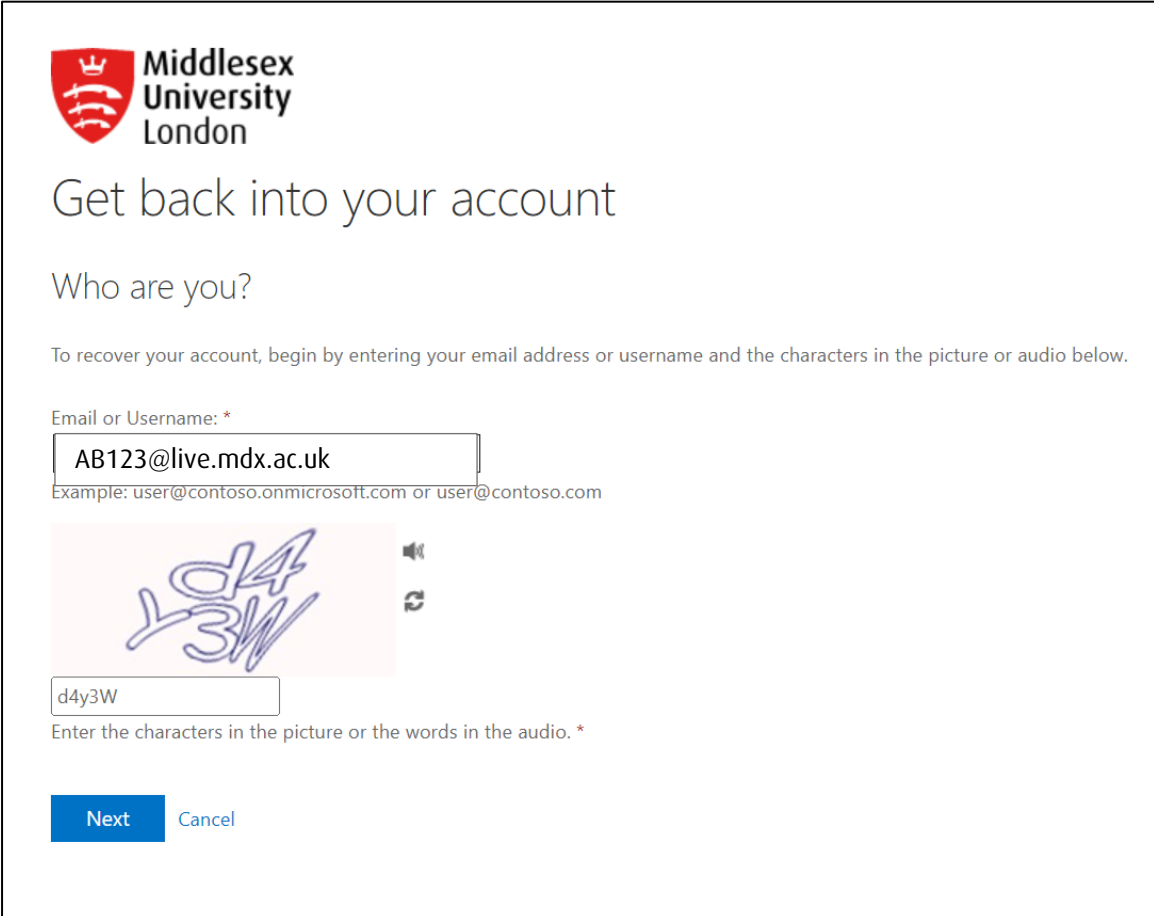
unihub.mdx.ac.uk/2fa

How do I get set up for 2FA?	What is 2FA?	New Self Service Password Reset (SSPR)	Technical Support	Frequently Asked Questions	Cybersecurity
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How do I get set up for 2FA?

How do I get set up for 2FA?

