# Pupil Self-Service Password Reset Setup Guide

This guide will take you through the steps for setting up your security questions for Self-Service Password Reset (SSPR), so you can recover your password if you've forgotten it at any time.

1. To begin, please login to the school computers.

2. Once you've reached the desktop, double click on the Microsoft Edge Icon to start the web browser.
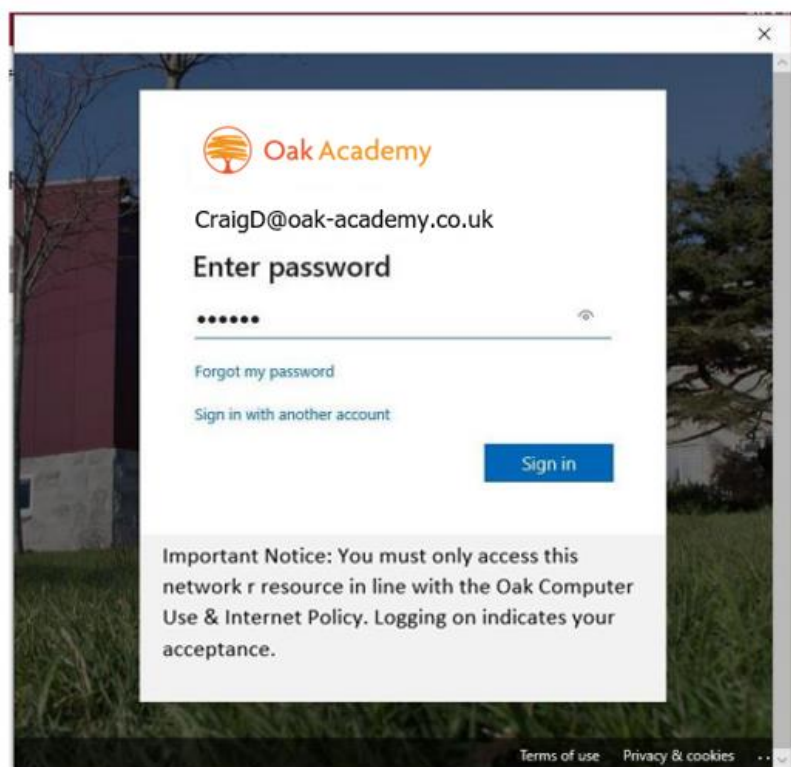

