# Harlow College Self Service password reset for students & staff guide

This guide is to serve as instructions on how to enrol for the SSPR (Self-service password reset) The SSPR will allow you to reset your Harlow College password wherever you are. Before you can reset your password you must enrol into the system by following the instructions below in 'Step 1. Enrolment' if you have already completed this please skip to 'Step 2. Resetting your password'
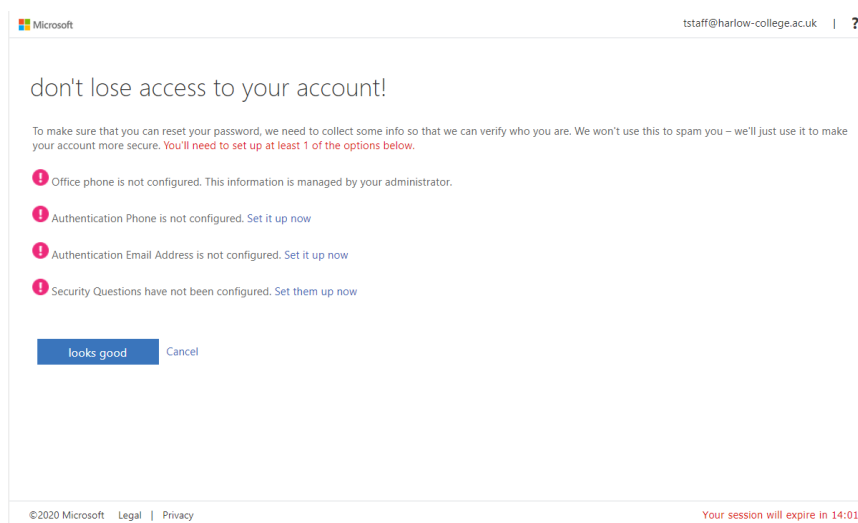
## Step 1. Enrolment

1. Before you can reset your password you must enrol into the system. To do this please open your web browser on your device and go to https://aka.ms/ssprsetup

Enter your Harlow College login details. The username will differ depending on if you are staff or student:

Staff: first initial then your last name@harlow-college.ac.uk (I.E for John Smith jsmith@harlow-college.ac.uk)

Students: studentnumber@student.harlow-college.ac.uk (I.E 12345678@student.harlow-college.ac.uk)

2. You will be presented with the 'don't lose access to your account!' page, this shows all of the possible authentication methods you can setup



3. You have 3 possible options to configure:
* **A phone number (A phone number you can receive a phone call or text on)**
* **An alternative email address (an email address other than your Harlow College one)**
* **Security questions ( 3 Security questions that you can input answers to)**

To enable the SSPR you must set at **least 1** of the options, please scroll down for instructions on setting the different options.
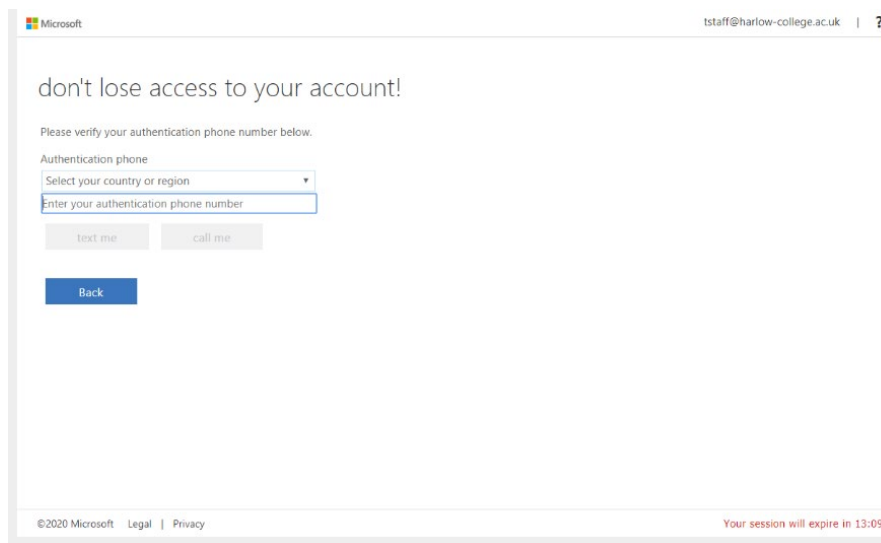
**3a. Setting a phone number**
**3b. Setting an alternative email address**
**3c. Setting the security questions**
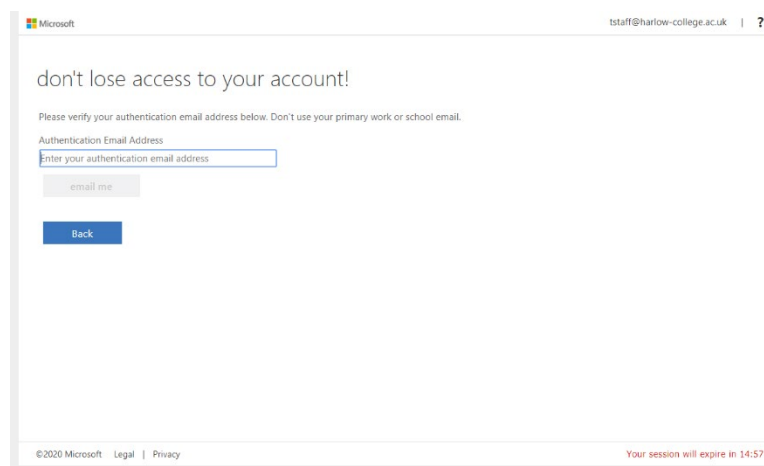
## 3a. Setting a phone number

