

SGS Password Reset guide for Students in Years 4-12



ICT – How-To Guide

Last Updated: 5.02.2021

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Overview

Students from Years 7-12 can access Microsoft's Self-Service Password Reset (SSPR) portal to reset their password.

This document contains steps that will guide you on how to set up and use SSPR to reset your password.

Password Complexity Requirements

All passwords for students from Years 7-12 must meet the following password complexity requirements:

- At least 8 characters long
- Combination of both uppercase letters, lowercase letters, and numbers (AaBb123)
- Special Characters (!@#\$%^&*()_-=)

Password examples:

- P@ssword2021!
- W3lcomE123\$
- H3LloWorld#

Important notes:

- The password cannot be re-used.
- Passwords do not expire.

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Setting up Self-Service Password Reset (SSPR)

1. Setup your 5 security question via <https://aka.ms/ssprsetup> URL.
2. Logon with your school username and password.
3. When asked for more information required. Click "Next".



27cheno@sgs.nsw.edu.au

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

4. Click "Set them up Now" to setup your 5 security questions.

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 1 of the options below.

! Authentication Phone is not configured. [Set it up now](#)

! Security Questions are not configured. [Set them up now](#)

finish

cancel

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5. Select question and answer the question. Click "Save Answer". SSPR will provide you with 3 of your 5 questions which it will select randomly. You will need to answer all 3 questions correctly in order to reset your password via SSPR.

don't lose access to your account!

Please select questions to answer below. **Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.**

Security question 1

What is the last name of your favorite teacher in high school?

What is your favorite food?

What is your mother's middle name?

What was the first and last name of your childhood best friend?

What was the last name of your favorite grade school teacher?

What was the name of the hospital in which you were born?

What was the name of the street of your first childhood home?

What was the name of your childhood hero?

What was the name of your favorite stuffed animal?

What was the name of your first pet?

What was your favorite sport in high school?

Security question 5

save answers

back

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6. These is completed steps to setup SSPR. If you have your own phone, you also can setup authentication phone.

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 1 of the options below.

✔ Authentication Phone is set to +61 [redacted] Change

✔ Security Questions are configured. Change

looks good cancel

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Resetting your password using Self-Service Password Reset (SSPR)

1. Go to (only for Year 7 – 12 students) the following URL <https://aka.ms/sspr>

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

WRX15

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

Next Cancel

2. Enter your email address and enter the captcha code.

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3. Answer your security question.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Answer my security questions

What is your favorite food?

What was the name of your childhood hero?

What was the name of your first pet?

[Contact your administrator](#)

[Cancel](#)

4. Once verification is successful, you may reset your password following the required password format.

← → ↻ passwordreset.microsoftonline.com

Microsoft

Get back into your account

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

* Enter new password:

* Confirm new password:

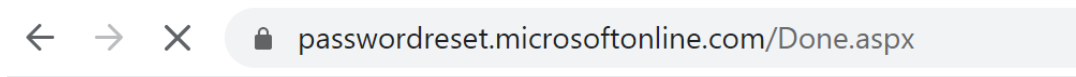
5. Once you have entered your new password twice and selected "Finish" you should receive the following notification that your password has been reset.

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Microsoft

Get back into your account

Your password has been reset

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How to access support

If have any difficulties or receive an error such as below, please see ICT in the SGS Library or contact or seek assistance remotely via posting a message in the ICT Support Technical channel of the MT_SGS 7-12 Student Team. The ICT team are able to perform the password reset manually and assist you to setup SSPR if required.

