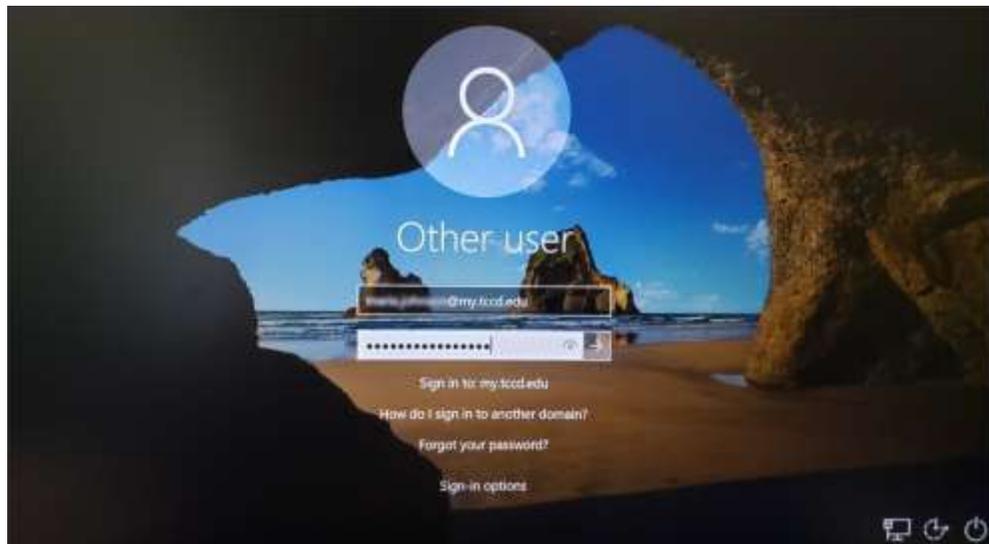


# Self Service Password Reset

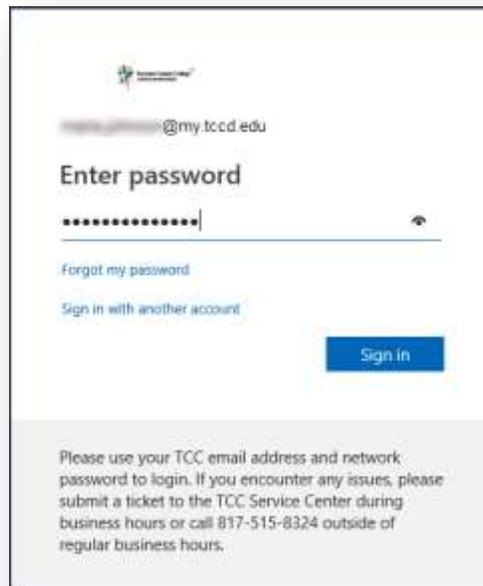
TCC faculty/staff and students can now reset their own password or unlock their account by using self-service password reset (SSPR). Before you can use this functionality, you must register your authentication methods or confirm the predefined authentication methods that your administrator has populated.

## Enrolling in Self Service Password Reset (SSPR)

1. When on campus, login to the computer using your TCCD email address (*Faculty/Staff: [username@tccd.edu](mailto:username@tccd.edu) or Student: [username@my.tccd.edu](mailto:username@my.tccd.edu)*) and your password. If you are not on campus, skip to step 2.