1. Select the 'Set it up now' link next to the Authentication Phone option
2. Select the correct country or region for your phone number
3. Enter your phone number
4. You can select either 'Text me' or 'Call me' options to verify the phone number
5. If you selected 'Text me ' you will receive a code by text which you then have to enter and select 'Verify' you will then be returned to the original setup screen
6. If you selected 'Call me' you will be called and provided with a code which you then have to enter and the select 'Verify' you will be then returned to the original setup screen
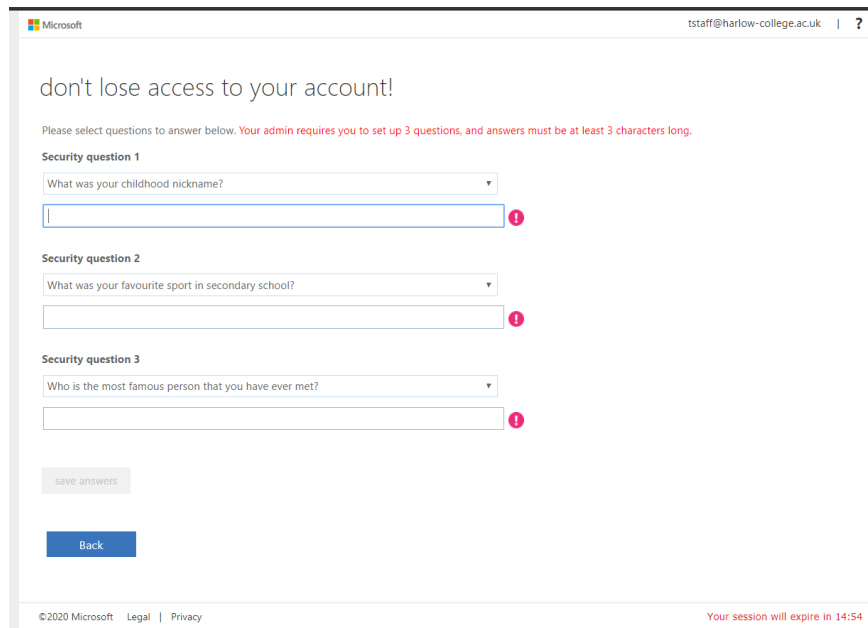


## 3b. Setting an email address

1. Select the 'Set it up now' link next to the Authentication email address option
2. Enter an email address  that is **not** your Harlow College email address
3. Select 'Email me' and you will receive a verification email, enter the code that you receive in the email and select 'Verify' you will be then be returned to the original setup screen
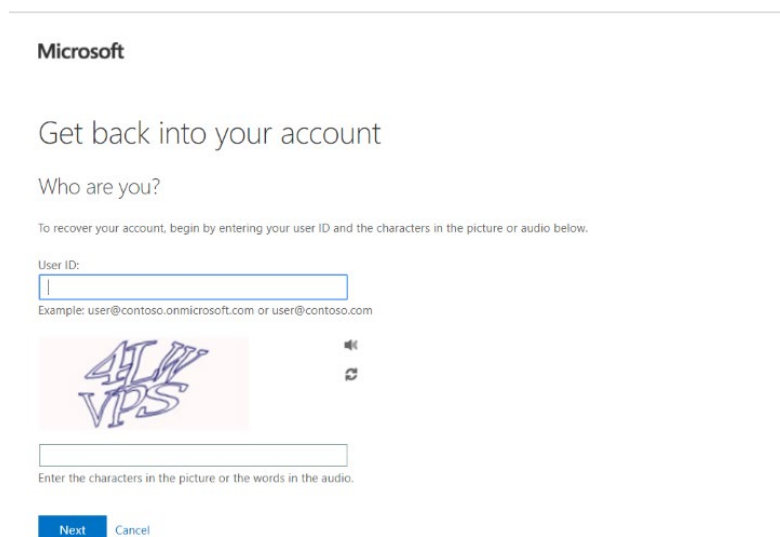
## 3c. setting the security questions

