

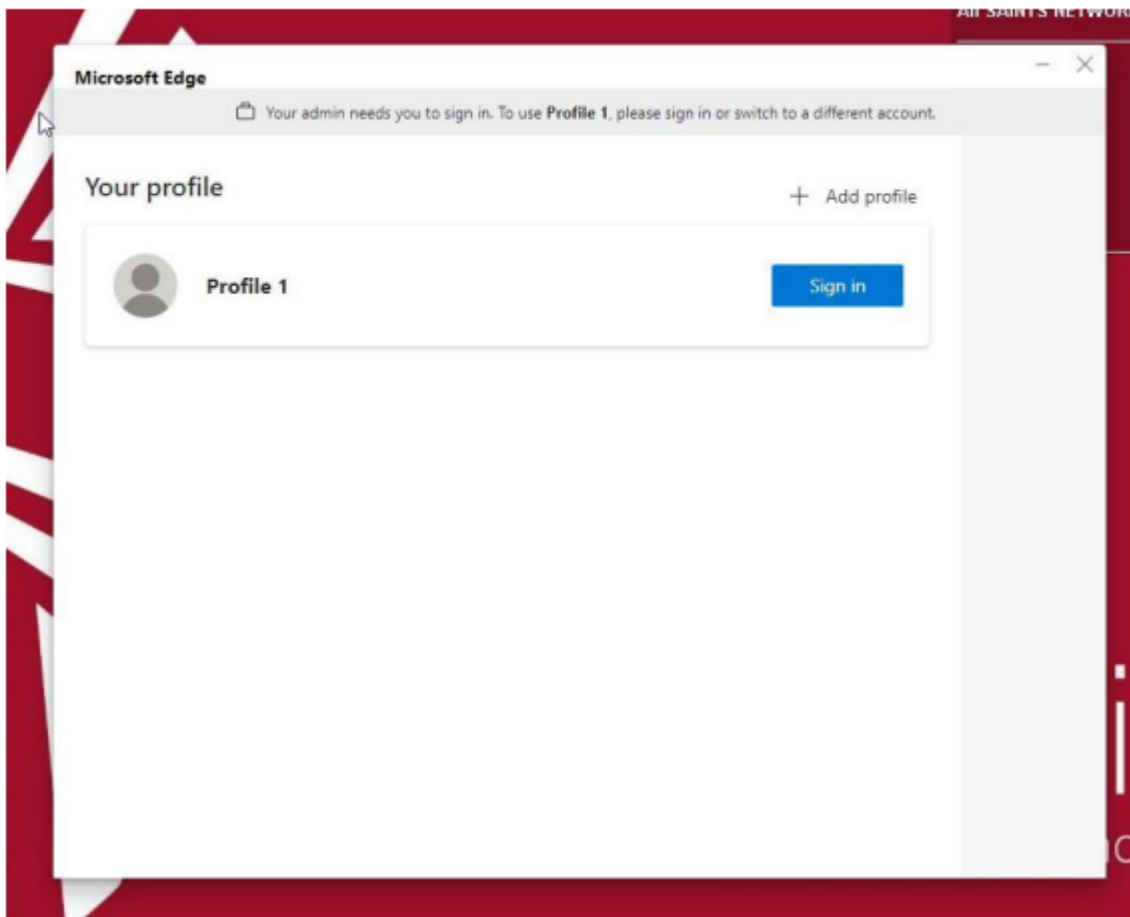
Pupil Self-Service Password Reset Setup Guide

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.

