

Self Service Password Reset (SSPR)

The SSPR tool will allow you to change your password, reset your password if you have forgotten it or unlock your account if it is locked, for example if you have tried signing in too many times with an incorrect password.

Before you can use SSPR, you must be **registered**. Registered means having two valid **authentication methods** set up. If you already use multi-factor authentication (MFA) you may already have done this. Further information on MFA is available on the [Information Services Web Pages](#)

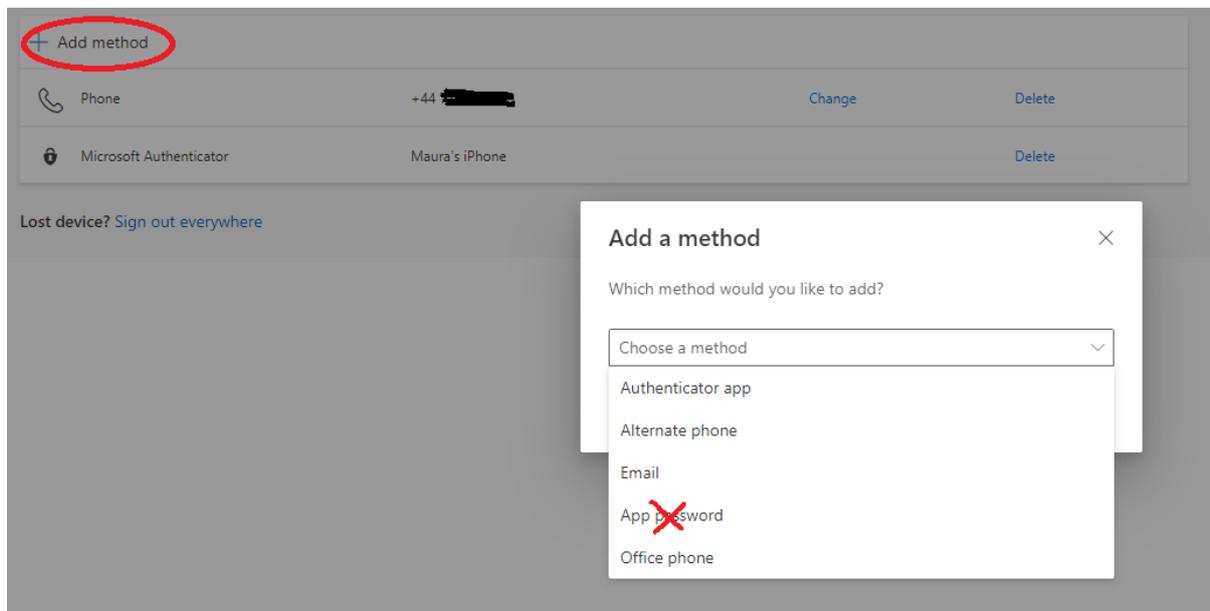
Preparing for SSPR

To check that your account is ready to use the SSPR tool:

- 1) Sign into your account at <https://mysignins.microsoft.com/security-info>
- 2) Make sure you have at least 2 verification methods set up:



- 3) If you don't already have two verification methods set up, or would like to add additional methods, choose **Add method**:



Note: Queen's does **NOT** use 'App password'

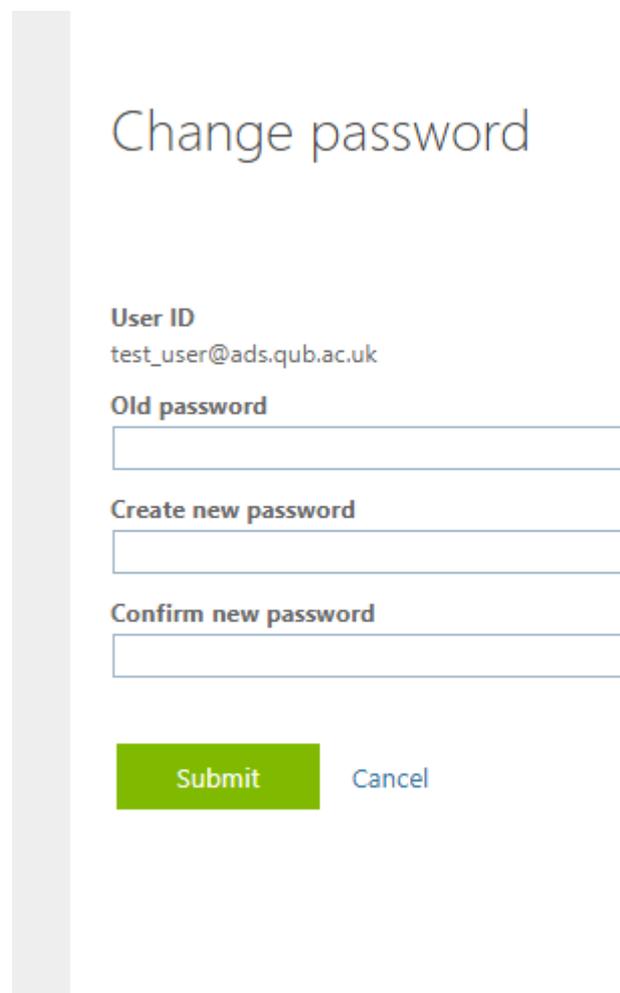
- 4) Choose your preferred method(s) and follow the prompts to set up.
- 5) You can set up multiple additional methods if desired.

If you've forgotten your password, you won't be able to sign into your account to check that your account is ready to use the SSPR tool. In this circumstance please [contact the IT Service Desk](#).

Changing your password

Once your account is ready to use the SSPR tool, you can change your password at <https://go.qub.ac.uk/changepassword>.

If you're not already signed into Office 365, you will be prompted to sign in and may be asked to verify your identity using one of your additional verification methods.



The screenshot shows a web form titled "Change password". On the left side, there is a vertical grey bar. The form contains the following elements:

- Change password** (Section Header)
- User ID** (Label) with the value `test_user@ads.qub.ac.uk` displayed below it.
- Old password** (Label) with an empty text input field below it.
- Create new password** (Label) with an empty text input field below it.
- Confirm new password** (Label) with an empty text input field below it.
- At the bottom, there are two buttons: a green "Submit" button and a blue "Cancel" button.

When you change your password, it will be changed across all central Queen's services where you use your staff/student number as your username.

Resetting a forgotten password or unlocking your account

You can reset your password if you have forgotten it or unlock your account if it is locked (for example, if you've entered the wrong password several times) at <https://go.qub.ac.uk/forgotpassword>.

Enter your QUB email address and complete the verification puzzle:

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

Choose whether you would like to reset your password or unlock your account:

Microsoft

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

Choose a verification method. You will need to use two different methods to reset your password or unlock your account:

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:

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

Enter your verification code

Next

Cancel

Microsoft

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:

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****81) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

[Cancel](#)

Once you've completed the verification process you will be able to set a new password:

Microsoft

Get back into your account

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

* Enter new password:

* Confirm new password:

[Finish](#) [Cancel](#)

Or your account will be unlocked:

Microsoft

Get back into your account

 Your account has been unlocked

You can then sign back in as normal.