

# SSU Student @MyMail Email/Office 365 Account Self-Service Password Reset (SSPR)

## Setup Instructions

Each time you login to your email you will be prompted to complete your registration for the Self-Service Password Reset until you complete the required information.

**Step 1:** Please go to [Office.com](https://office.com) and click **Sign In** to begin. Enter your email login and password.

Email Username: [yourusernamehere@mymail.shawnee.edu](mailto:yourusernamehere@mymail.shawnee.edu)

Example: [ssprs@mymail.shawnee.edu](mailto:ssprs@mymail.shawnee.edu)



### Sign in

No account? [Create one!](#)

[Can't access your account?](#)

[Sign-in options](#)

Next



←

### Enter password

[Forgot my password](#)

Sign in

**If this is the first time you have logged into your email account your default password can be found in the Official Notifications area of MySSU. Look for the notification from ITS.**

**Step 2:** New User Accounts will be prompted for MFA (multi-factor authentication) Setup

You will now see the “More Information required” screen to setup your MFA (multi-factor authentication).



### More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

Click on “Next”.

You will then see the “Additional security verification” screen – please complete this information, then click “Next”.



## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

### Step 1: How should we contact you?

Authentication phone

Select your country or region

Method

Send me a code by text message

Call me

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

You will then be called or texted so you can verify the phone information you have provided.

If you asked for a text you will need to enter the code provided and then click “Verify”.

If you asked for a phone call – it will call you and ask you to hit the pound “#” to complete the verification.

You will now see this screen:

## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

### Step 3: Keep using your existing applications

In some apps, like Outlook, Apple Mail, and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. [Learn more](#)

Get started with this app password:

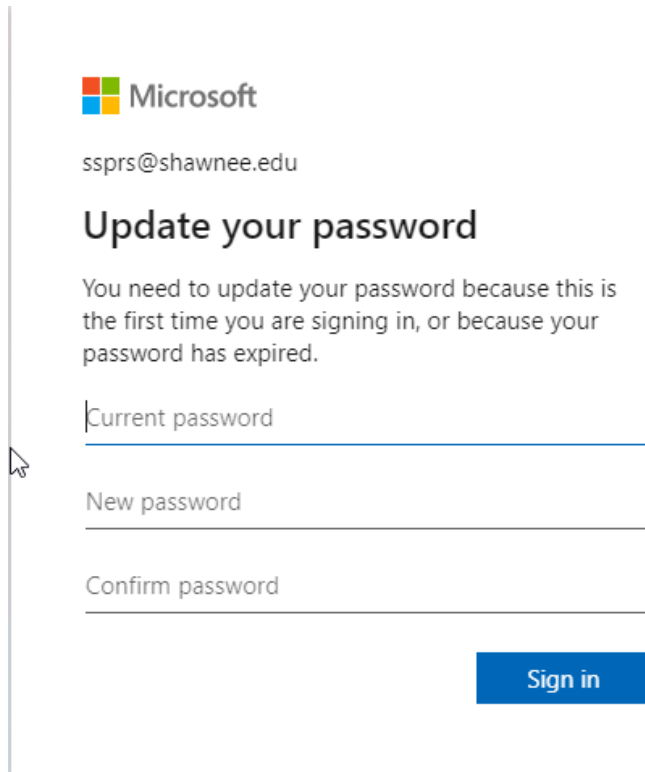
rcyktnwpgnzppb



Done

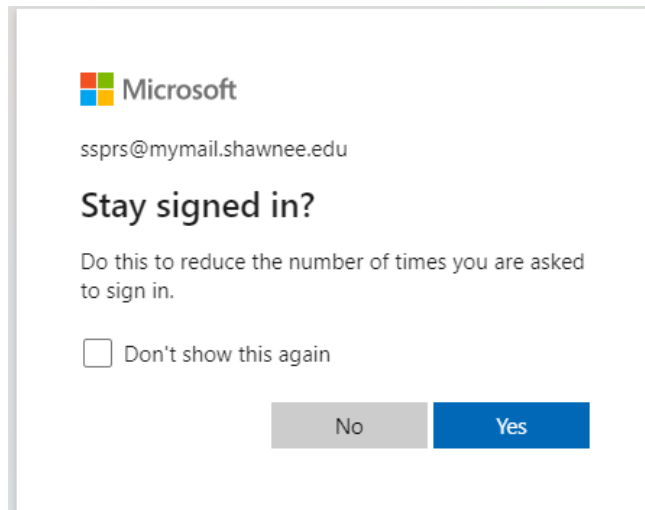
Click “Done” to continue

Step 3: NEW or expired email accounts will then be prompted to reset your password.



The screenshot shows a Microsoft login page for the email address ssprs@shawnee.edu. The main heading is "Update your password". Below the heading, there is a message: "You need to update your password because this is the first time you are signing in, or because your password has expired." There are three input fields: "Current password", "New password", and "Confirm password". A blue "Sign in" button is located at the bottom right of the form.

