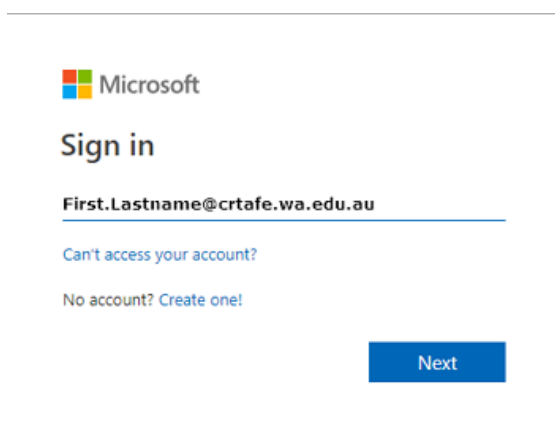# Self Service Password Reset (SSPR) Guide

As a staff member at CRT you can reset your password by yourself using the Microsoft self-service password reset (SSPR) system. Before you can use this functionality you have to register at least ONE other authentication method to prove your identity. Once you have registered another authentication method you are ready to reset your own CRT password.
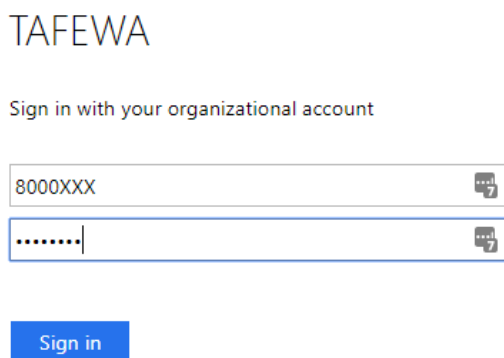
A. Register for self-service password reset

1. Open a web browser and go to https://aka.ms/ssprsetup
2. Enter your CRT email address then click "**Next**"

3. If prompted enter your staff Login ID and password then click on "**Sign in**"

4. The following additional authentication options are available for you to configure and verify.

    - **Authentication Phone**: Set this option to a mobile phone number you can access to receive a text or a call.
    - **Authentication Email**: Set this option to an alternate email address that you can access.

5. Provide and verify at least 1 alternative authentication method. We suggest that you register both methods if you can. This gives you flexibility when one of the methods isn't available.

6. Select "**Finish"**. You can now use SSPR to reset your own password (Part B).

B. Reset your CRT password

Follow the steps below to access the Microsoft SSPR page.

1. Open a web browser and go to http://passwordreset.microsoftonline.com
2. Enter your work email address and special characters you see on the screen then click "**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:

First.Lastname@crtafe.wa.edu.au

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

SHYP

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

Next   Cancel

3. You should see one or more of the following authentication methods.

- **Email my alternate email**
- **Text my mobile phone**
- **Call my mobile phone**

Choose an option, provide the correct responses then click "**Email, Text or Call**"

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- ○ Email my alternate email
- ● Text my mobile phone
- ○ Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (************47) below. You will then receive a text message with a verification code which can be used to reset your password.

> ************47

Text

4. On the **Choose a new password** page, enter a new password, confirm your password and then select "**Finish**". Your password needs to be at least 8 characters long and include at least 3 out of the 4 character types (uppercase, lowercase, number or special character).

5. When you see the message **Your password has been reset**, you can log back in with your new password. You will receive a confirmation email from Microsoft similar to the one below to confirm your password change.

Password reset notification

The password on your account has recently been reset. If you performed this password reset, then this message is for your information only.

- **User ID: First.Lastname@crtafe.wa.edu.au**

If you are not sure you or your administrator performed this password reset, then you should contact your administrator immediately.

Remember: Make sure you update all of your devices (phones, tablets, and PCs) with your new password!

Sincerely,
The Azure Active Directory Team

Microsoft Corporation | One Microsoft Way Redmond, WA 98052-6399

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

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