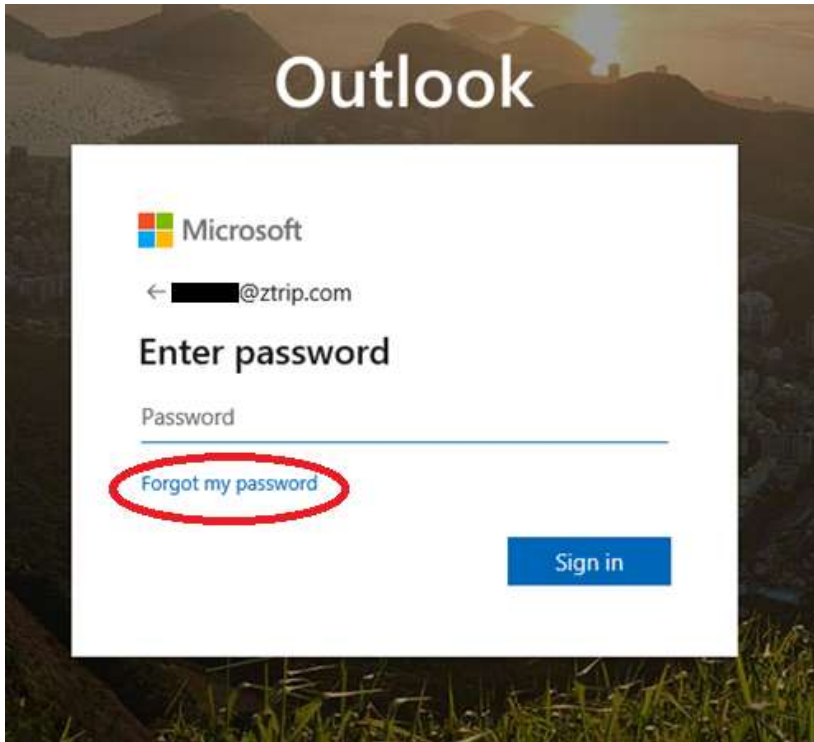


## WHC Microsoft Office365 – Using the Self Service Password Reset (SSPR)

Once you have enrolled in the Office365 SSPR utility you can reset your own email password. To do so, open your preferred internet browser (Microsoft Edge, Internet Explorer, Chrome, Firefox...etc) and explore to this website: outlook.office365.com. Select or enter your email address if it does not auto populate, select 'Next'. Now select the 'Forgot my password' option.



Enter your email address in the 'User ID' field and the captcha information below then click 'Next'.

**Microsoft**

## Get back into your account

### Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



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

Next

Cancel

Select the method by which you want to be contacted to receive your confirmation code (Text my mobile or Call my mobile) and enter the phone number you enrolled with, then select 'Text' (or 'Call').

**Microsoft**

## Get back into your account

verification step 1 > choose a new password

---

Please choose the contact method we should use for verification:

Text my mobile phone  
 Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*00) below. You will then receive a text message with a verification code which can be used to reset your password.

[Cancel](#)

Enter the confirmation code you were provided via the communication method selected and click 'Next'.

**Microsoft**

## Get back into your account

verification step 1 > choose a new password

---

Please choose the contact method we should use for verification:

Text my mobile phone  
 Call my mobile phone

We've sent you a text message containing a verification code to your phone.

  
 [Try again](#) [Contact your administrator](#)

[Cancel](#)

Enter an adequate new password and select 'Finish'.

**Microsoft**

## Get back into your account

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

---

\* Enter new password:

strong

\* Confirm new password:

Finish

Cancel

Your password has now been reset, click the 'click here' link to be redirected to the login page and sign in to the webmail portal if that is how you check your mail. If you use Outlook and/or your phone to check mail, please ensure you update each with your new password.

**Microsoft**

## Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here.](#)