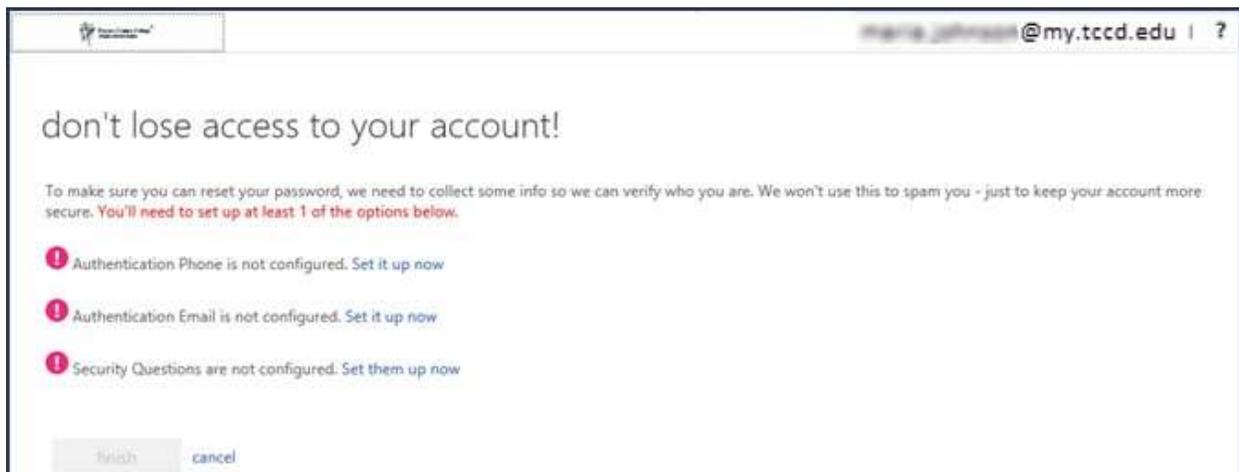


2. Open the web browser on your device and go to the password reset registration page <https://aka.ms/ssprsetup>.
3. Enter your TCCD email address (*Faculty/Staff: [username@tccd.edu](mailto:username@tccd.edu) or Student: [username@my.tccd.edu](mailto:username@my.tccd.edu)*) and your password.



4. Provide and verify the information that your administrator requires. If more than one option is available, we suggest that you register multiple methods. This gives you flexibility when one of the methods is not available. As an example, if you only setup your phone to authenticate, and you lose your phone, there is no way to get into your account.

- **Option 1 - Authentication Phone:** Set this option to another phone number that you have access to such as a cell phone that can receive a text or a call.
- **Option 2 - Authentication Email:** Set this option to an alternate email address that you can access without using the password you want to reset.
- **Option 3 - Security Questions:** Your administrator has approved this list of questions for you to answer. You can't use the same question or answer more than once.



5. Select **finish**. You can now use self-service password reset when you need to in the future.

## Option 1 – Authentication Phone

Phone verification can be completed for registration and then later for actual password reset either receiving a text message or a phone call. For the password reset it does not matter if the registration was done via text message or phone call.

### When to use text message?

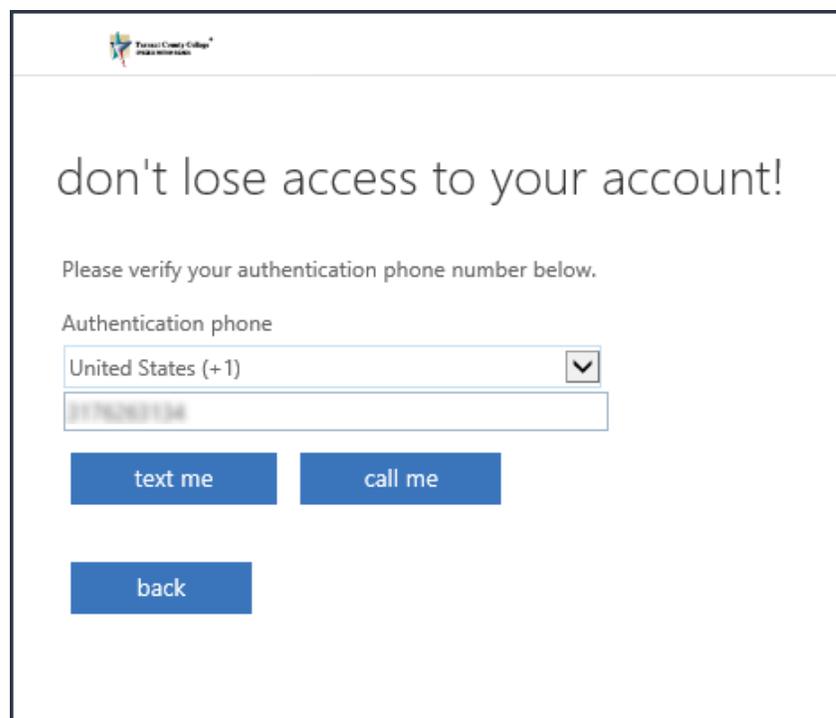
Text message are typically received in the U.S. within 1 minute. In other countries it can take much longer, or you don't receive the text at all. You are required to type in the 6-digit verification code.

