# Self Service Password Reset

TCC faulty/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 or Student: username@my.tccd.edu*) and your password. If you are not on campus, skip to step 2.
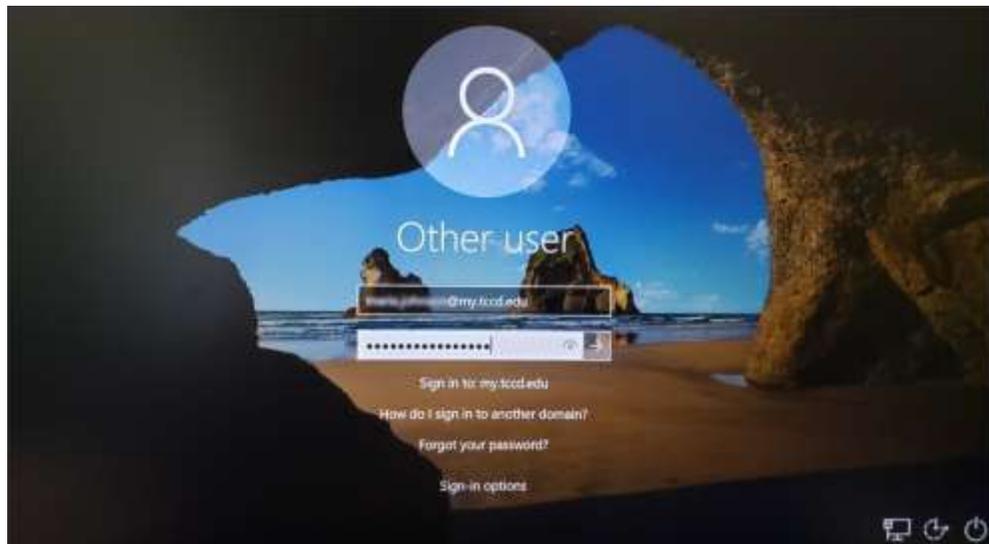
2. Open the web browser on your device and go to the password reset registration page https://aka.ms/ssprsetup.

3. Enter your TCCD email address (*Faculty/Staff: username@tccd.edu or Student: username@my.tccd.edu*) and your password.
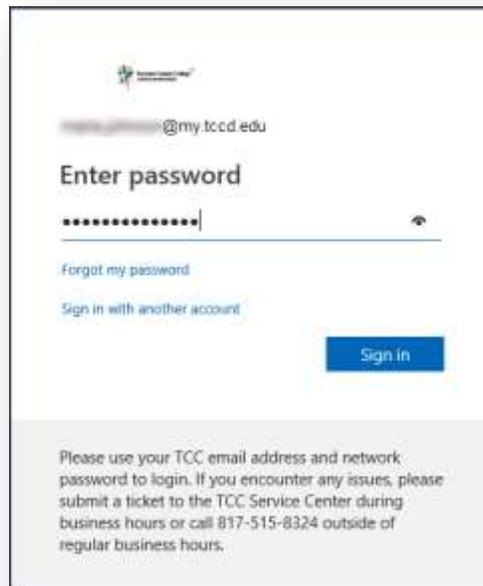
4. Provide and verify the information that your administrator requires. If more than one option is available, we suggest that you register multiple methods. This gives you flexibility when one of the methods is not available. As and example, if you only setup your phone to authenticate, and you lose your phone, there is no way to get into your account.

