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 and click Sign In to begin. Enter your email login and password.

Email Username: yourusernamehere@mymail.shawnee.edu

Example: ssprs@mymail.shawnee.edu

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).

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

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:

rcyktnwpgnzpbp

Click “Done” to continue
Step 3: NEW or expired email accounts will then be prompted to reset your password.

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

Sign in

After successfully changing your password you will see this prompt:

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don’t show this again

No  Yes

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 for assistance.