Text message can cause extra costs depending on the plan you have with your telecom provider.

### When to use phone call?

For the phone call you have only to press the pound key (#) and you do not have to type in any verification code. Some people see this as more convenience over the text message method.

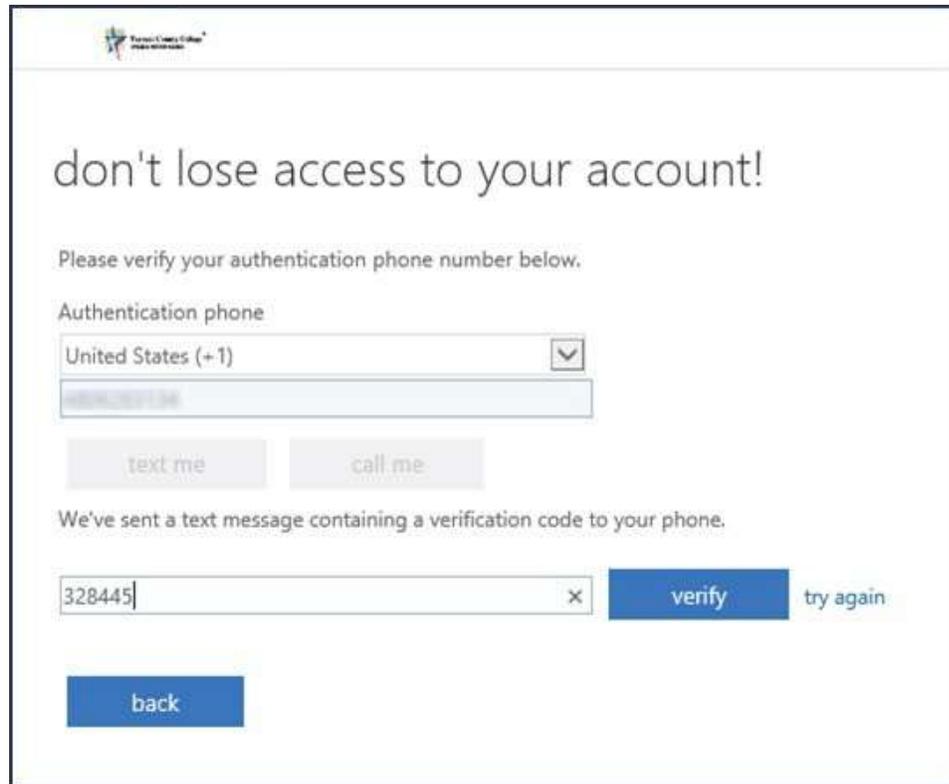
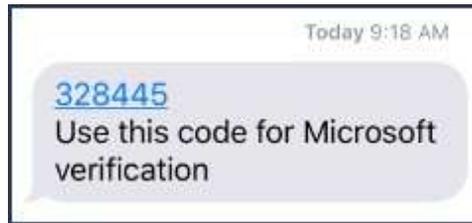
Phone calls can cause extra costs depending on the plan you have with your telecom provider.



The screenshot shows a web form for phone verification. At the top left is the logo for "Tarrant County College". The main heading is "don't lose access to your account!". Below this is the instruction "Please verify your authentication phone number below." The form includes a label "Authentication phone" above a dropdown menu showing "United States (+1)" and a text input field containing "817.762.8134". There are three blue buttons: "text me", "call me", and "back".