- **Option1 - 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.
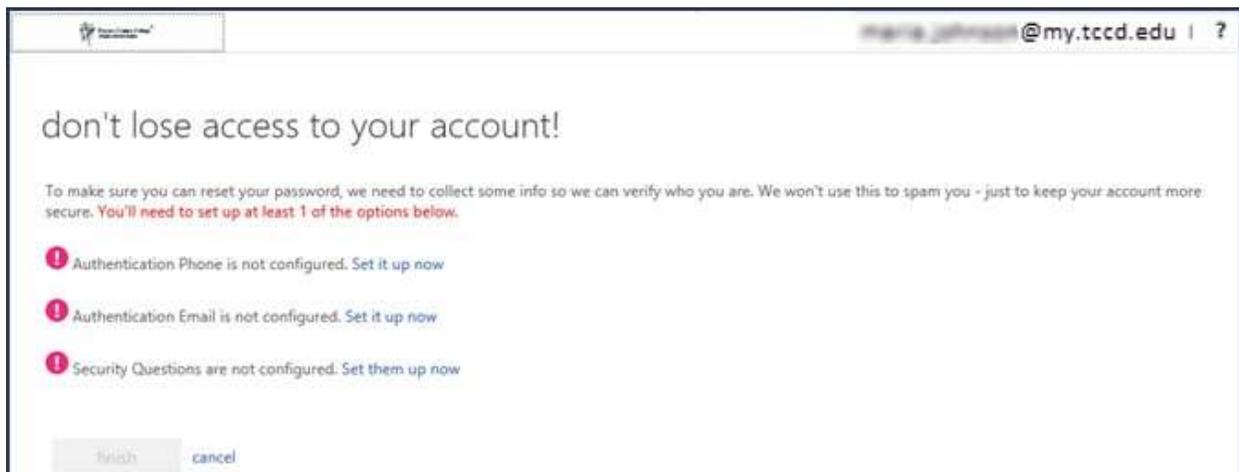
5. Select **finish.** You can now use self-service password reset when you need to in the future.

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.
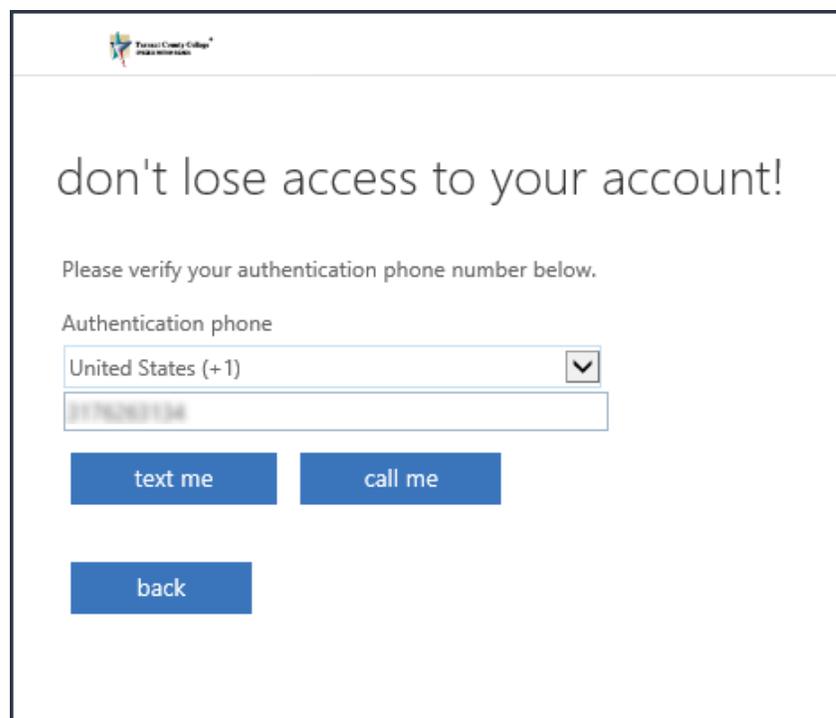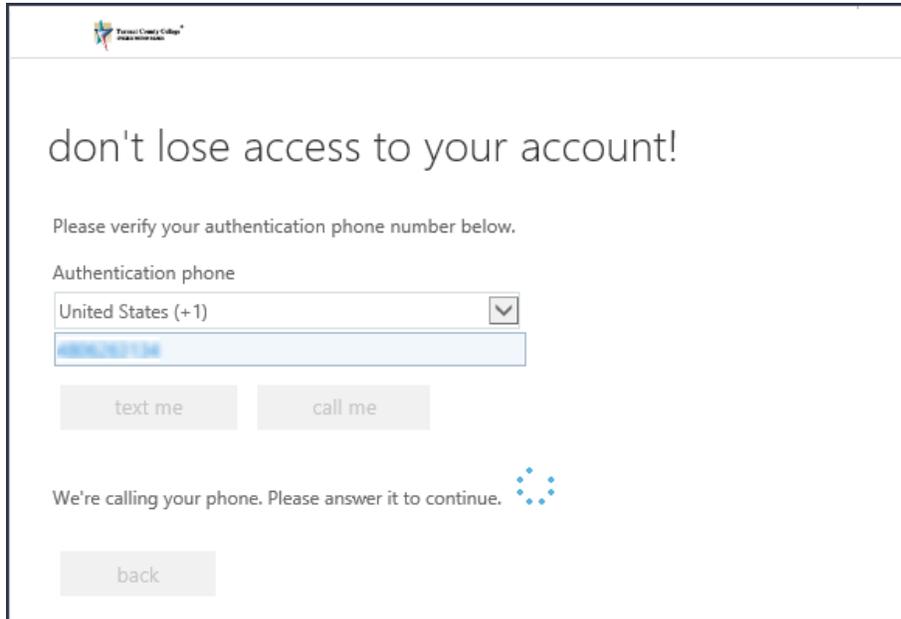
Text Me Option:

1. Enter the code received in a text and select the "Verify" button.
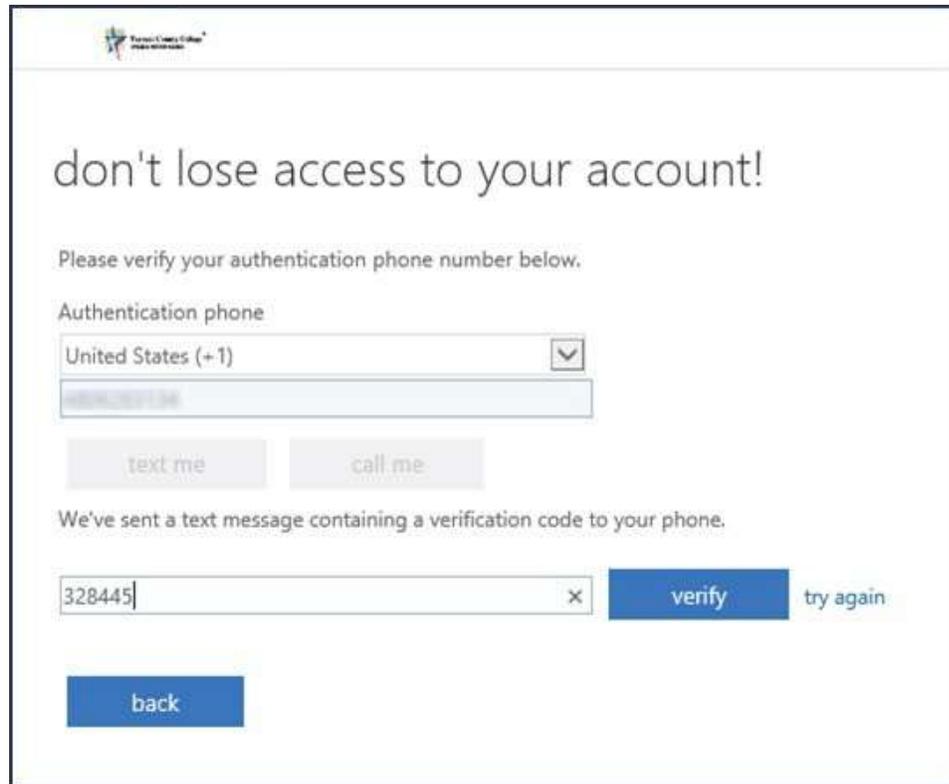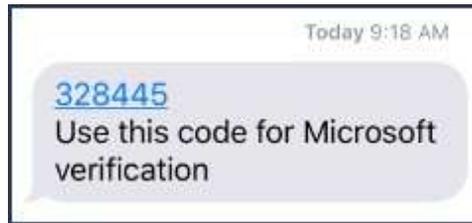
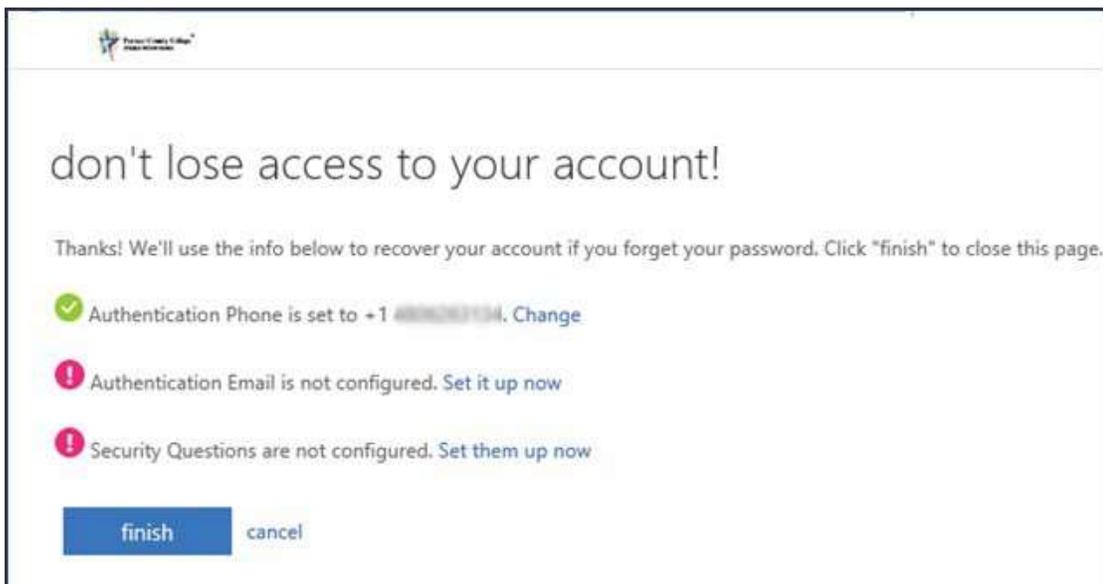2. If successful, you will be returned to the initial setup screen.