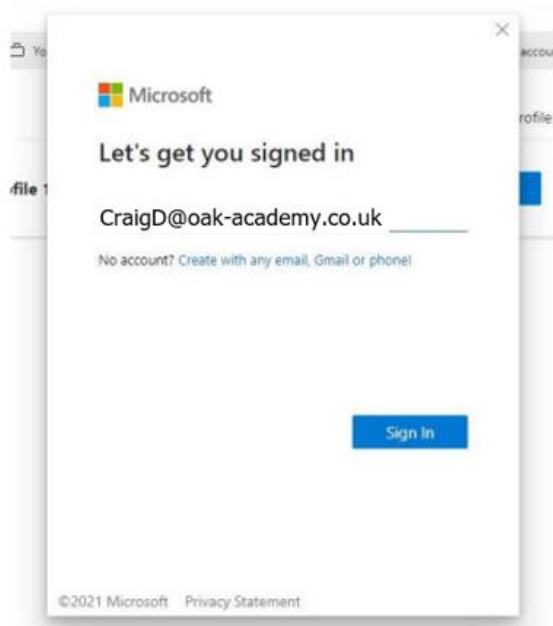
1. To begin, please login to the school computers.
2. Once you've reached the desktop, double click on the Microsoft Edge Icon to start the web browser.



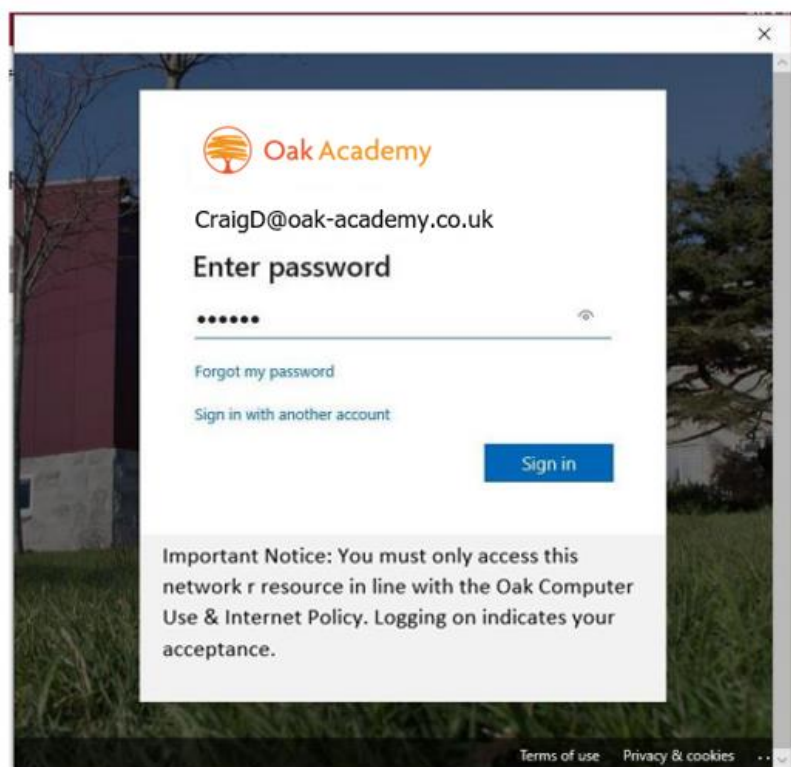
3. You should then see the following profile screen. Please click on "Sign in" to continue.



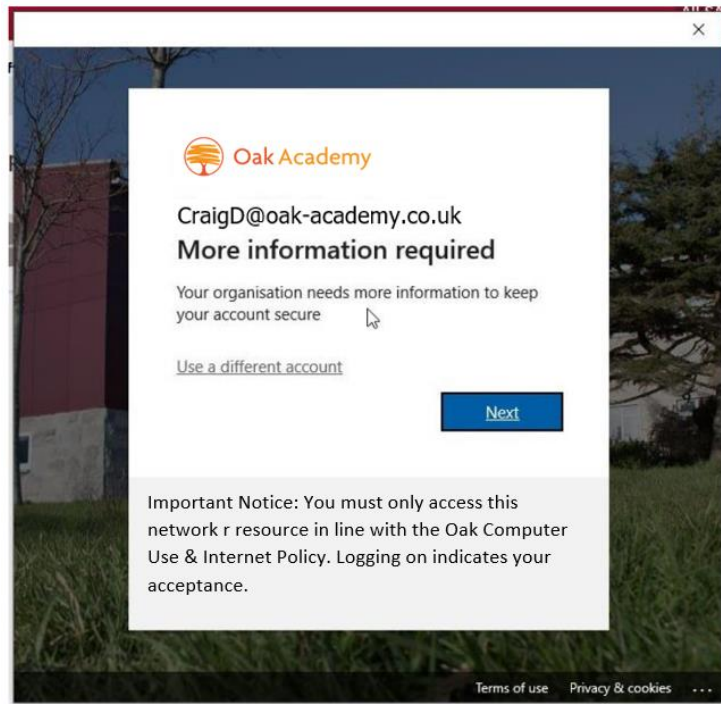
4. A new window will appear asking you to sign in. Please enter your school email address e.g. CraigD@oak-academy.co.uk and then click "Sign in".