**Text Me Option:**

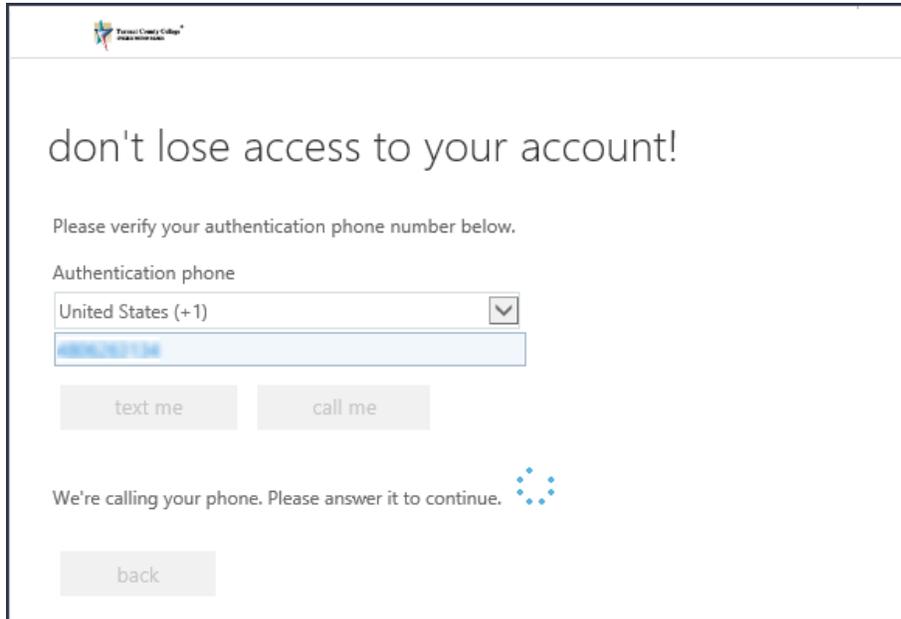
1. Enter the code received in a text and select the "Verify" button.



2. If successful, you will be returned to the initial setup screen.

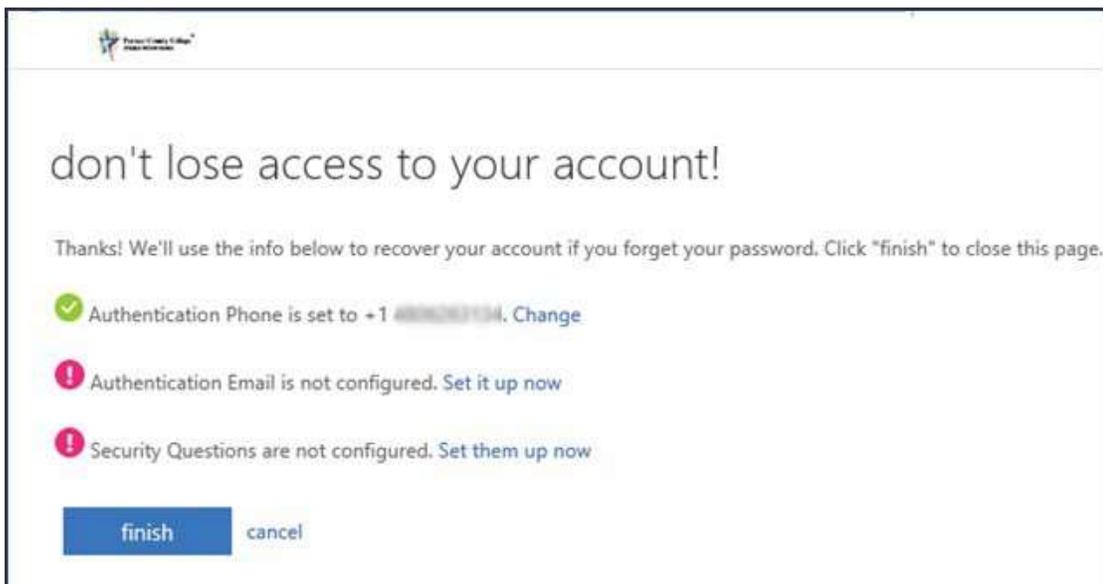
### Call Me Option:

1. Answer your phone.
2. When prompted on the phone, hit the “#” key.
3. If successful, you will be returned to the initial setup screen



The screenshot shows a web page with the title "don't lose access to your account!". Below the title, it says "Please verify your authentication phone number below." There is a form for "Authentication phone" with a dropdown menu set to "United States (+1)" and a text input field containing a masked phone number. Below the form are two buttons: "text me" and "call me". At the bottom, it says "We're calling your phone. Please answer it to continue." with a loading spinner icon and a "back" button.