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

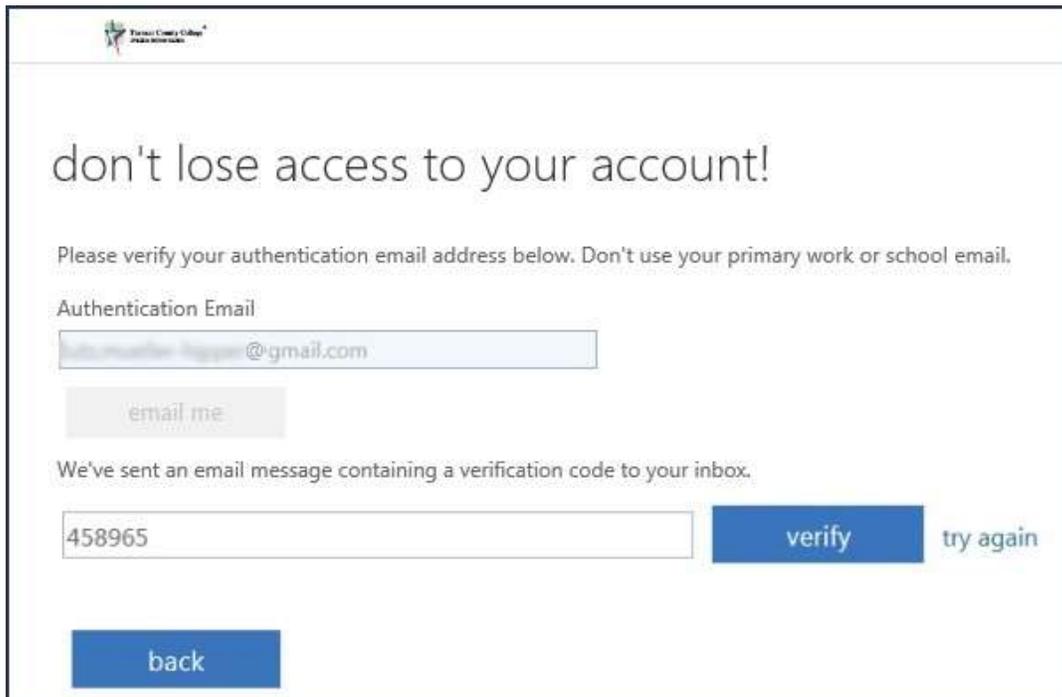
4. You now have completed the phone registration process.