- 2 Enter your **University email address** followed by inserting the characters in the picture or the words in the audio and select **Next**



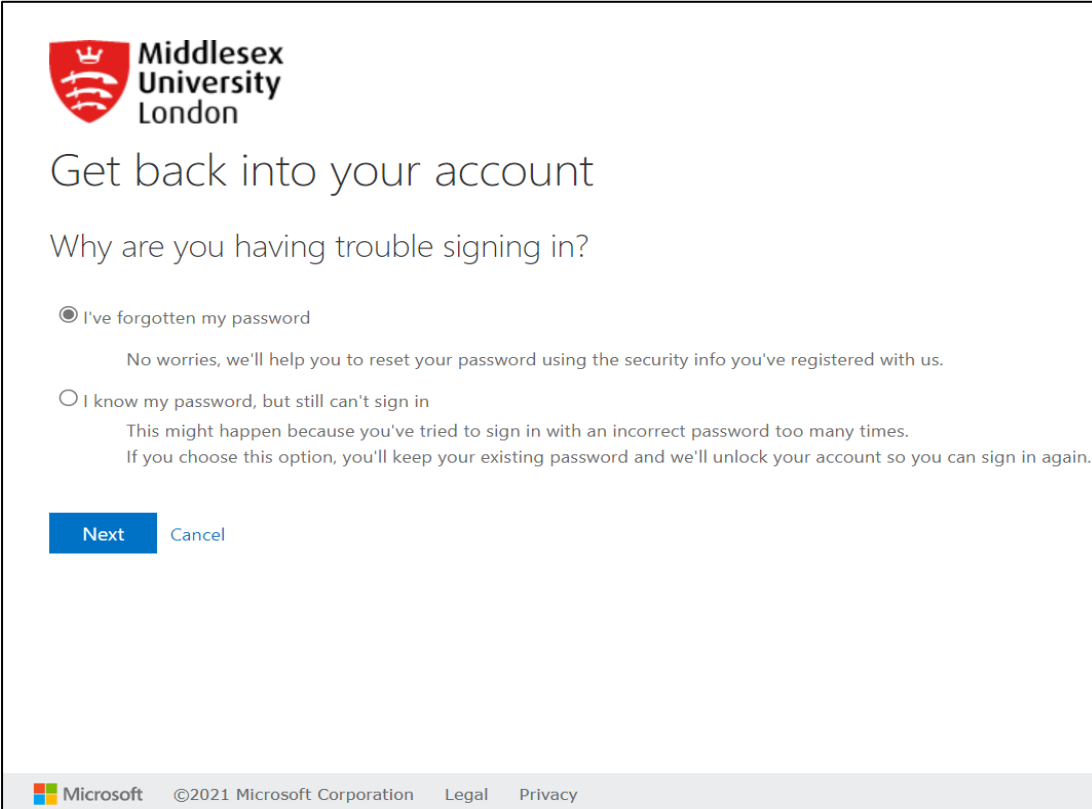
The screenshot shows the account recovery interface for Middlesex University London. At the top left is the university's logo. The main heading is "Get back into your account". Below this is the question "Who are you?". A sub-heading reads: "To recover your account, begin by entering your email address or username and the characters in the picture or audio below." There are two input fields. The first is labeled "Email or Username: *" and contains the text "AB123@live.mdx.ac.uk". Below it is an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". The second input field is for a security code, labeled "d4y3W", which corresponds to the characters shown in a picture of a hand-drawn code "d4y3W" and an audio icon. At the bottom are two buttons: "Next" (highlighted in blue) and "Cancel".

- 3 You will be directed to an account recovery option to initiate the password reset process. You will be presented with two options:
 - **I've forgotten my password** – select this to reset password
 - **I know my password but still can't sign in** – select this option if you know your password and just need to get the account unblocked

We will go over both to show you what is expected when actioning these options

Option 1 - Forgotten your password

Select the required option and select **Next**.