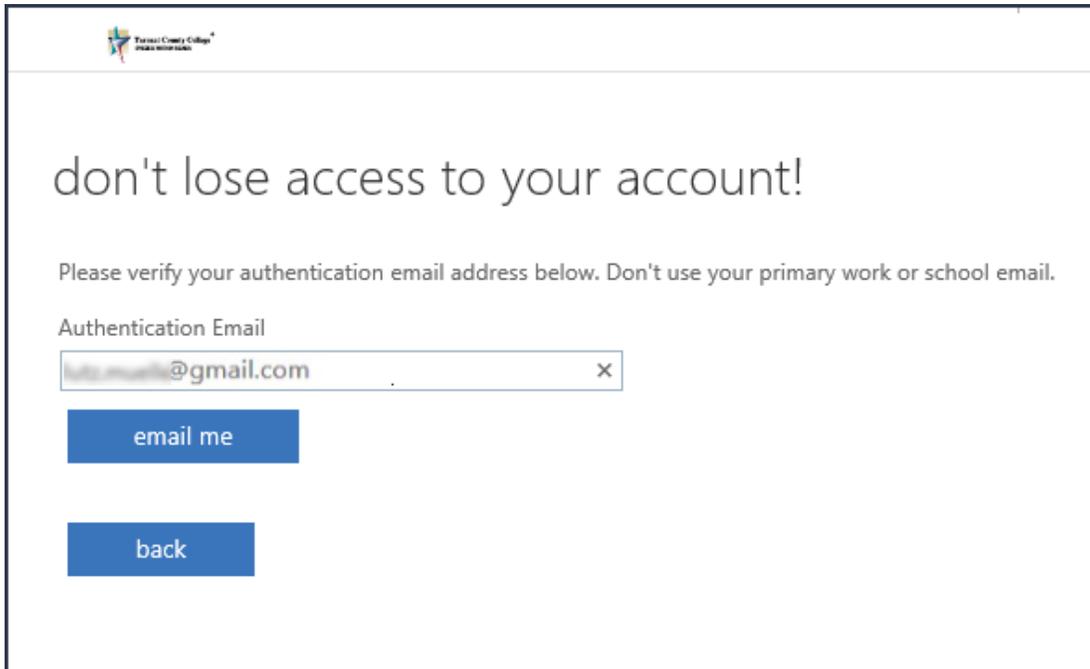
4. You now have completed the phone registration process.



The screenshot shows the same web page, but now it says "Thanks! We'll use the info below to recover your account if you forget your password. Click 'finish' to close this page." Below this, there are three status items: a green checkmark indicating "Authentication Phone is set to +1 [masked] Change", and two red exclamation marks indicating "Authentication Email is not configured. Set it up now" and "Security Questions are not configured. Set them up now". At the bottom, there are two buttons: "finish" and "cancel".