**3.** You should then see the following profile screen. Please click on "Sign in" to continue.
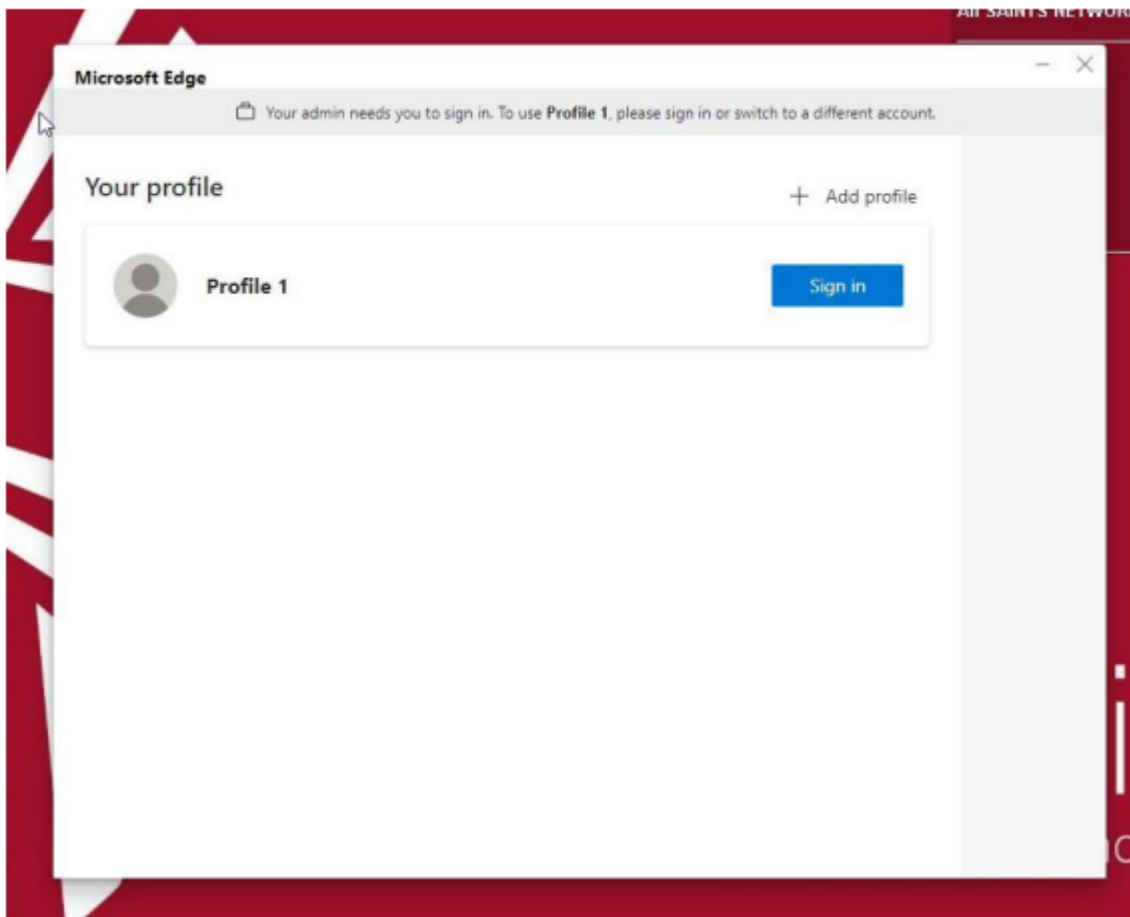
4. A new window will appear asking you to sign in. Please enter your school email address
e.g. CraigD@oak-academy.co.uk and then click "Sign in".
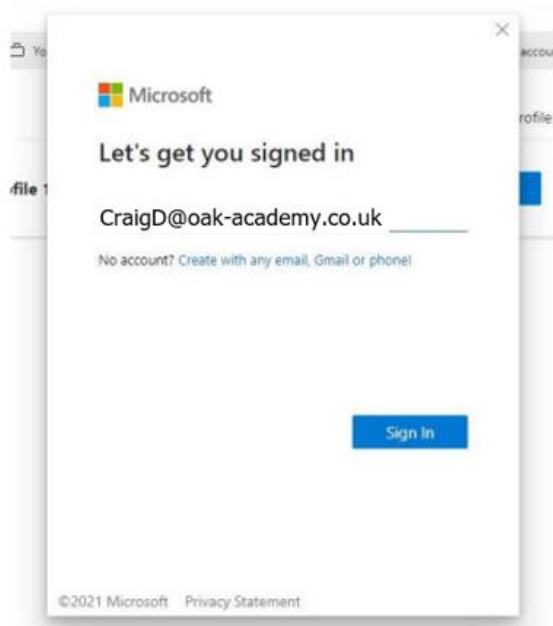
5. You will then be prompted for your password. Please enter your password and click "Sign in"