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.
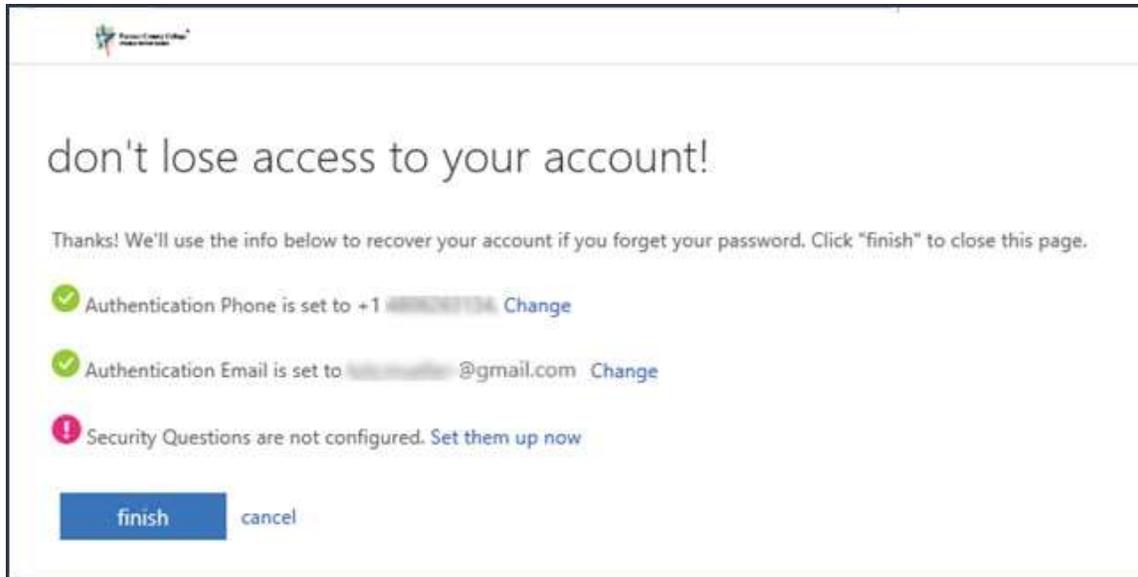3. Select the "email me" button.