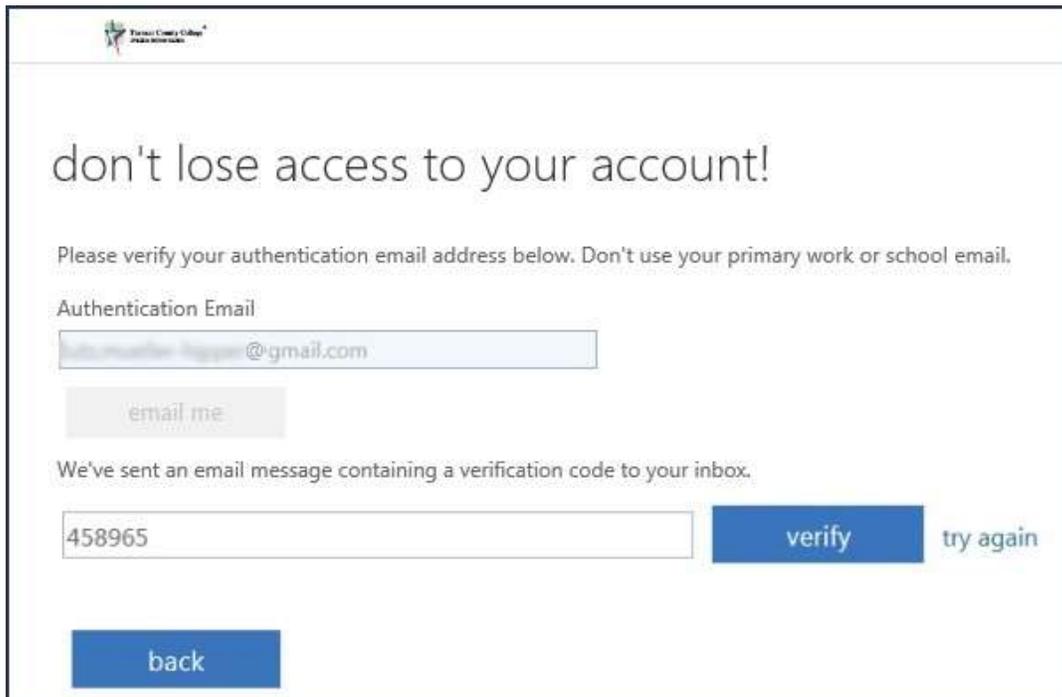
## Option 2 - Alternative Email

1. Select the “Set it up now” link next to “Authentication Email...”.
2. Enter an email address other than your TCCD email account.
3. Select the “email me” button.



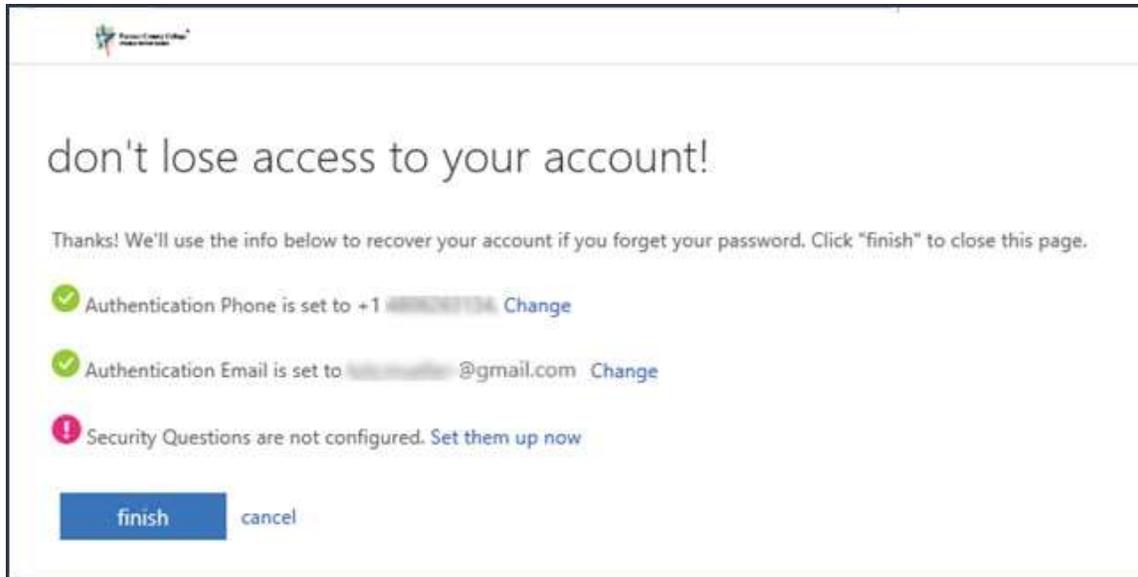
The screenshot shows the TCCD logo at the top left. Below it, the heading "don't lose access to your account!" is displayed. A message reads: "Please verify your authentication email address below. Don't use your primary work or school email." The "Authentication Email" field contains "johndoe@gmail.com" with a clear button (x) on the right. Below the field are two blue buttons: "email me" and "back".

4. Get the verification code from this email account and enter in the verification field and then select the “Verify” button.



