

Self-Service Password Reset (SSPR)

SVSU uses a Self-Service Password Reset system to make it easy to recover your password if you ever forget it. To ensure you never lose access to your account, you must first register to be part of the password reset system. Registering will enable you to reset, unlock, or change your password without having to contact the SVSU IT Support Center.

📌 Registration is key: You must register to be part of the password reset system. After registering, if you ever forget your password, go to the password change site to easily regain access to your account – no IT Support Center required.

📌 Every 180 days you will need to verify your registration information. On day 180, when accessing an online SVSU software or system, you will be prompted to verify that your phone number and security questions are still accurate.

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SSPR Registration

Register for the SSPR System

All SVSU users are required to register for the SSPR system. Registration involves entering your phone number and selecting security questions so the system can verify who you are if you ever need to reset your password. The registration site is for setting up SSPR, it is not the page where you change your password. Go to the section, “Recover Access to your Account with the Password Change Site”, to see how to change your password.

1. Use your SVSU credentials to log in to <https://aka.ms/ssprsetup>

Questions? Please contact the SVSU IT Support Center

Web: mysupport.svsu.edu

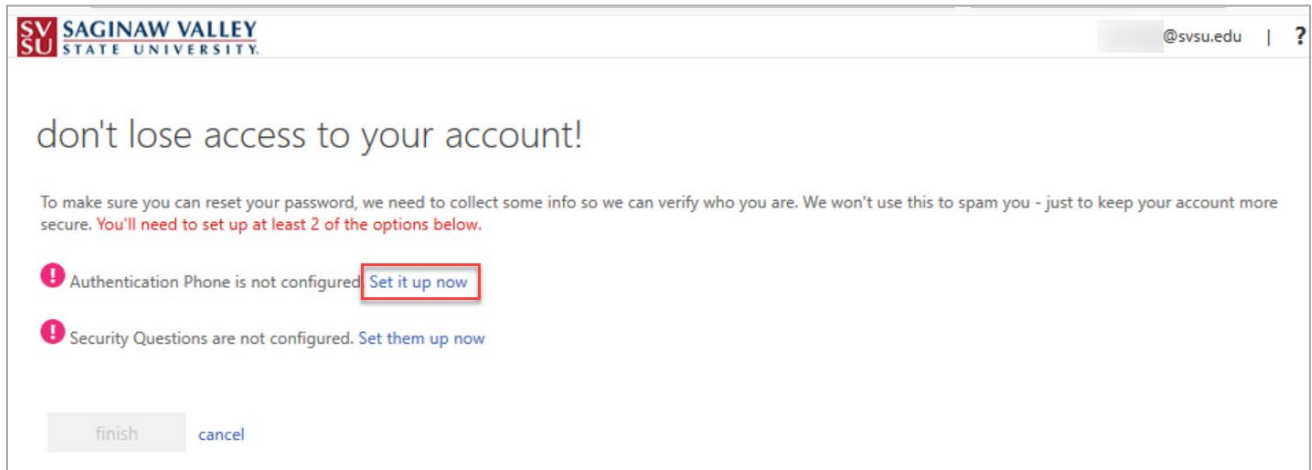
Email: support@svsu.edu

Phone: 989-964-4225

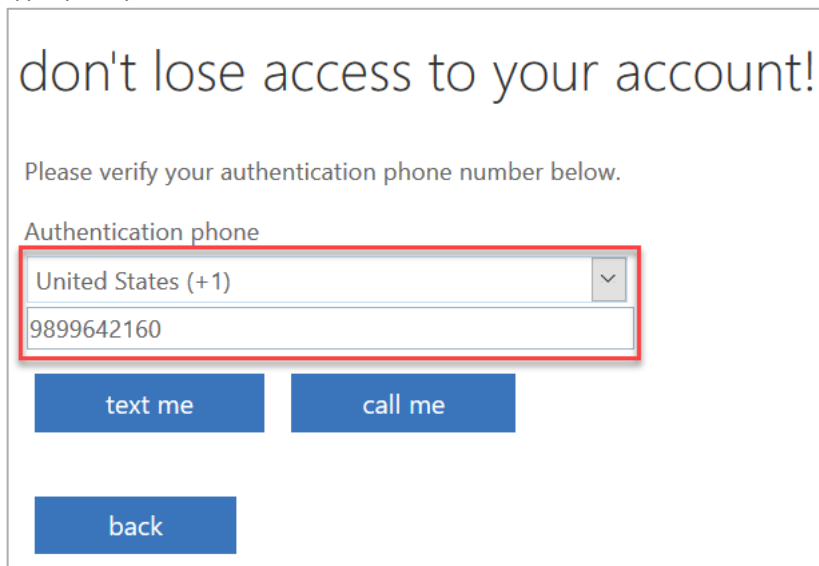
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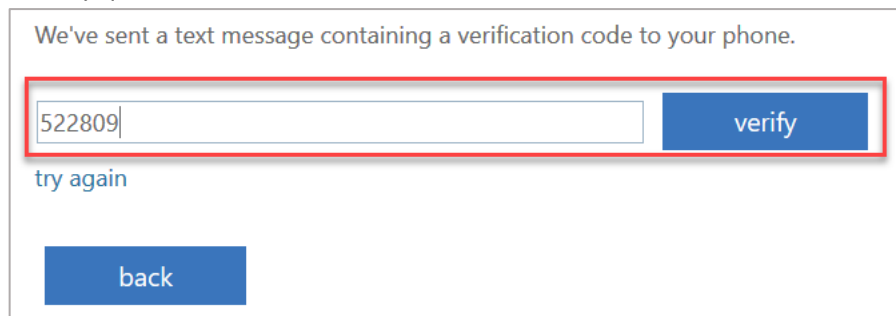
- Next to Authentication Phone is not configured, click Set it up now.



- Select United States (+1) from the drop-down list.
- Type your phone number.



- Choose whether you would prefer the system to text or call the phone number you entered above.
 - Text me**
 - On your phone, you will immediately receive a text message containing a code. On the computer, type the code into the field.
 - Click the verify button.
 - This action will verify your phone number and return you to the account setup menu to set up security questions.



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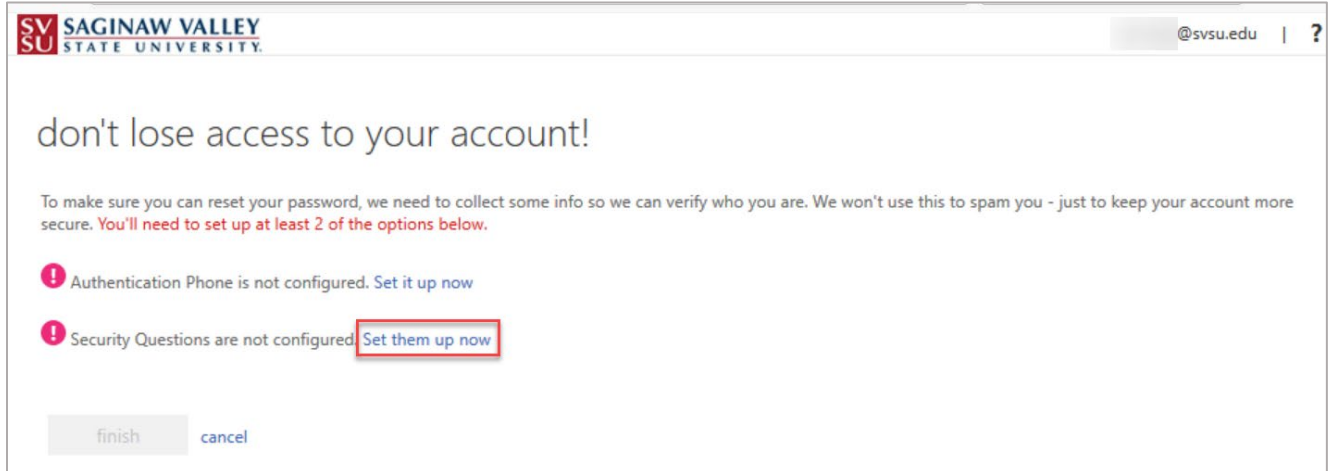
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b. Call me

- i. On your phone, you will immediately receive a phone call asking you to hit the # symbol.
- ii. This action will verify your phone number and return you to the account setup menu to set up security questions.