The screenshot shows a Microsoft account recovery page for Middlesex University London. The page title is "Get back into your account" and the question is "Why are you having trouble signing in?". There are two radio button options: "I've forgotten my password" (selected) and "I know my password, but still can't sign in". Below each option is a brief explanation. At the bottom, there are "Next" and "Cancel" buttons. The footer includes the Microsoft logo, copyright information, and links for "Legal" and "Privacy".

Middlesex University London

Get back into your account

Why are you having trouble signing in?

I've forgotten my password
No worries, we'll help you to reset your password using the security info you've registered with us.

I know my password, but still can't sign in
This might happen because you've tried to sign in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

Microsoft ©2021 Microsoft Corporation Legal Privacy

2. You will be directed to your **verification steps** to verify who you are on the system. There will be two step verification process.

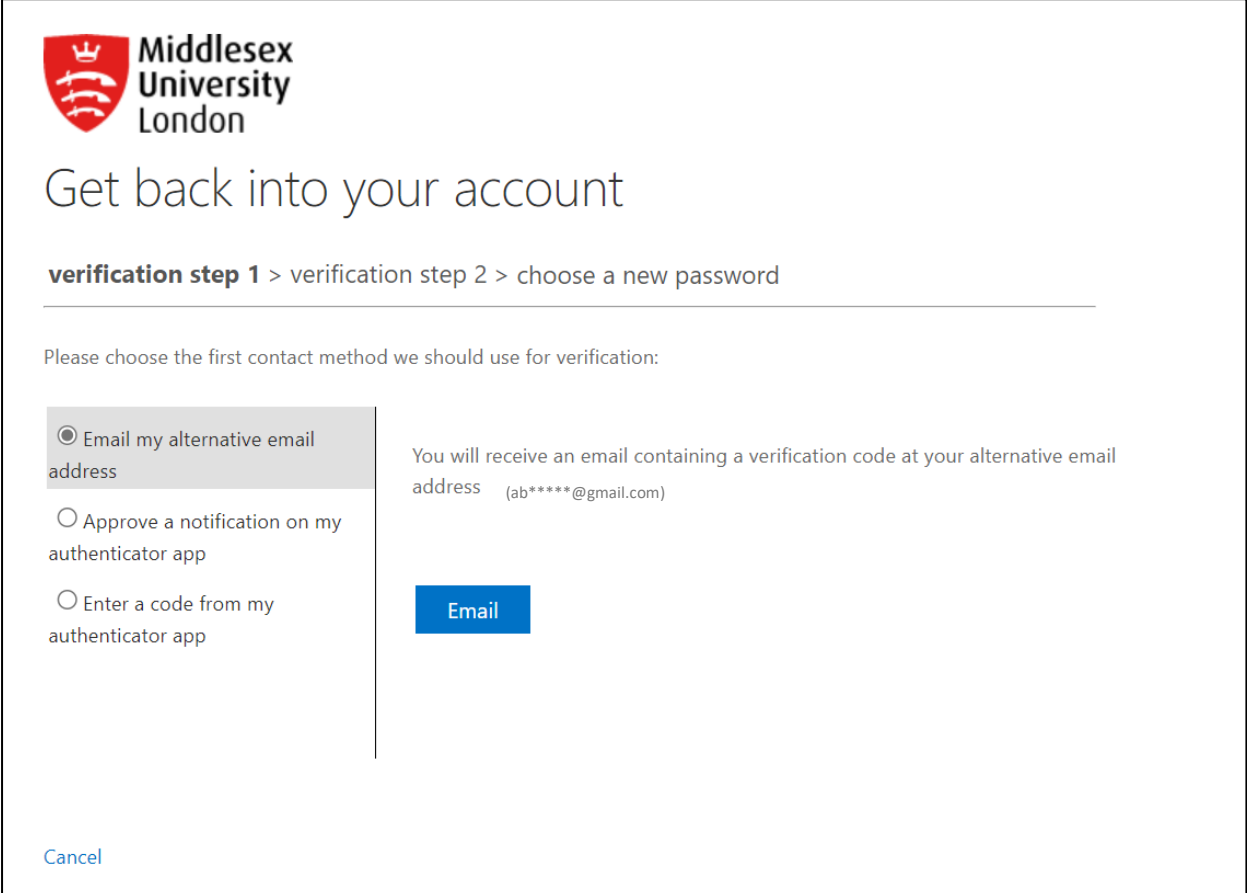
Below are other examples that you can use to verify your steps:

- **Email my alternative email address** – A verification code will be sent to your alternative email address.
- **Approve a notification on my authenticator app** – You'll receive a notification from Microsoft Authenticator app for approval
- **Enter a code from my authenticator app** – Enter the one-time code generated from your Microsoft Authenticator app.
- **Phone options from Microsoft** - Choose to get a phone call or text from Microsoft to your registered phone number.
- **Security Questions** – You will be asked to input the answers you have set for your security questions.


Adding additional methods to your account will provide you with more options for you to use for verification.

For this guide and to demonstrate the process, we will use the option "**Email my alternative email address**" (For verification step 1) and "**Approve a notification on my authenticator app**" (For verification step 2).

3. Select the option “Email my alternative email address” and click “Email”. You will receive an email from Microsoft to your registered email account that will contain a coded number.



The screenshot shows a Microsoft account verification page for Middlesex University London. The page title is "Get back into your account". The breadcrumb trail is "verification step 1 > verification step 2 > choose a new password". The instruction is "Please choose the first contact method we should use for verification:". There are three radio button options: "Email my alternative email address" (selected), "Approve a notification on my authenticator app", and "Enter a code from my authenticator app". To the right, it says "You will receive an email containing a verification code at your alternative email address (ab*****@gmail.com)". There is a blue "Email" button and a "Cancel" link at the bottom left.

 Middlesex University London

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Email my alternative email address
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

You will receive an email containing a verification code at your alternative email address (ab*****@gmail.com)

[Email](#)

[Cancel](#)

4. Enter the code sent by Microsoft into the **verification box** that you received in your alternative mail. Enter the code and select **Next**.



Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second 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.

Enter your verification code

Next

[Are you having any issues?](#)

[Cancel](#)

Example: A code sent from Microsoft via email

Verify your email address

Thanks for verifying your AB123@live.mdx.ac.uk account!

Your code is: 302534

Yours sincerely,
Middlesex University

This message was sent from an unmonitored email address. Please do not reply to this message.



5. You are now going to step 2 of the verification processes. The procedure will be the same, but you'll choose another method to confirm for the second stage. To complete the verification processes, follow the directions displayed on the screen.

6. We will now choose the **Approve a notification** on my authenticator app for the second verification stage. After choosing this, a number will appear on your device screen. You will simultaneously receive a notification from the authenticator app on your phone asking you to enter the displayed number. Accept this sign-in by entering this number on the app.



Middlesex
University
London

Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

Call my office phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

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

88

[Cancel](#)

7. Verification steps have been approved.

You have successfully passed the verification steps, your new password can now be created

8. Enter your new password, confirm and select **Finish**.

Remember Passwords must be more than eight characters long and **MUST** include a: Upper case letter, lower case letter, number or special characters (characters e.g. Middlesex@Num1).



Get back into your account


verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish


Cancel

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9. Upon successful reset, the following screen will be displayed:


Microsoft

Get back into your account

 Your password has been reset

I know my password, but still can't sign in – Option 2

1. If you know your current password but you still cannot access your account, you can select this option to sign back into your account.
2. Selecting “I know my password, but still can't sign in” will take you to the 2 process verification steps. (verification steps will be the exact same as shown on the previous page)



Get back into your account


Why are you having trouble signing in?

I forgot my password
No worries, we'll help you to reset your password using the security info you registered with us.


I know my password, but still can't sign in
This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

[Next](#) [Cancel](#)

3. After successfully verifying both verifications, your account will be unlocked and you will now be able to access your account.



Get back into your account

 Your account has been unlocked