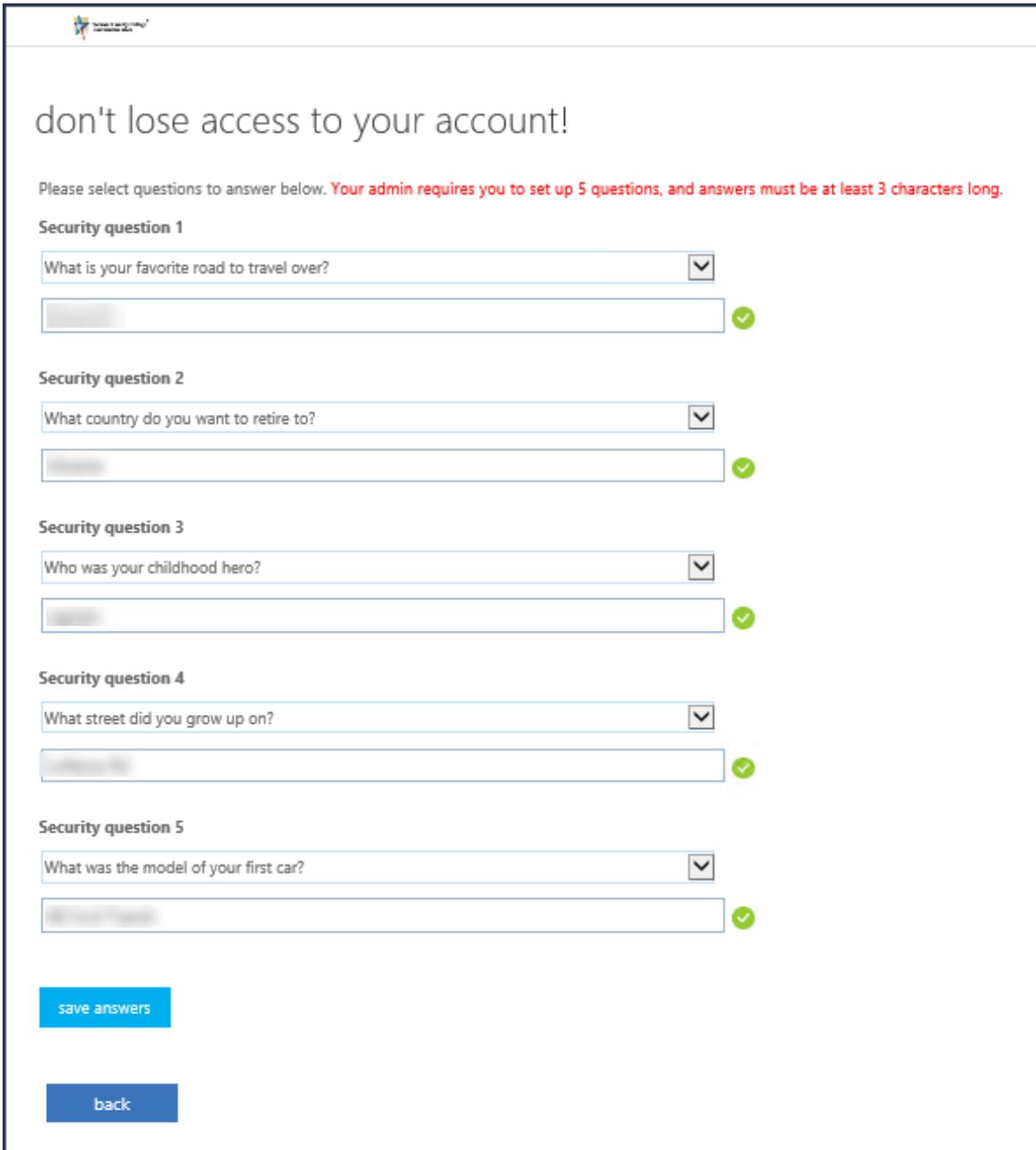
The screenshot shows the same TCCD logo and heading. The message is identical. The "Authentication Email" field now contains "johndoe@gmail.com". The "email me" button is now disabled (greyed out). A new message reads: "We've sent an email message containing a verification code to your inbox." Below this, a verification code field contains "458965". To the right of the field are two buttons: "verify" (blue) and "try again" (grey). A "back" button is located at the bottom left.

5. You have now completed the email verification.



### Option 3 – Security Questions

1. Select the “Set them up now” link next to “Security Questions...”.
2. Choose five questions and provide answers.
3. After completing all questions, select the “save answers” button.



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 your favorite road to travel over?

✓

**Security question 2**

What country do you want to retire to?

✓

**Security question 3**

Who was your childhood hero?

✓

**Security question 4**

What street did you grow up on?

✓

**Security question 5**

What was the model of your first car?