6. Next to Security Questions are not configured, click Set them up now.



📌 *These Security Questions are not related to the security questions used for MFA. These Security Questions are strictly used for resetting your password. MFA uses a different set of security questions to authenticate your log in.*

7. Select a question from each of the 3 drop-down lists.

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8. Type the answers in the respective answer fields. Answers are not case sensitive.

don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.

Security question 1

What is the last name of your favorite teacher in high school?

.....

Select a new question

Security question 2

What school did you attend for sixth grade?

.....

Select a new question

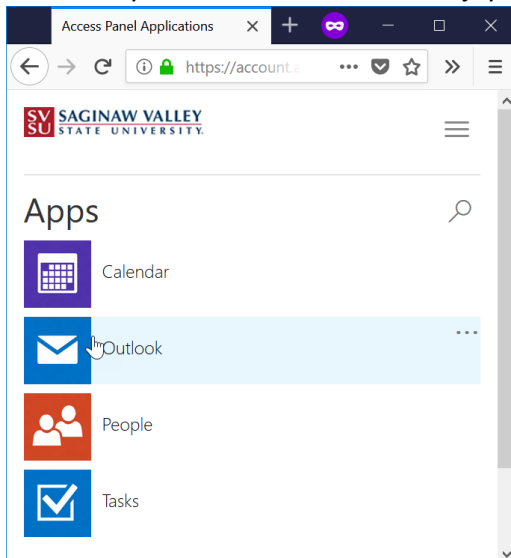
Security question 3

What was your first job?

.....

Select a new question

9. Click the Save answers button.
10. Click Finish.
11. A list of apps, available for your level of account, is displayed. This means you have successfully registered for the SSPR system. Close this tab and enjoy the flexibility SSPR brings you.



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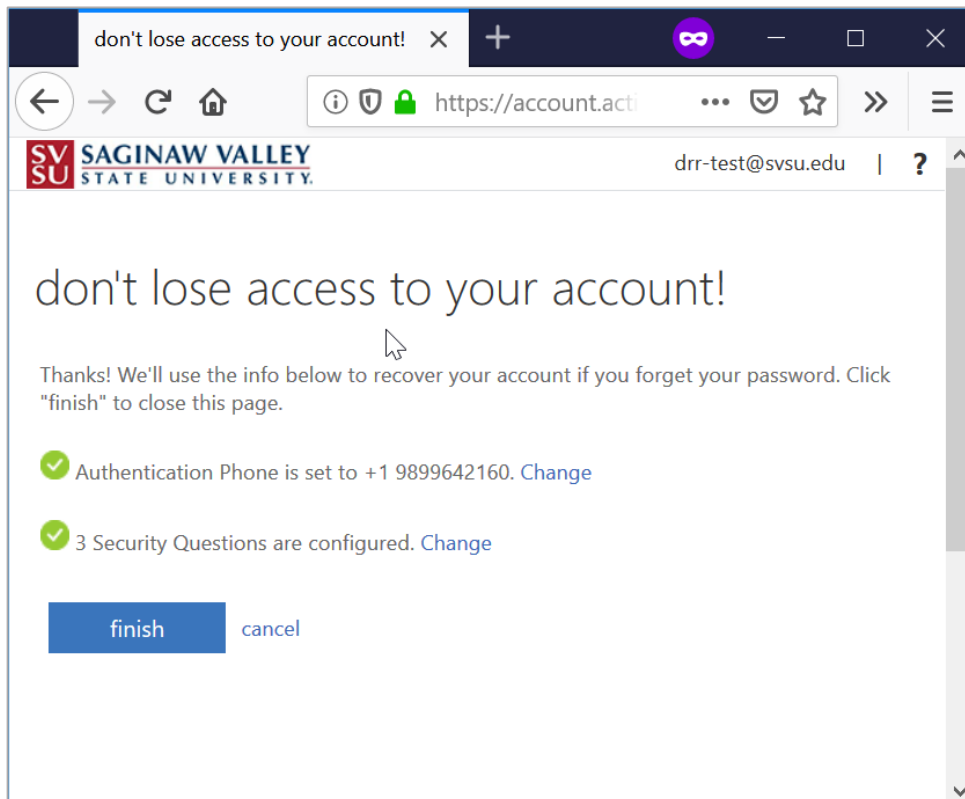
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Update the Authentication Phone or Security Questions

1. Use your SVSU credentials to log in to <https://aka.ms/ssprsetup>
2. Click the Change link next to the option you wish to update.



a. Authentication Phone

- i. Type a new number.
- ii. Choose text me or call me.
- iii. On your phone, respond to the text or call.