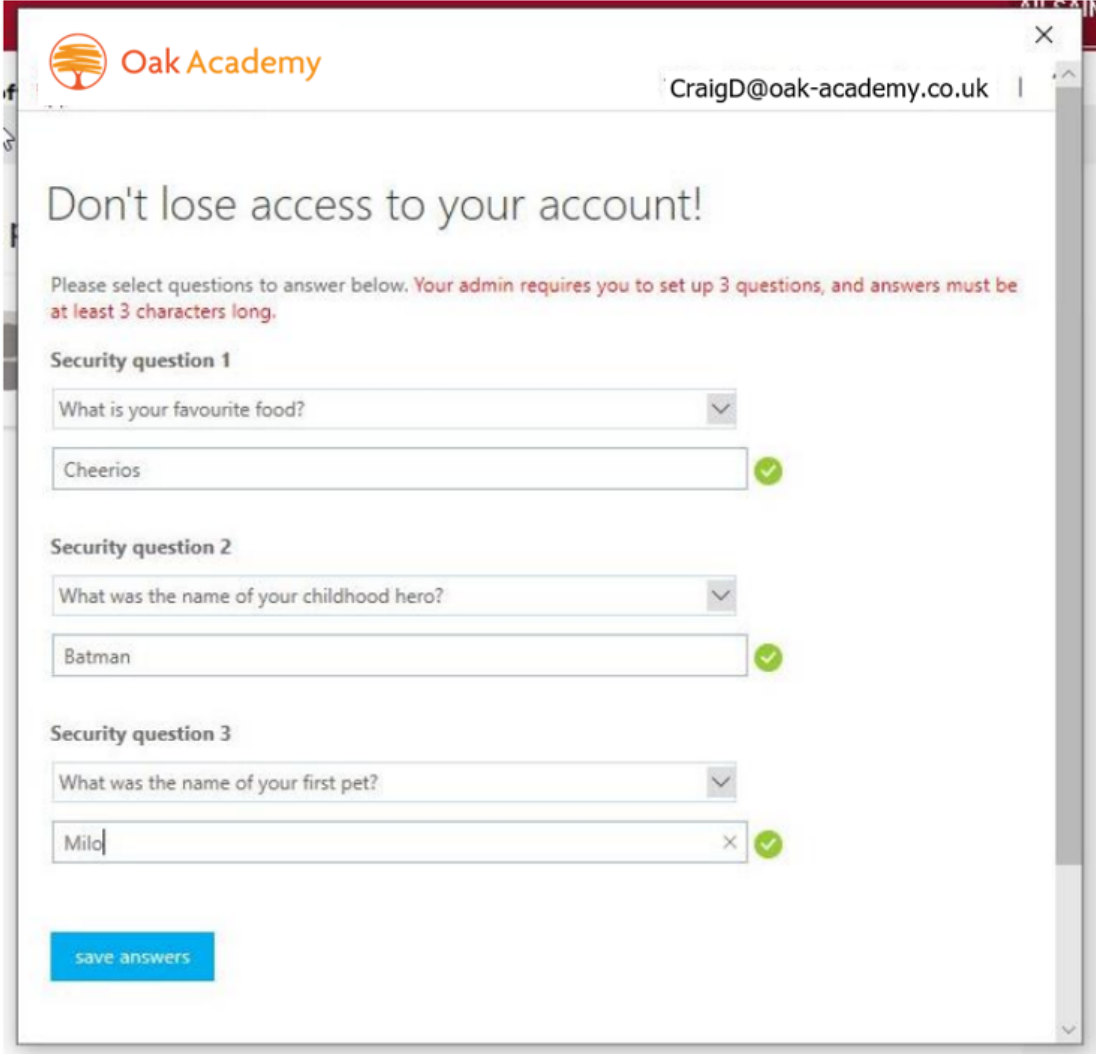**6.** You will then see a screen asking for more information. Please click on "Next" to continue.
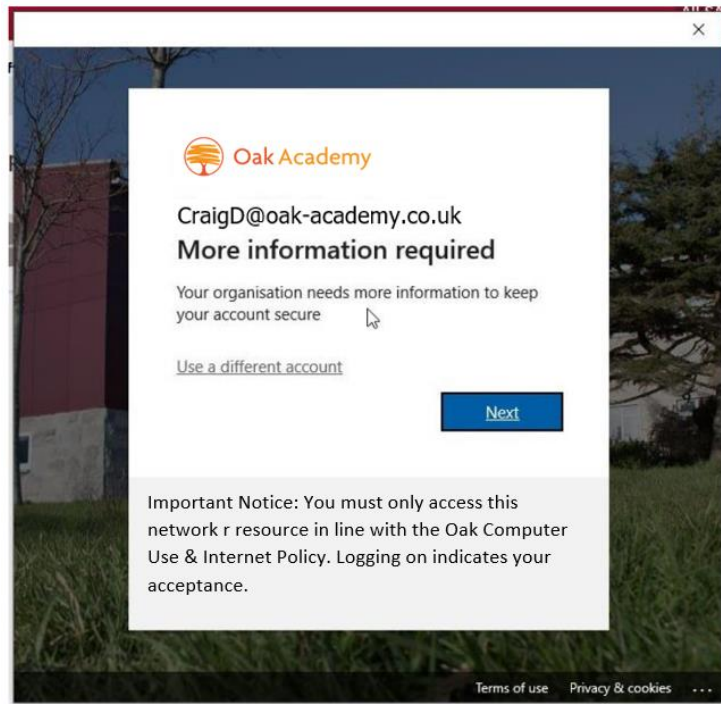
7. You will then see a screen asking to setup one of three security options. Please click on "Set them up now" next to the option for Security Questions. (Third option down)