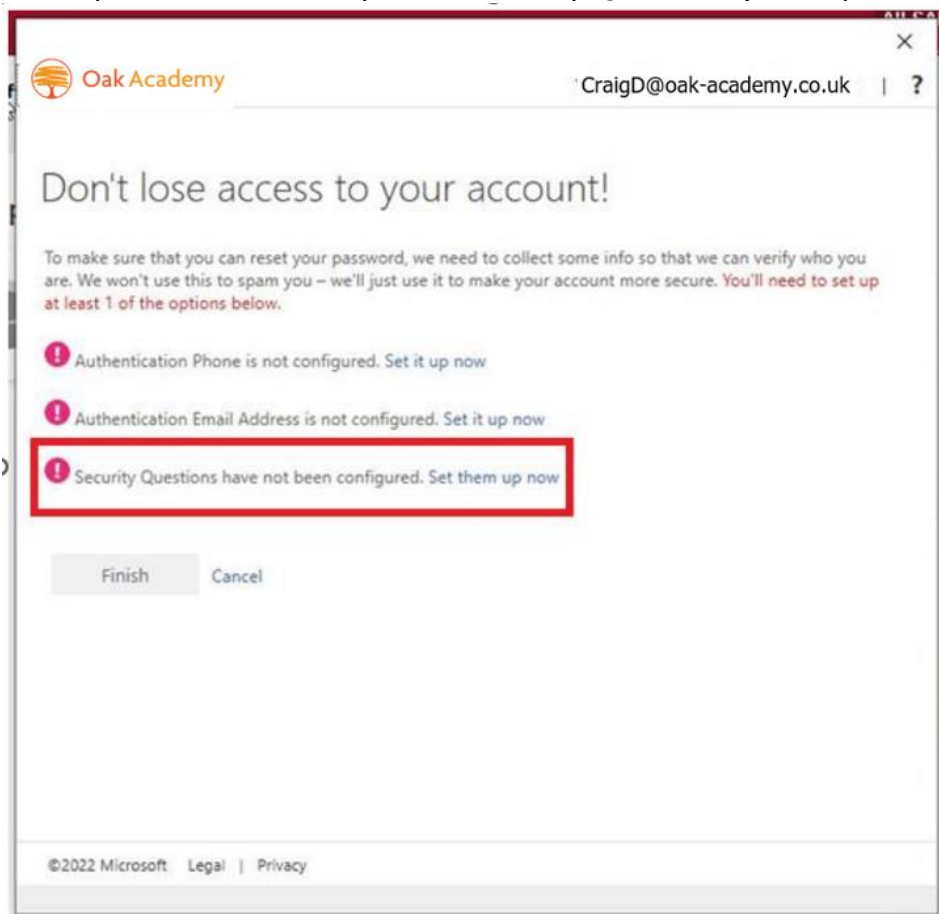
5. You will then be prompted for your password. Please enter your password and click "Sign in"



