

How to Reset my Domain / Email password using the Self-Service Password Portal

1. Open a web browser and go to <https://aka.ms/sspr>
2. Sign in using your company email address and enter captcha

Microsoft

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



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

Next

Cancel

3. You will be prompted to select a verification method. Select your desired method

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Text my mobile phone	In order to protect your account, we need you to enter your complete mobile phone number (*****05) below. You will then receive a text message with a verification code which can be used to reset your password.
<input type="radio"/> Call my mobile phone	
<input type="radio"/> Enter a code from my authenticator app	
	<input type="text" value="Enter your phone number"/>
	<input type="button" value="Text"/>

[Cancel](#)

4. Once you verified your account using one of the methods (App, Call, or text) you will be prompt to change your password.

Microsoft

Get back into your account

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

* Enter new password:


Password strength

* Confirm new password:

5. Once you select finish you will be prompted that your new password has been set

Microsoft

Get back into your account

 Your password has been reset

6. If your Domain joined computer is on the network and connected to the VPN then you should lock your computer and login with your new password.
7. If your domain joined computer is not on the network, then you should connect to the VPN and then locked your computer. Once your computer is locked then you should log in with your new password so that your computer will have your new password.
8. If you have a computer that is not joined to the domain then you are all set.