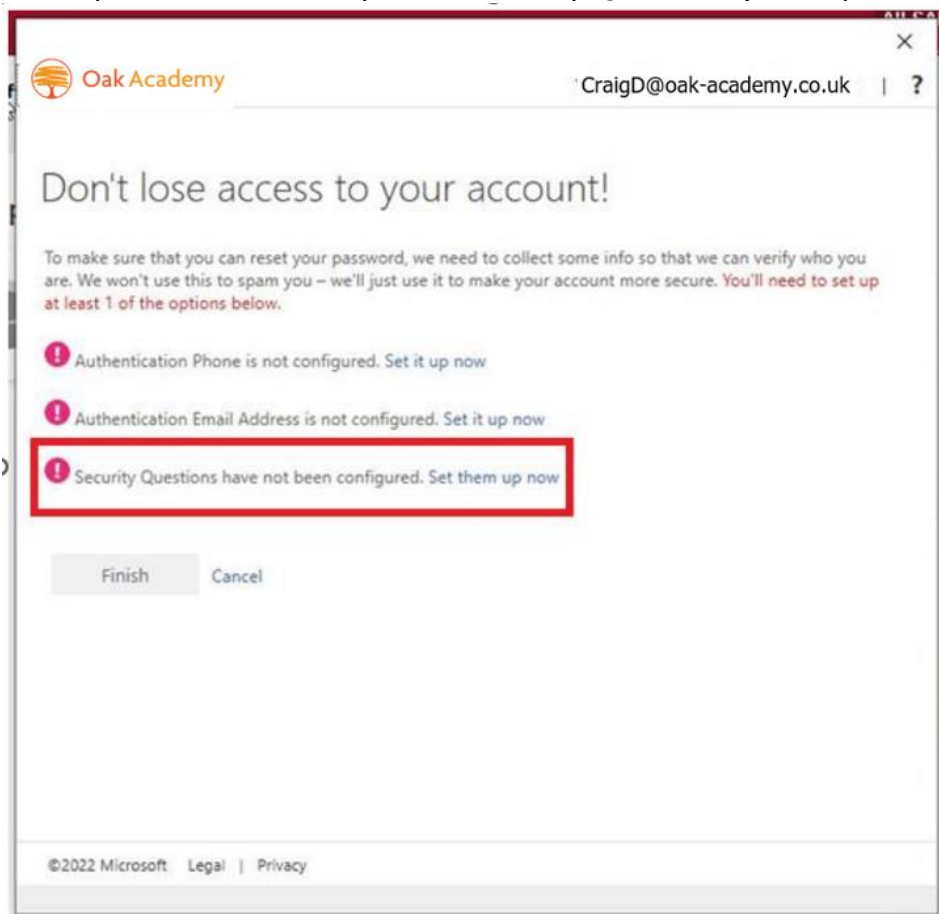
8. You will then see a screen asking for three security questions to be setup. Please select three questions that you will remember the answers to, as you will need these if you forget your password, and you want to reset it from outside of the school.