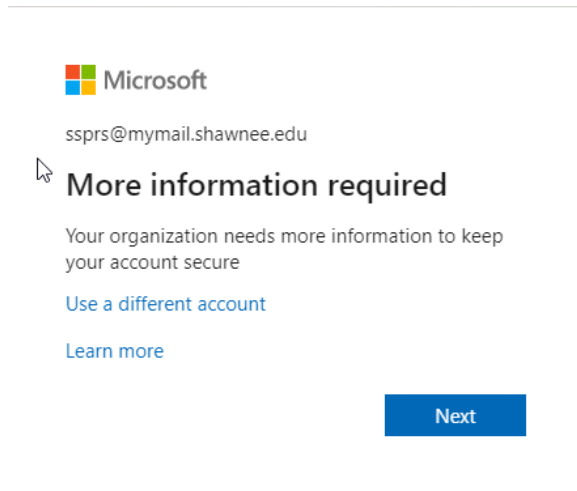
After successfully changing your password you will see this prompt:



The screenshot shows a Microsoft prompt for the email address ssprs@mymail.shawnee.edu. The heading is "Stay signed in?". Below the heading, there is a message: "Do this to reduce the number of times you are asked to sign in." There is a checkbox labeled "Don't show this again". At the bottom, there are two buttons: "No" (grey) and "Yes" (blue).

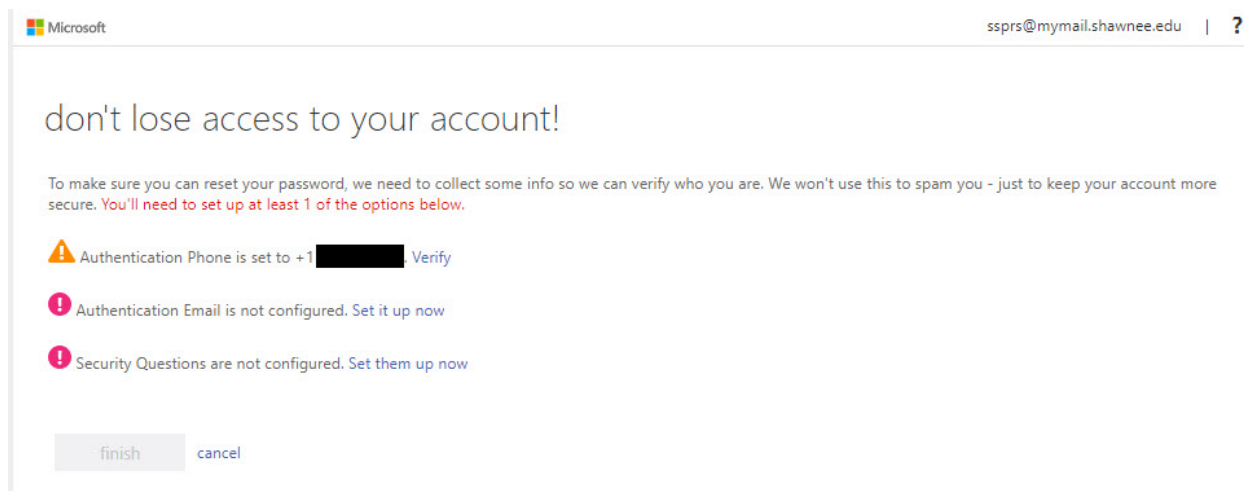
If you are using a personal device you may choose "Yes", if you are on a shared or public device ALWAYS choose "No" for this question.

**Step 4: Self-service Password Reset (SSPR). You will see the “More information required” prompt.**

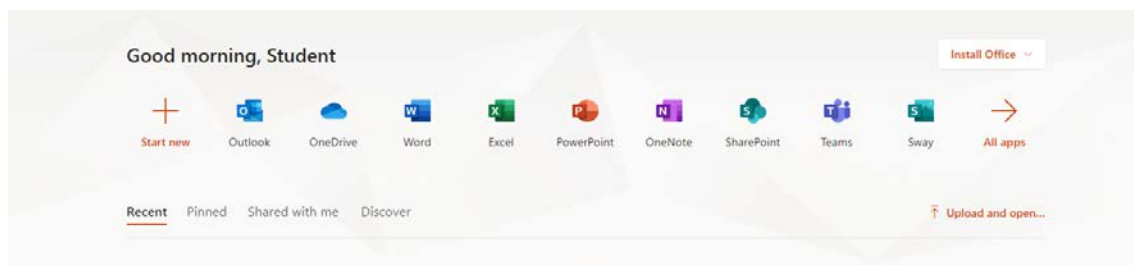


Click “Next”

You will now see the “don’t lose access to your account!” prompt. Please provide information for ALL THREE options so you will continue to be able to access your account even if you change one of your authentication options in the future.



After completing your authentication methods click Finish and you be taken to the main menu in Office 365 and you can now access any of your apps.



Congratulations! You can now reset your @mymail.shawnee.edu password any time you need to. However, if you do run into any problems please email your name, student id# and the details of the account and issue you are having to [ITService@shawnee.edu](mailto:ITService@shawnee.edu) for assistance.