1. Select the 'Set them up now' link next to the Security questions option
2. Choose three questions and provide answers to them
3. After you selected and questions and provided answers to them select the 'Save answers' option and you will be returned to the original setup screen



# Step 2. Resetting your password

1. Open your web browser and go to https://passwordreset.microsoftonline.com
2. Input your Harlow College email address into the User ID field and the fill in the automated CAPTCHA image

3. Select a method for account verification, this will be either the email setup previously or can be a call or text from a mobile phone you have registered.
4. Enter a new password and enter it again to confirm, once you have done this select 'Finish' and your new password will be set. The new password must meet requirements, they differ depending on if you are staff or a student:

**For Staff:**

- Minimum length is 12 characters
- Password must contain at least 1 capital letter and at least 1 number
- Password must not be the same as your last 3 passwords

**For Students**

- Minimum length is 6 characters
- Password must not be the same as your last 3 passwords

5. Once you have entered a password that meets the correct requirements and entered it again to confirm, please select the 'Finish' button, you will then receive a message stating that you password has been reset. You can now close the window and use your new password.
6. You will receive an emailed notification to your Harlow College email address to confirm your password reset
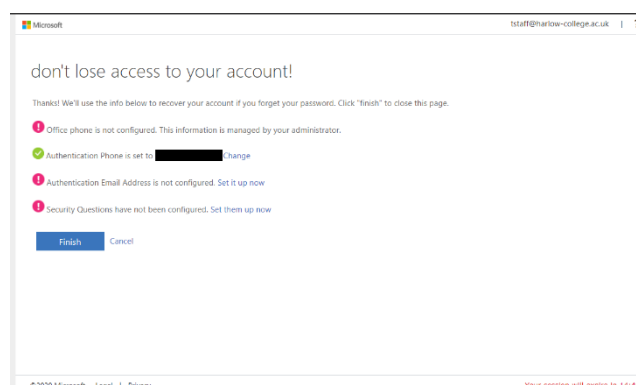
# Step 3. Updating your details

1. If you have changed your phone number or alternative email address you will need to update the system to ensure that you can still reset your Harlow College password if required. Please open your web browser and go to https://aka.ms/ssprsetup
2. Enter your Harlow College login details. The username will differ depending on if you are staff or student:

Staff: first initial then your last name@harlow-college.ac.uk (I.E for John Smith jsmith@harlow-college.ac.uk)

Students: studentnumber@student.harlow-college.ac.uk (I.E 12345678@student.harlow-college.ac.uk)

3. You will be brought to the 'Don't lose access to your account!' page, from here you can change your authentication options
4. Select 'Change' next to the option you wish to change and follow the instructions as per Step 2 to change each setting.
5. Select 'Finish' once you have finished

# Frequently asked questions

## Is your information secured?

The authentication data you enter is not visible to anyone but yourself and the college admin. Only you can see the answers to your security questions

## You may need to reconfirm your info

After 180 days from enrolling into the SSPR system you will be asked to reconfirm your security information

## Official Microsoft troubleshooting tips

https://docs.microsoft.com/en-us/azure/active-directory/user-help/active-directory-passwords-reset-register#common-problems-and-their-solutions

## My password hasn't updated on my Harlow College laptop?

This will happen if you are offsite and are not connected back to the college with a VPN connection. Please use your old password until you bring your laptop back onsite, when the device is back onsite the password will update. If you are connected with the VPN please complete the following steps to update the password on your college laptop

1. Login to the laptop with your old password
2. Connect to the VPN with your new password
3. You will receive a message stating that Windows needs your current credentials.
4. Please lock your laptop and then you will be able to unlock it with your new password, the password has now been changed on your device

## Questions about this document

If you have any questions about this process or are experiencing errors that are not outlined in the troubleshooting tips, please see the digital team in the iHub