6. You will then see a screen asking for more information. Please click on "Next" to continue.



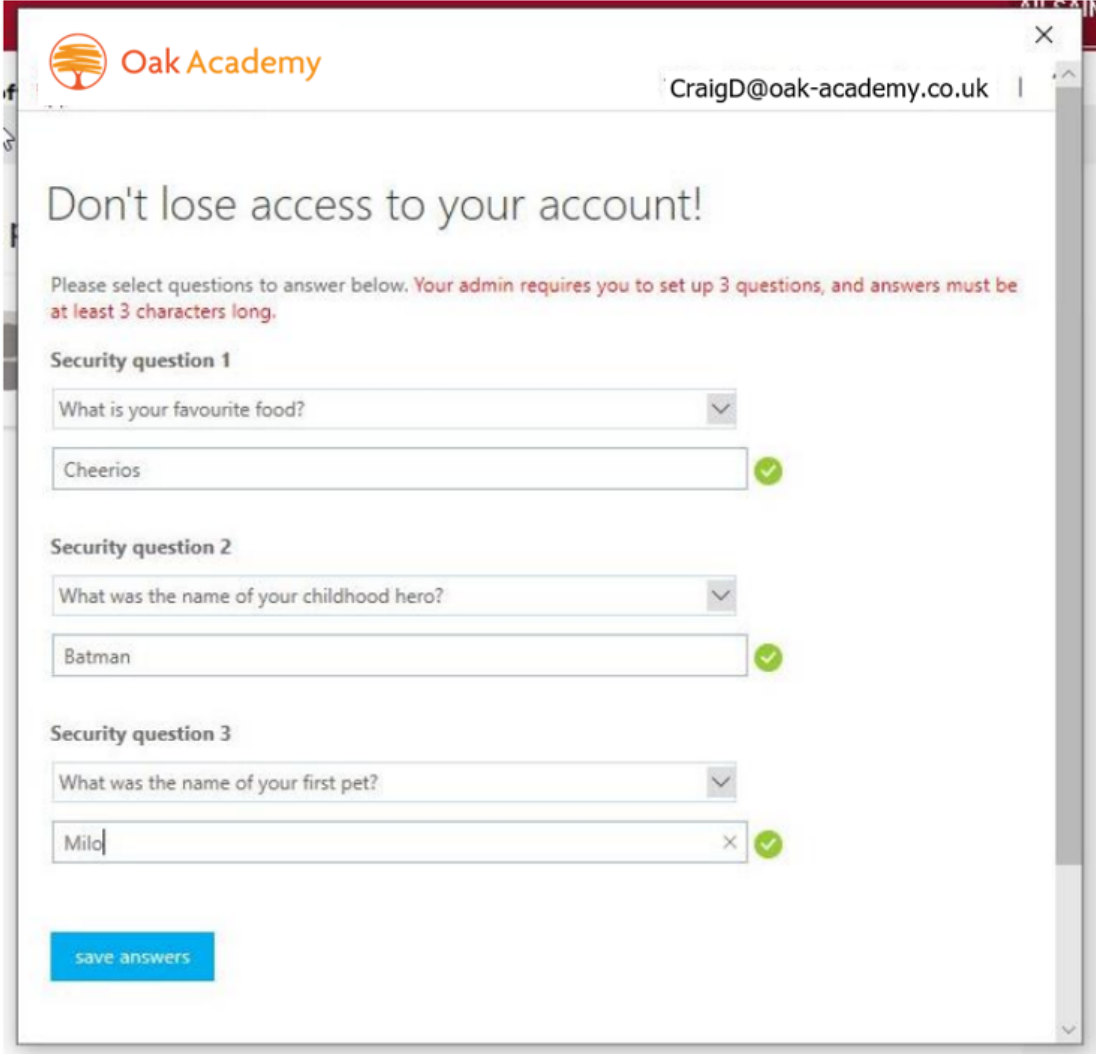
7. You will then see a screen asking to setup one of three security options. Please click on "Set them up now" next to the option for Security Questions. (Third option down)



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.



