

# Self Service Password Reset (SSPR)

1. Navigate to [aka.ms/sspr](https://aka.ms/sspr) or <https://passwordreset.microsoftonline.com/>
2. A page similar to the one below is displayed. Enter your email address and complete the captcha.

← ↻ 🔒 <https://passwordreset.microsoftonline.com/> 1

 **LAWRENCE UNIVERSITY**  
APPLETON, WISCONSIN

## 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: \*

2

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

  

3

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

4

3. After clicking next, the screen will list possible verification methods that can be used. Pick one and follow the on screen prompts. For example, “text my mobile phone” will text a pin to the referenced phone number and the next on screen prompt will ask for you to input that number.

## 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
- Call my office phone
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*80) 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](#)

- After completing the first verification step, you will move onto verification step 2. In this scenario, we've already validated with our mobile phone so the mobile phone options are removed. We'll proceed by using the authenticator app. This will prompt us to enter a 2 digit number into our authenticator app. Once doing so, you'll proceed to the next screen.



## 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:

- Call my office phone
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

Send a notification to your authenticator app on your mobile device.

Send Notification

Cancel

5. Finally, we can enter a new password and gain access to our account:



## Get back into your account

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

---

\* Enter new password:

\* Confirm new password:

**Finish**

Cancel