Please make sure these are questions that only you know the answer to, and don't share these with your friends.

Once you have finished setting the questions and answers, and you have three green ticks to the side, you can then click "Save Answers" to continue.

9. You will then be returned to the following screen, where you should now see a green tick next to the Security Questions option. You can then click on "Finish" to continue.
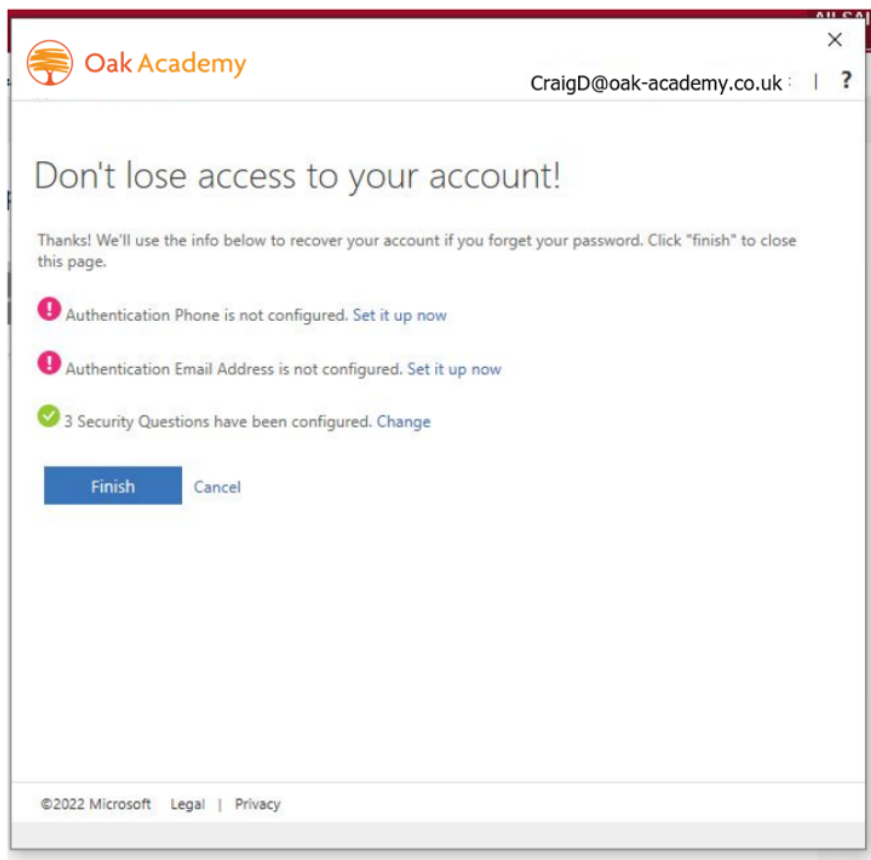
10. On the screen asking you to "Stay signed in to all your apps", you can click on "OK" to continue.
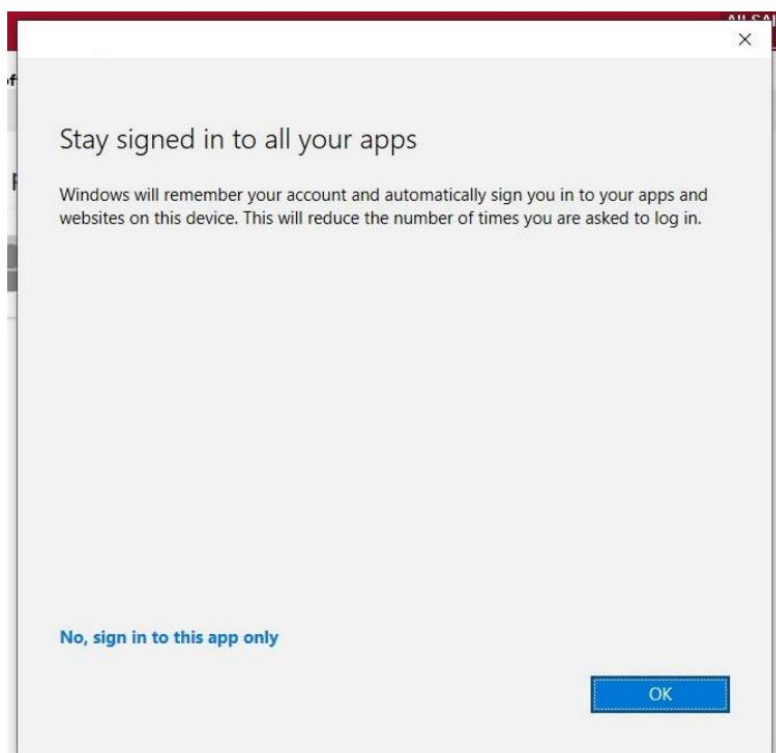
11. You will then see the following screen confirming that "You're all set" which confirms you've completed the setup. Click "Done" to finish. You should then see the Google Webpage appear.
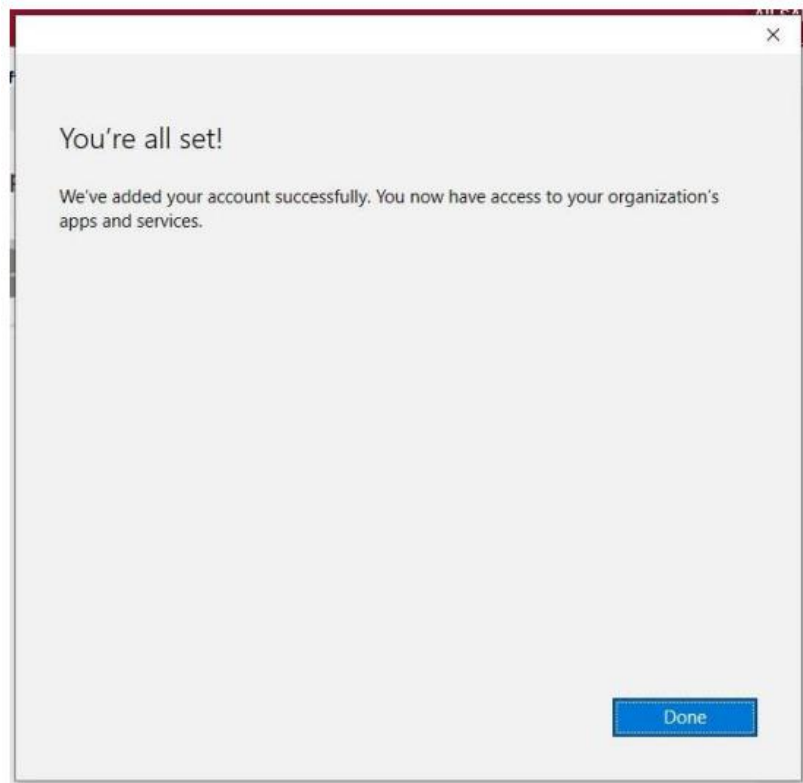
12. Once you've reached the Google Web Page, please sign out of the computer, and then sign back in. This will make sure that for all apps have sign in correctly, which is important for OneDrive in particular. Failure to do so may prevent you from seeing your school files!
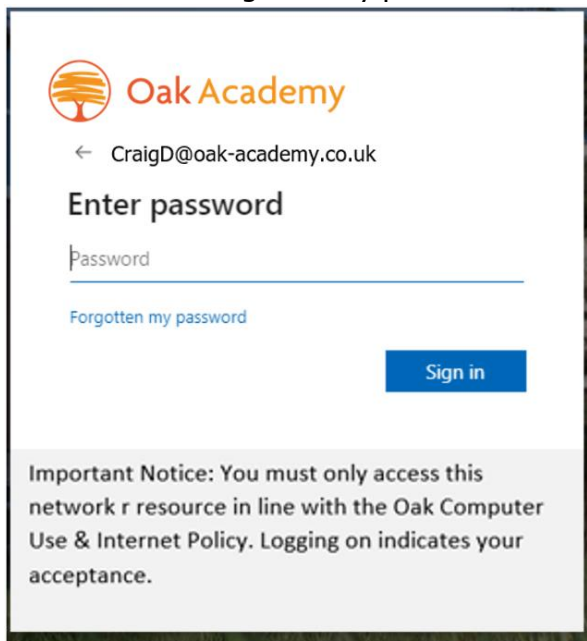