The screenshot shows a web browser window with the Oak Academy logo in the top left and the email address 'CraigD@oak-academy.co.uk' in the top right. The main heading is 'Don't lose access to your account!'. Below this, a red text instruction states: 'Please select questions to answer below. Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.' The form contains three sections, each with a dropdown menu for a security question and a text input for the answer, followed by a green checkmark icon indicating successful entry.

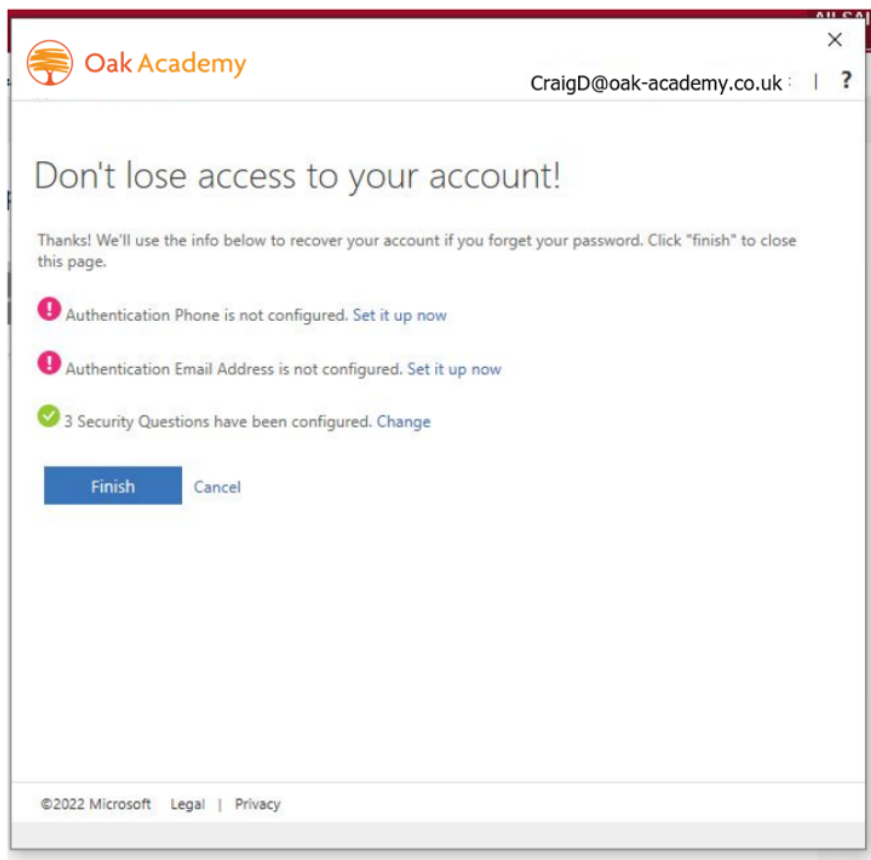
Security question 1
What is your favourite food?
Cheerios

