

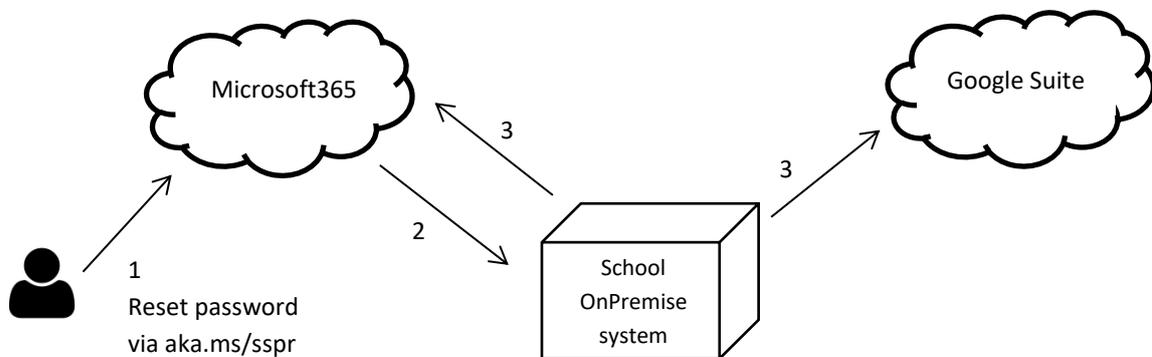
Self Service Password Reset (SSPR)

We have a system that allows you to reset your network account and email account at the same time from outside the school network. This is possible to do as the accounts are “sync’d” between each other.

How does it work?

Our OnPremise system connects to both Microsoft365 (used to be called Office365) and Google Suite meaning there is only one account for you to remember, your @shs.starmat.uk account, along with one password, which is why it is so important to keep your password secure and not use anything too obvious as this account is able to access multiple systems.

The SSPR is part of the Microsoft365 system which is a trusted system to allow password write-back on to our OnPremise system. When a user resets a password via SSPR (1), the Microsoft365 system tells our OnPremise system that a password change has been initiated, so the password for the OnPremise account is then reset (2). As we sync your account to Google Suite too, the password is then replicated over to your Google Account (3) and also replicated back to Microsoft365 (3). All this is done automatically which means you can then access your accounts with the new password. Google do not offer the ability to write back to our OnPremise system.



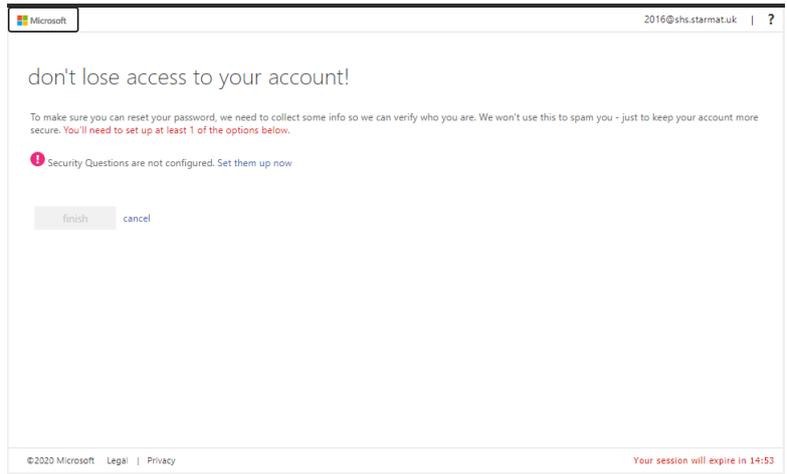
Setting up your Microsoft Office365 account for SSPR

Before you can use SSPR, you need to set up your Microsoft365 account by setting some security questions. You will need to set up a total of 5 security questions for your account. If you ever need to change your password, you will be required to answer 3 of the 5 questions to change your password.

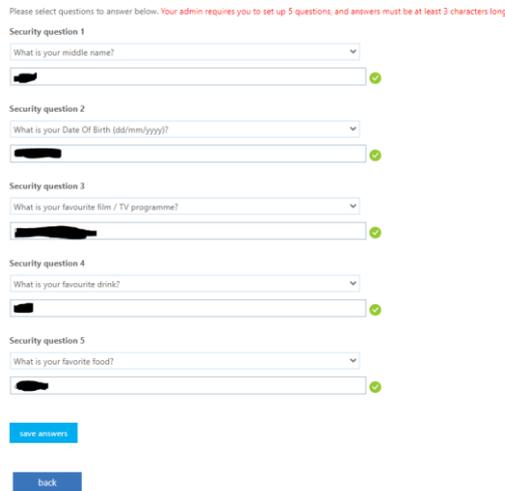
Browse to <https://aka.ms/ssprsetup> and enter your email address ending @shs.starmat.uk along with your password or temporary password that has been provided by IT Support.

If you are unable to access / login to the SSPR system, please contact IT Support.

You'll be asked to setup 5 security questions, click on **Set them up now**.



You'll be presented with 5 different fields with drop down selection menus. Choose 5 questions and answer them. Remember the answers to the questions.



Once you've set the questions and answers, click **save answers**.

Changing the questions / answers

If you ever need to change the questions or answers, you can browse to <https://aka.ms/ssprsetup> and sign in with your email address and password. You will then be able to change the answers to your questions you initially set up or choose new security questions.

don't lose access to your account!

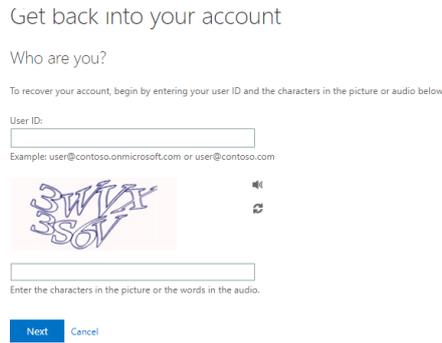
Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

5 Security Questions are configured. [Change](#)

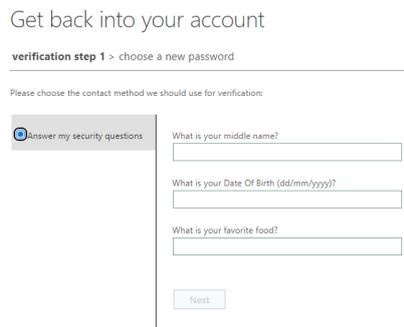
finish cancel

To change your password

Browse to <https://aka.ms/sspr> where you will see the following image (as an example). Enter your email address and the characters in the captcha picture, shown on screen.



If successful, you will see you need to answer 3 of your verification questions and click Next.



Note: If you see the highlighted word in the following image, please don't click the *Contact your administrator* as this will not do anything, we have not configured this option. If you are struggling to reset your password with your security answers, please contact IT Support.



When prompted, enter a strong password. Please make sure your password contains at least 2 words with a hyphen and a number such as:

Keyboard-Mouse20



- If you see an error, you haven't chosen a secure password.
- If your account is locked you will need to contact IT Support.

If successful, you will see the *Your password has been reset* message. Your @shs.starmat.uk account password has now been changed.

Microsoft

Get back into your account
✔ Your password has been reset