A screenshot of the 'Authentication phone' verification step. The heading is 'don't lose access to your account!'. Below it, the text says 'Please verify your authentication phone number below.' The 'Authentication phone' section contains a dropdown menu with 'United States (+1)' selected and a text input field containing '9899642160'. Below the input fields are three buttons: 'text me', 'call me', and 'back'.

b. Security Questions

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- i. Select a question from each of the 3 drop-down lists.
- ii. Type the answers in the respective answer fields. Answers are not case sensitive.
- iii. Click the Save answers button.
- iv. Click Finish.

don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.

Security question 1

Select a new question

Security question 2

Select a new question

Security question 3

Select a new question

Password Criteria

- Minimum length of 12 characters.
- Maximum length of 64 characters.
- Include lowercase and uppercase alphabetic characters.
- Include numbers and symbols.
- Avoid reusing part or all of a previous password.
- Avoid SVSU related terms such as "Cardinal", "SVSU" or other common terms.

Change Your Password

There are two ways to change your SVSU password. You only must complete one of the following methods.

Method 1

1. In a web browser, go to <https://fs.svsu.edu/adfs/portal/updatepassword> .
2. Type in your SVSU email address.
3. Type your current password.
4. Create a new password by typing it into the New password and Confirm new password fields.

Questions? Please contact the SVSU IT Support Center

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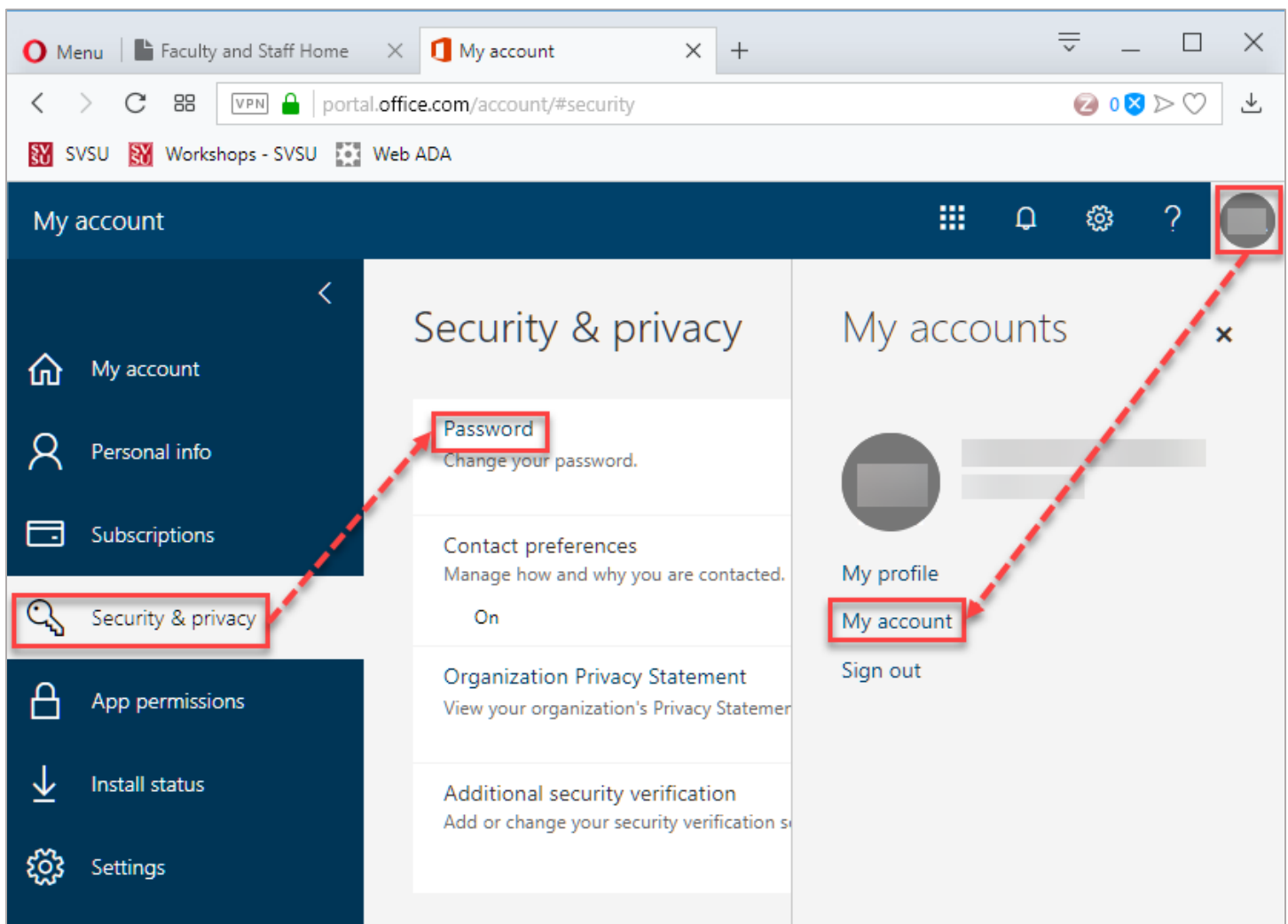
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Method 2