4. Get the verification code from this email account and enter in the verification field and then select the "Verify" button.
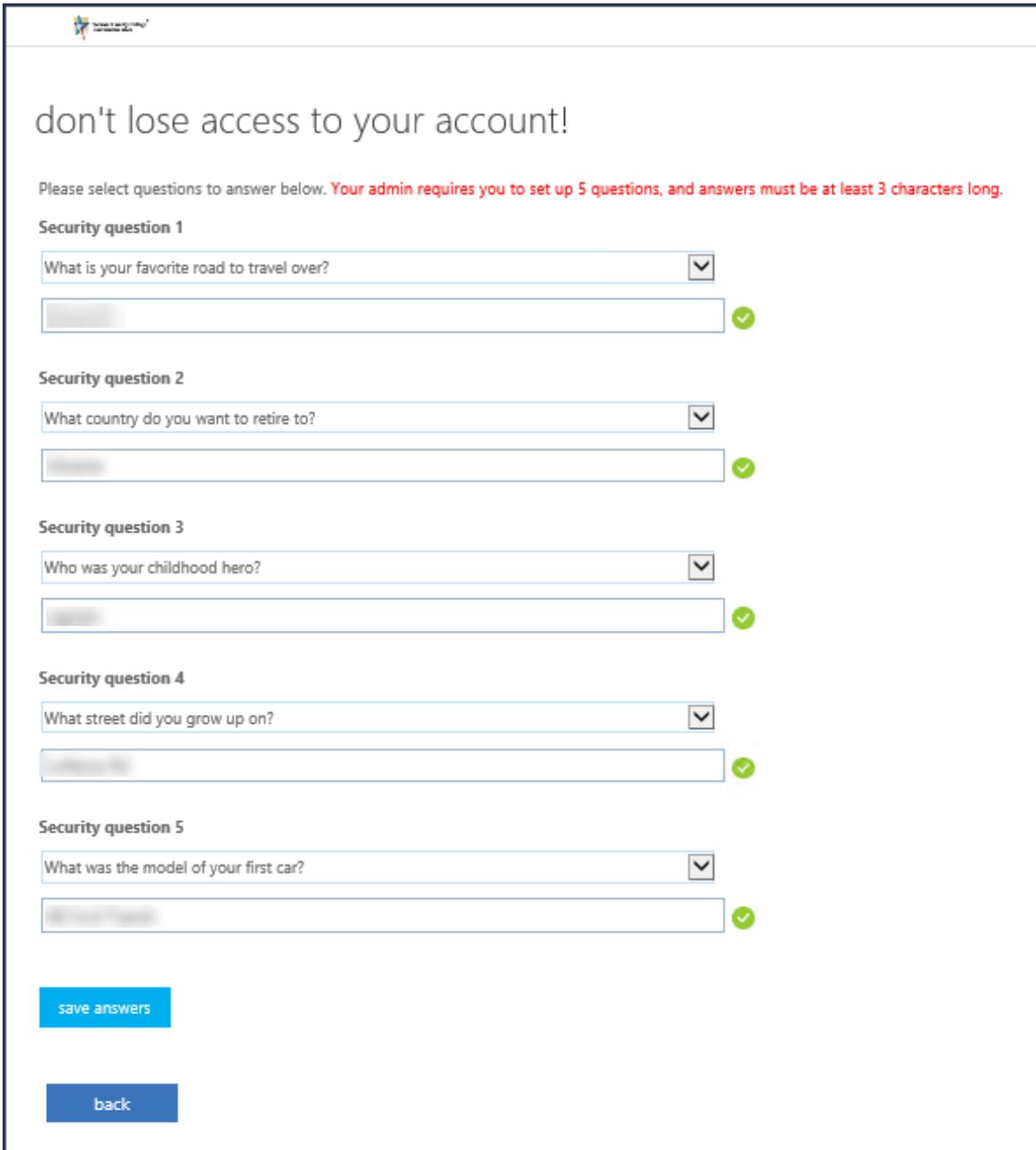
5. You have now completed the email verification.
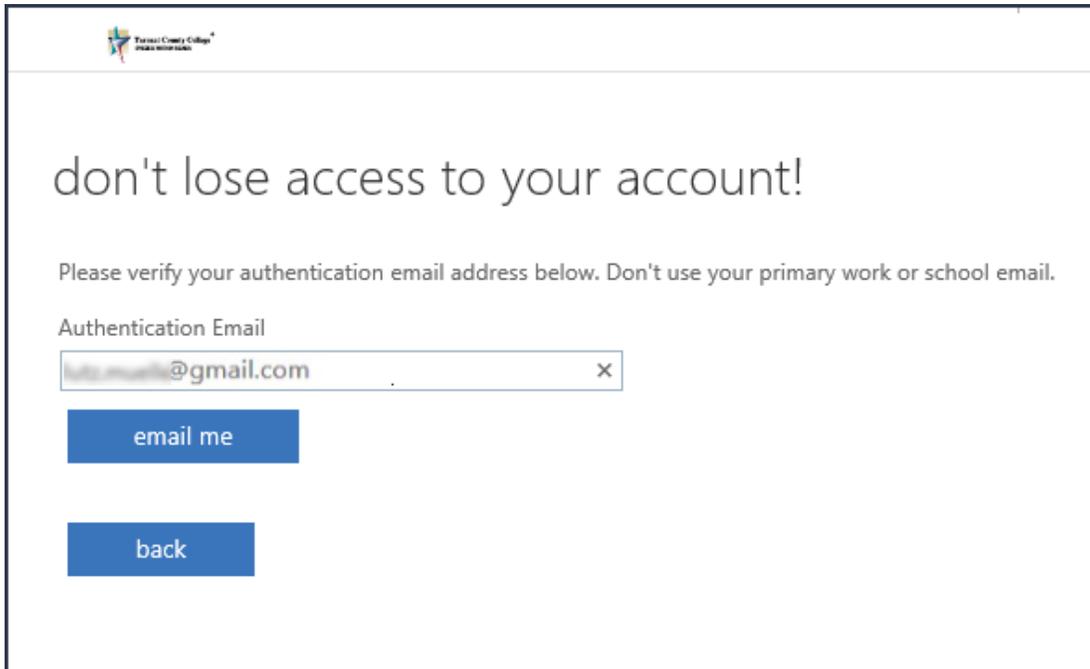
don't lose access to your account!