You have now completed the setup of your Self-Service Password Reset.
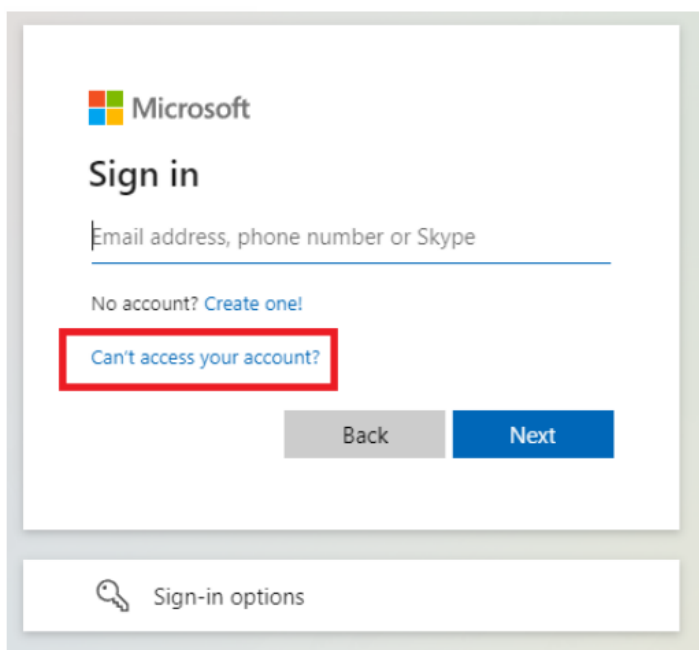
Resetting your password

Should you need to reset your password, you can now follow these steps to reset it yourself. You will need access to another device which can access the internet to achieve this. I.e. Home Computer, Mobile Phone etc.

1. Navigate to www.office.com and click "Sign in".

2. On the next screen, if you've logged in before on this browser, you can click on your school account and then click "forgotten my password" underneath the password field.

2b. If you haven't signed into your school account on this browser before, you can click the "Can't access your account?" button on the office.com sign in portal.

3. On the next screen, enter your email address and enter the Captcha letters shown in the image, then click "Next" to continue.

4. On the following screen, make sure the radio button next to "I've forgotten my password" is selected and click "Next" to continue.

5. You will then be prompted with the verification step which will ask you the answers to the three security questions you've setup. Once you've entered your answers, click "Next" to continue.

6. You will then see a screen asking you to set your new password twice. Please set your password and click "Next" to continue.

7. You should then see a confirmation window that your password has been changed. Click on "Click here" to navigate back to the login portal and login in with your new password.

You have now successfully reset your own password.