

How to Reset your Password Using Self-Service Password Reset (SSPR)

Note: These instructions are typical for most users, but your experience may be slightly different.

What is Self-Service Password Reset?

Self-Service Password Reset (SSPR) is a security feature that allows you to reset your password without having to contact the ICT Service Desk for help. You will be able to change your password from any location during any time of day.


What Self-Service Password Reset (SSPR) methods are available?

Note: You will only see the methods you have previously signed up to use. They may have been any of the following:

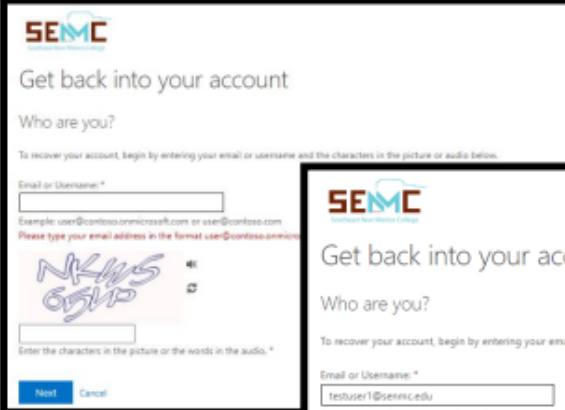
- **Text my mobile phone** - You will receive a text message with a code that you will be required to enter in the provided space.
- **Call my mobile phone** – You will be asked to enter your phone number to which you will receive a call. The automated system will provide you will instructions (ex. press the pound sign (#)) to authenticate.
- **Alternate email** - You will be required to get a code from your alternate email address, (not your SENMC email address), and type it in the provided space.
- **Enter a code from my authenticator app** - You will need to open your authenticator app to retrieve a code (the code should show up automatically) to be entered in the provided space.

How do I reset a forgotten or expired password?

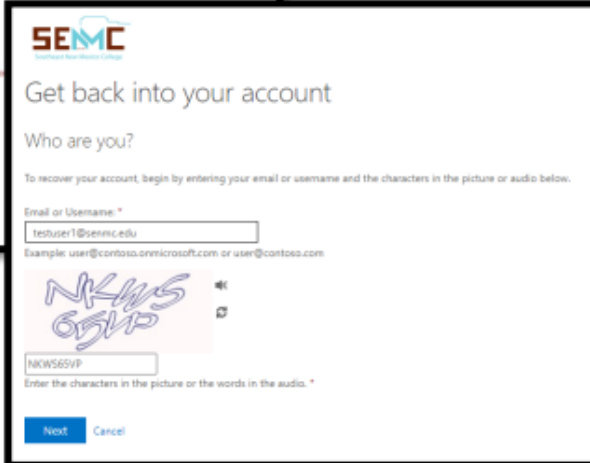
1. Click on the **Forgot my Password** link on the sign-in page.
2. Enter your SENMC email address.



SENMC
← testuser1@senmc.edu
Enter password
Password
[Forgot my password](#)
Sign in



SENMC
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
Please type your email address in the format user@contoso.onmicrosoft.com
NKWS 65VP
Enter the characters in the picture or the words in the audio. *
Next Cancel



SENMC
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 *
testuser1@senmc.edu
Example: user@contoso.onmicrosoft.com or user@contoso.com
NKWS 65VP
Enter the characters in the picture or the words in the audio. *
Next Cancel

3. Enter the Captcha Code Displayed.
4. Choose a Verification Method from the list you previously enrolled.

- a. Mobile Phone is the most common method used.

SEM C
Get back into your account
verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Test my mobile phone
 Call my mobile phone
 Enter a code from my authenticator app

In order to protect your account, we need you to enter your phone number (*****1) below. You will then receive a verification code which can be used to reset your password.

Enter your phone number

Text

SEM C
Get back into your account
verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Test my mobile phone
 Call my mobile phone
 Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****1) below. You will then receive a text message with a verification code which can be used to reset your password.

xxx2085411

Text

5. Enter your phone number.
6. Retrieve the 6-Digit Verification code from the text message and enter it below.

SEM C
Get back into your account
verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Test my mobile phone
 Call my mobile phone
 Enter a code from my authenticator app

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

SEM C
Get back into your account
verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Test my mobile phone
 Call my mobile phone
 Enter a code from my authenticator app

We've sent you a text message containing a verification code to your phone.

516377

Next Try again Contact your administrator

7. Set a new password in the **Enter a new password** box.

8. Enter the same password again in the **Confirm new password** box to verify they match.

The image shows two overlapping screenshots of the SEMC password reset interface. The left screenshot displays the 'Enter new password' and 'Confirm new password' fields, with a 'Finish' button. The right screenshot shows the 'Confirm new password' field with a green bar indicating 'strong' password strength, and a 'Finish' button.

9. Click **Finish** to complete the password change.

10. Your password was successfully reset.

The screenshot shows the SEMC logo and the text 'Get back into your account'. Below this, a green checkmark icon is followed by the text 'Your password has been reset'. At the bottom, it says 'To sign in with your new password, [click here](#).'