

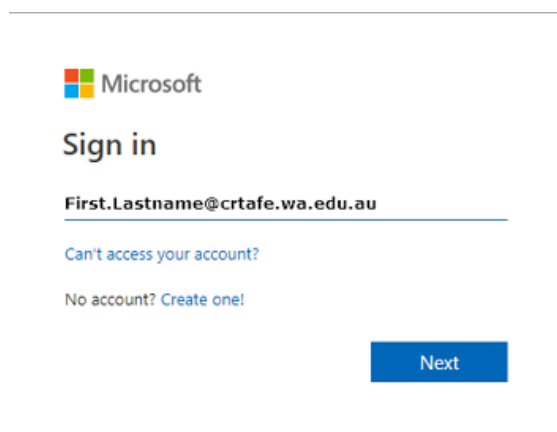
# Self Service Password Reset (SSPR) Guide

As a staff member at CRT you can reset your own password using the Microsoft self-service password reset (SSPR) service. Before you can use this service, you must register at least TWO other authentication methods to prove your identity (Part A). Once they are registered you can then reset your own password whenever you need to (Part B).

## PART A. Register for self-service password reset

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

---



Microsoft

Sign in

First.Lastname@crtafe.wa.edu.au

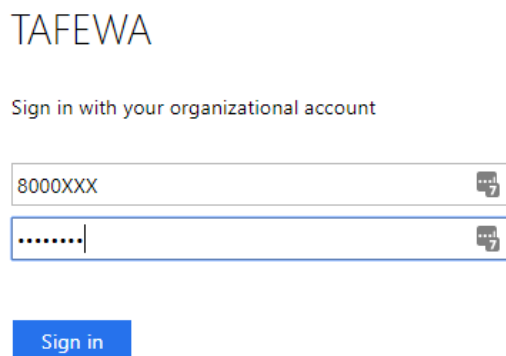
[Can't access your account?](#)

No account? [Create one!](#)

Next

---

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



TAFEWA

Sign in with your organizational account

8000XXX

.....

Sign in

4. The following additional authentication options are available for you to configure and verify. Click on "+ **Add sign-in method**" to see all available options.
  - **Microsoft Authenticator app:** Push multi-factor authentication (MFA) notice sent to your authenticator app.
  - **Authenticator app:** Time based one-time password (TOTP) sent to your authenticator app.
  - **Phone:** Enter a mobile phone number you can access to receive a text or a call.
  - **Email:** Enter an alternative email address that you can access.
5. Provide and verify at least 2 authentication methods.
6. Select "**Finish**". You can now use SSPR to reset your own password (Part B).

## PART 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 will see one or more of the following authentication methods you configured in **Part A**.
  - **Email my alternate email**
  - **Text my mobile phone**
  - **Call my mobile phone**
  - **Approve a notification on my authenticator app**
  - **Enter a code from my authenticator app**

Choose your preferred option ("**Authenticator App**" options are recommended) then complete the onscreen prompts until the new password page appears.

**Microsoft**

# 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 alternate email

Text my mobile phone

Call my mobile phone

Call my office phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

1.

2.

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 14 characters long with no other complexity requirements needed.
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 to confirm your password change.