5. In a web browser, log in to SVSU Outlook Online.
6. Select your profile from the upper-right corner and select My Account.
7. Select Security & privacy > Password.
8. Enter your old password, create and confirm your new password, and then select Submit.

User ID
[Redacted]

Old password

Create new password

Confirm new password

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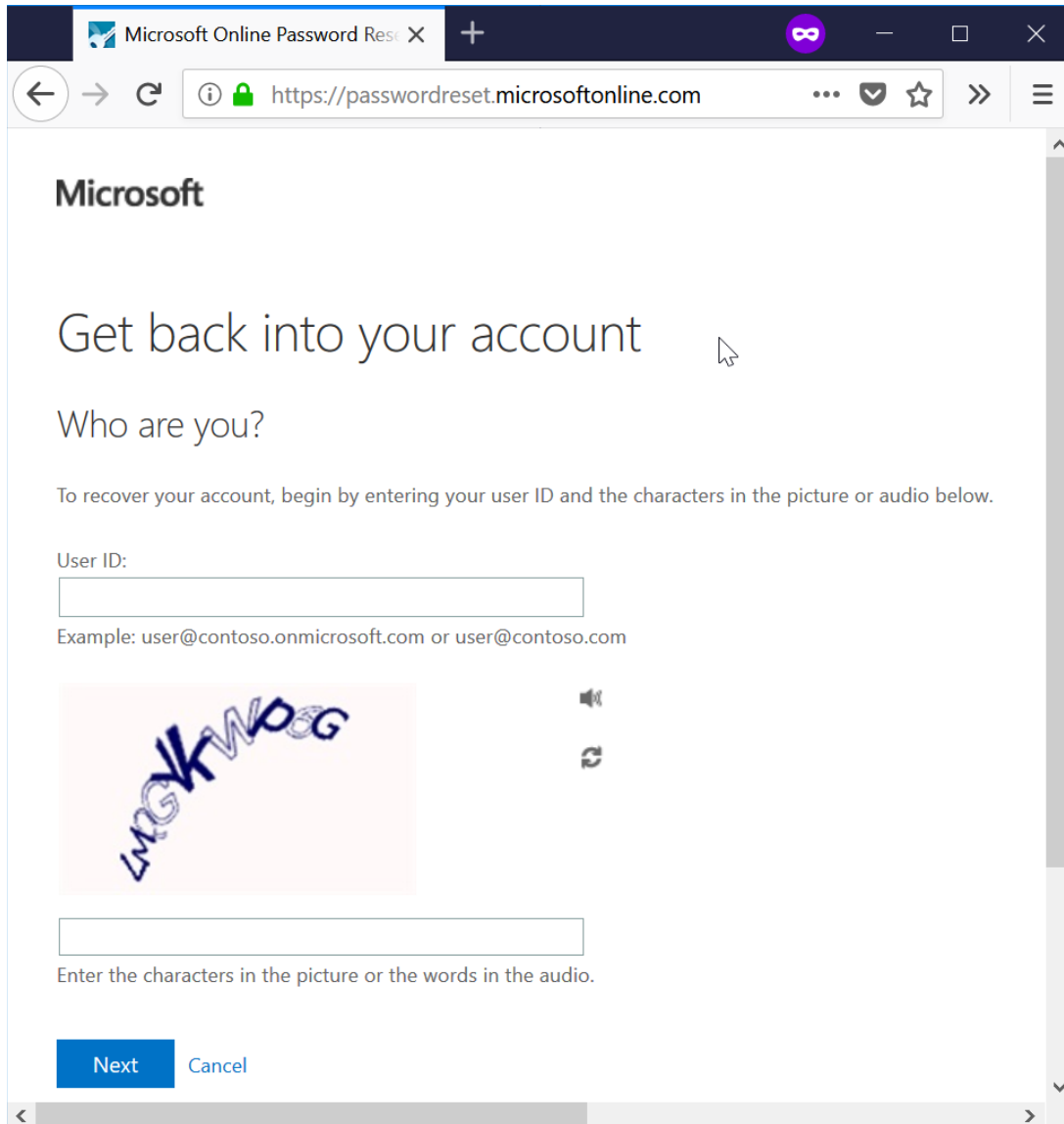
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Recover Access to your Account