Security question 2
What was the name of your childhood hero?
Batman

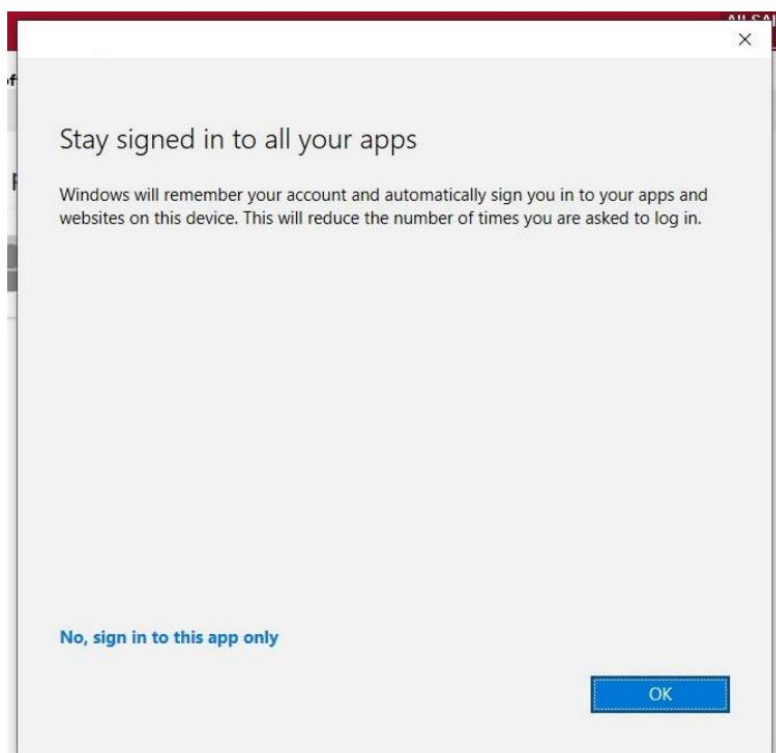
Security question 3
What was the name of your first pet?
Milo

At the bottom left, there is a blue button labeled 'save answers'.

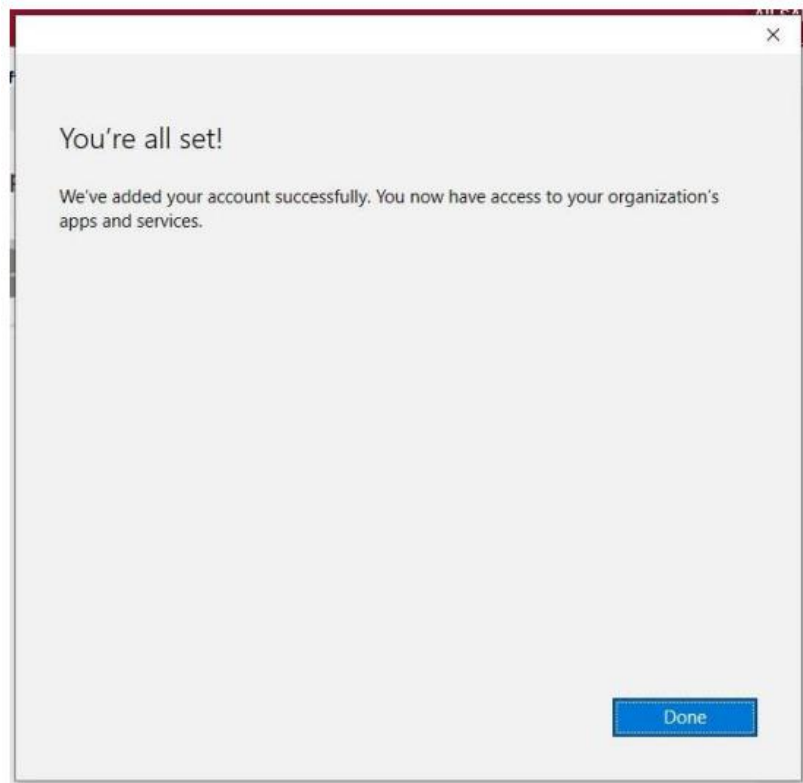
9. You will then be returned to the following screen, where you should now see a green tick next to the Security Questions option. You can then click on "Finish" to continue.



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!