✓

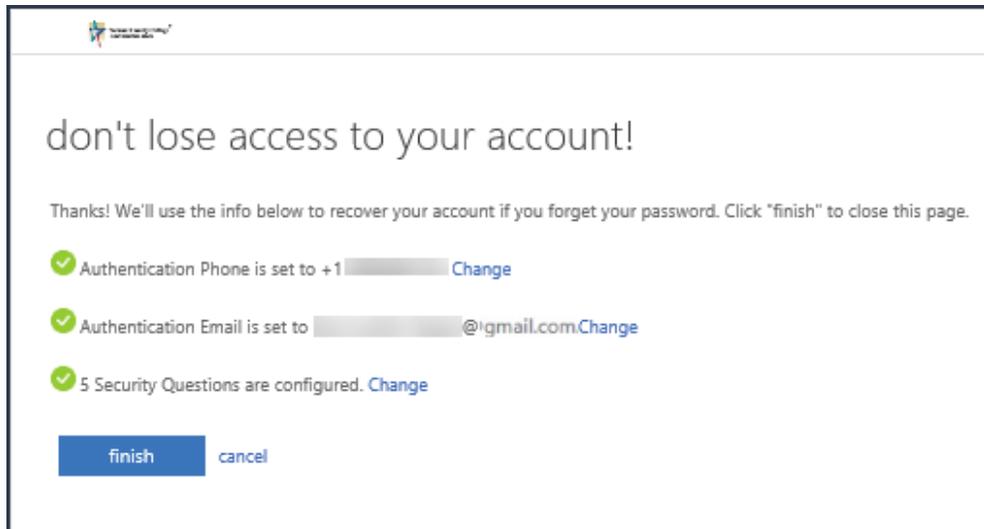
[save answers](#)

[back](#)

## Setup Complete

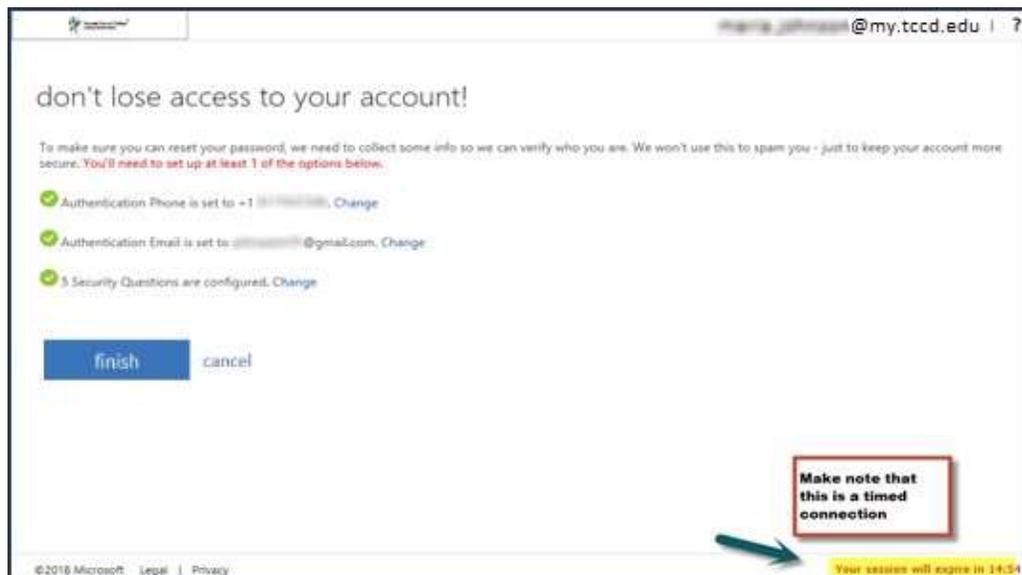
Once you have completed your choice of settings, select the “finish” button to continue to other applications. It is important to complete this step, or your changes will be lost.

**Note:** You may be prompted for your password again after you select the “finish” button.



## Update Your Settings

1. Return to <https://aka.ms/ssprsetup>
2. Select on “Change” next to the setting you wish to update.
3. Follow the instructions above for each setting.
4. Select the “finish” button when you are complete



**NOTE:** After a period of time, and to ensure you still have the appropriate methods registered, your administrators will require you to confirm your authentication methods.