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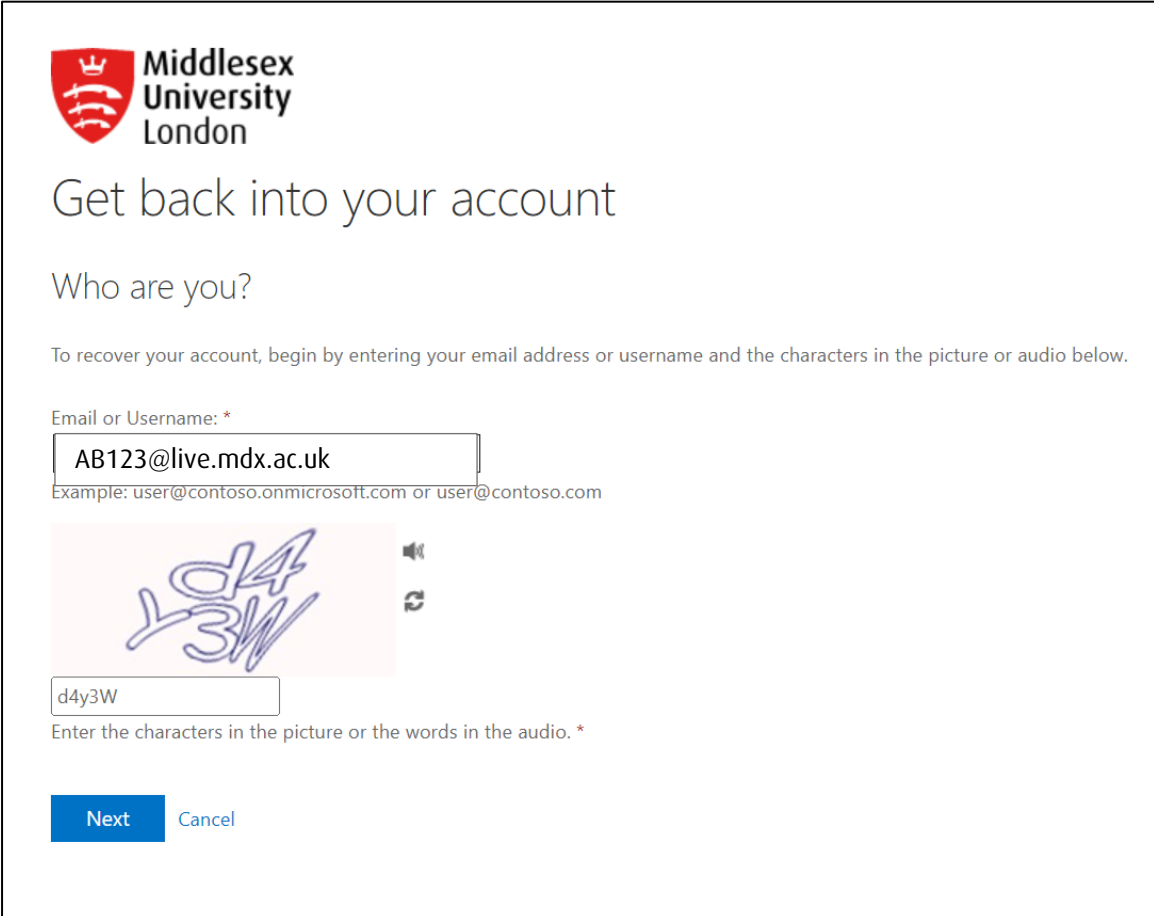
2 Enter your **University email address** followed by inserting the characters in the picture or the words in the audio and select **Next**

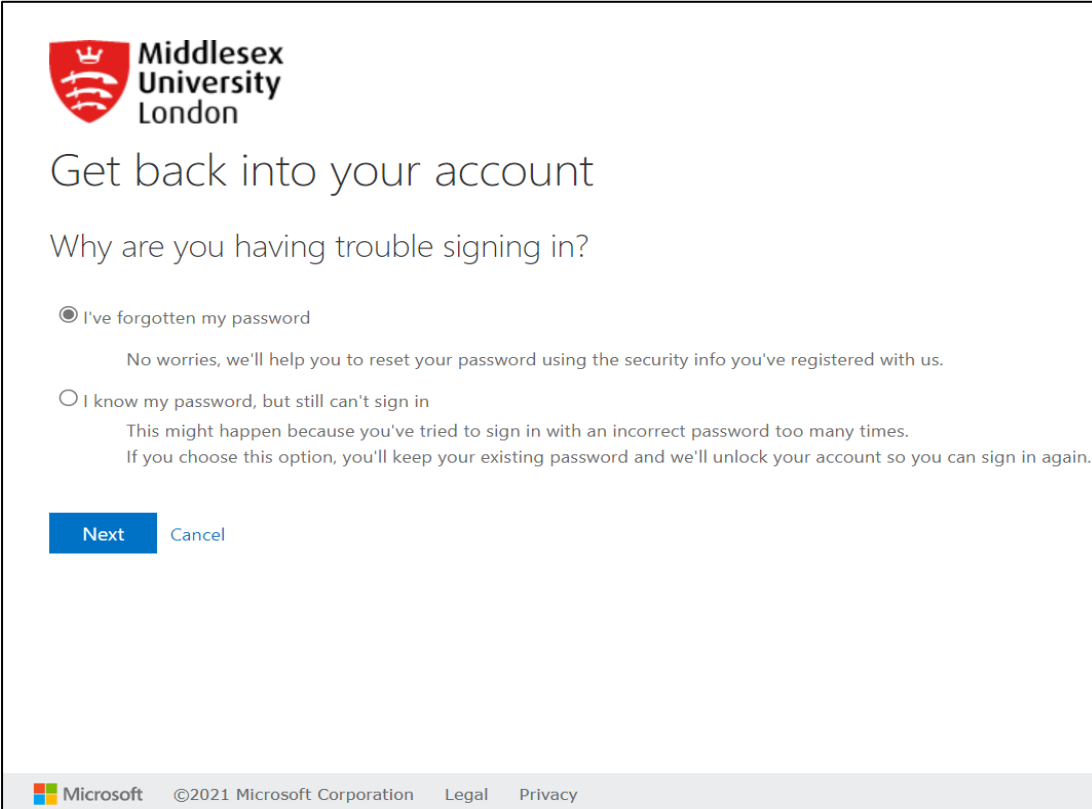3 You will be directed to an account recovery option to initiate the password reset process. You will be presented with two options:

- **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.**

2. You will be directed to your **verification steps** to verify who you are on the system. There will be two step verification process.
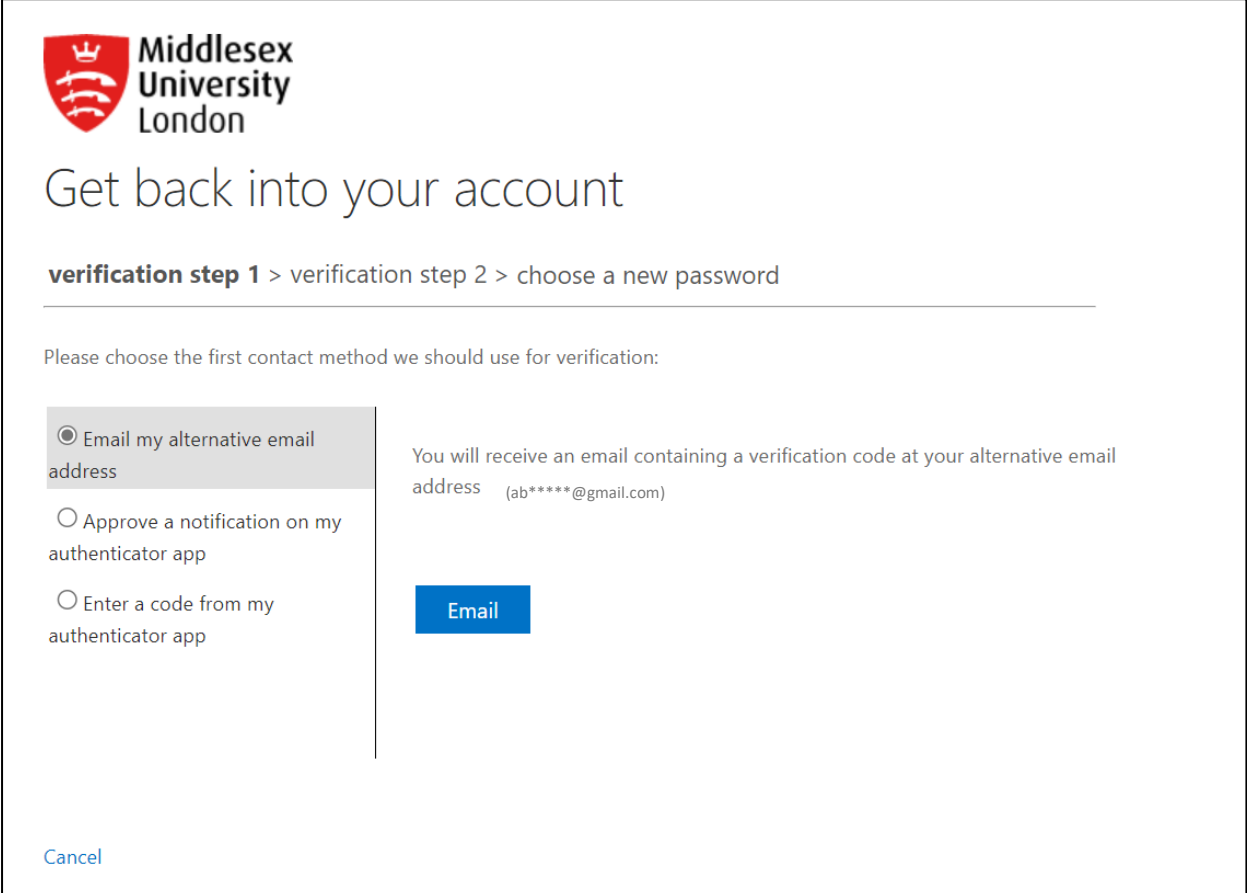
Below are other examples that you can use to verify your steps:

- **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.

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

Example: A code sent from Microsoft via email

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.

7. Verification steps have been approved.

You have succesfully 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).

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

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)

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