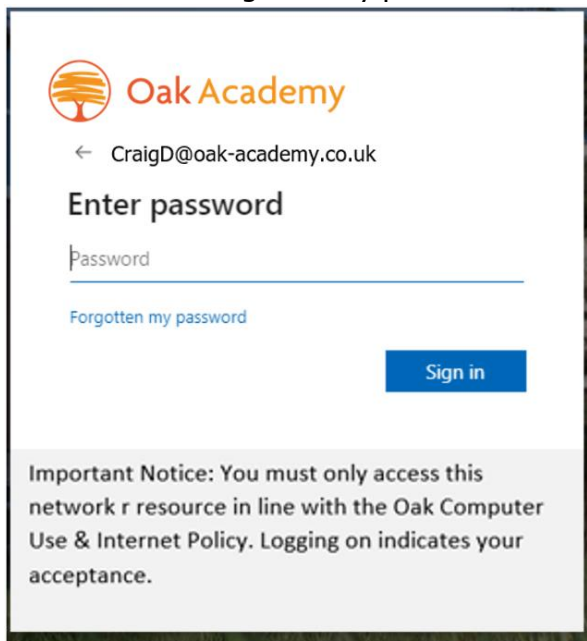


You have now completed the setup of your Self-Service Password Reset.

Resetting your password

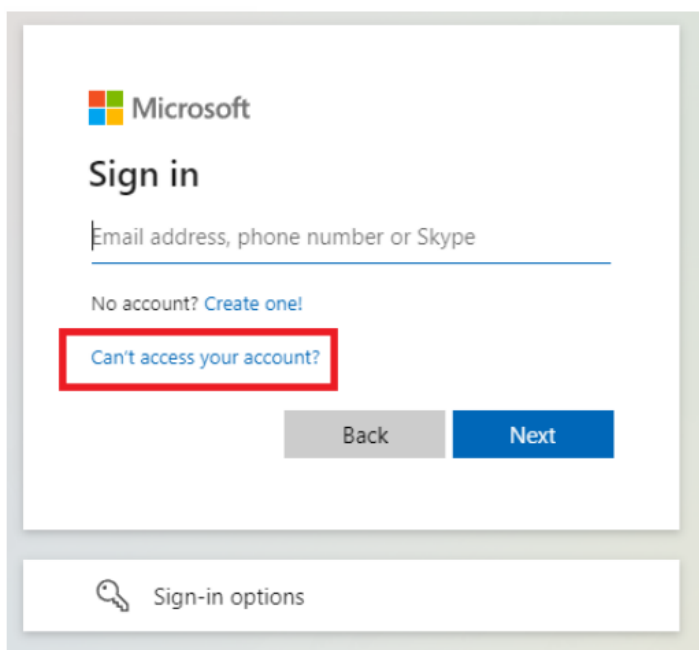
Should you need to reset your password, you can now follow these steps to reset it yourself. You will need access to another device which can access the internet to achieve this. I.e. Home Computer, Mobile Phone etc.

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.




The screenshot shows the Oak Academy login interface. At the top is the Oak Academy logo. Below it, the email address 'CraigD@oak-academy.co.uk' is displayed with a back arrow. The main heading is 'Enter password'. There is a password input field with the placeholder text 'Password'. Below the input field is a link that says 'Forgotten my password'. To the right of the input field is a blue 'Sign in' button. At the bottom, there is a grey box containing an 'Important Notice' about network access and logging in.

- 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.



The screenshot shows the Microsoft Sign in page. At the top is the Microsoft logo. Below it is the heading 'Sign in'. There is an input field for 'Email address, phone number or Skype'. Below the input field is a link that says 'No account? Create one!'. Below that is a link that says 'Can't access your account?', which is highlighted with a red rectangular box. At the bottom are two buttons: 'Back' and 'Next'. At the very bottom, there is a section titled 'Sign-in options' with a key icon.

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



Oak Academy


Get back into your account

Who are you?

To recover your account, begin by entering your email address 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

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



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Get back into your account

Why are you having trouble signing in?

☒ I've forgotten my password


No worries, we'll help you to reset your password using the security info you've registered with us.

☐ I know my password, but still can't sign in

This might happen because you've tried to sign in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

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.



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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:


☒ Answer my security questions

What is your favourite food?

What was the name of your favourite soft toy?

What was the name of the first school that you attended?

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



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Get back into your account

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

* Enter new password:

* Confirm new password:

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.



Get back into your account

✓ Your password has been reset

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

You have now successfully reset your own password.