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

✅ Authentication Phone is set to +1 ████████ Change

✅ Authentication Email is set to ████████ @gmail.com Change

❗ Security Questions are not configured. Set them up now

finish   cancel

Option 3 – Security Questions

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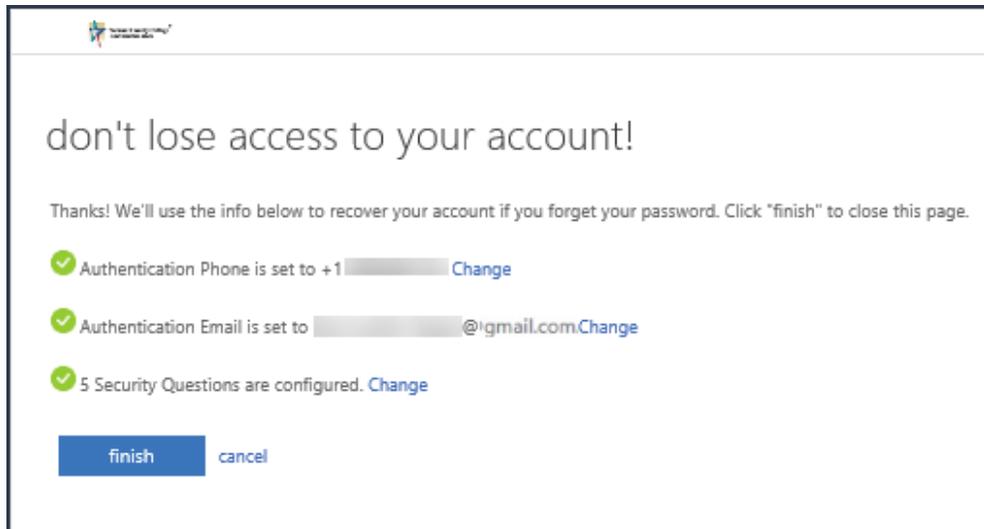3. After completing all questions, select the "save answers" button.

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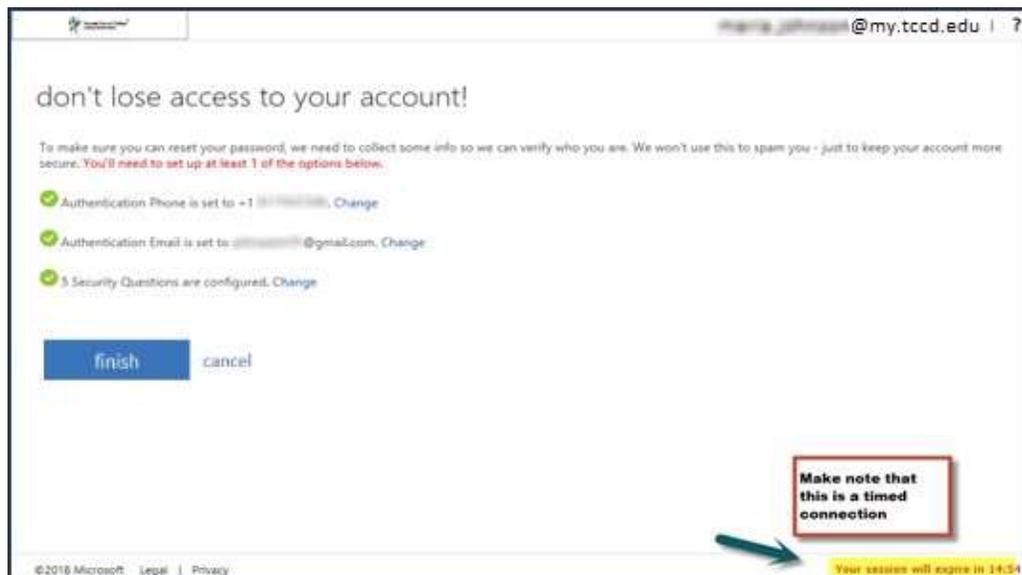
NOTE: After a period of time, and to ensure you still have the appropriate methods registered, your administrators will require you to confirm your authentication methods.