If you forgot your password, or time has expired for a password change and you are now locked out, go to the password change site to create a new password and recover access to your account.

1. In a web browser, go to <https://aka.ms/sspr>
2. Type your SVSU email address in the User ID field.
3. Type the characters in the picture or the words in the audio.



4. Click Next.
5. Decide which two contact methods you will use for verification. Complete both types of verification, then continue with the instructions on choosing a new password.

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Choose Two Verification Steps

There are three types of contact methods available for verification, but you only need to decide on two methods to reset your password.

Text my mobile phone

1. To have a verification code texted to the phone number you had registered, select the Text my mobile phone option.
2. Type the phone number in the field.
3. Click Text.

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Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Text my mobile phone
- Call my mobile phone
- Answer my security questions

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.

989555560

Text

4. On your phone, you will receive a text like this one:

[927830](#)
Use this code for Saginaw Valley
St... verification

5. On the computer, type the code into the verification code field.

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6. Click Next.

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Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Text my mobile phone
- Call my mobile phone
- Answer my security questions

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

927830

Next Try again Contact your administrator

7. The computer screen will update. If this was your first verification step, you will need to select one more type of verification before typing your new password. If this was your second verification step, skip to the instructions on "Choose a New Password".

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Call my mobile phone

1. To receive a phone call at the number you had registered, select the Call my mobile phone option.

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Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Text my mobile phone
- Call my mobile phone
- Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (*****60) below. You will then receive a call. Please answer it to continue.

989555560

Call

2. Type the phone number into the appropriate field.
3. Click Call.
4. Your phone will ring and the computer monitor will display the text, **“We’re calling your phone. Please answer it to continue.”**
5. On your phone, the automated message will instruct you:
 - a. Enter the # (pound) symbol, if you initiated the call, to finish the verification.
 - b. If you did not initiate the call, type 0# (zero pound) to submit a fraud alert to the IT team and block further fraud attempts.
6. The computer screen will update. If this was your first verification step, you will need to select one more type of verification before typing your new password. If this was your second verification step, skip to the instructions on “Choose a New Password”.

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Answer my Security Questions

1. To type the answers to the Security Questions you had created while registering, select the Answer my security questions option.

Mail - Deborah R. Roberts X Microsoft Online Password Reset X

https://passwordreset.microsoftonline.com

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Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Text my mobile phone
- Call my mobile phone
- Answer my security questions

What was your first job?
chimney sweep

What is the last name of your favorite teacher in high school?
soul

What school did you attend for sixth grade?
hemmeter

Next Contact your administrator

2. Type the answers in the appropriate fields. Answers are not case sensitive.
3. Click Next.
4. The computer screen will update. If this was your first verification step, you will need to select one more type of verification before typing your new password. If this was your second verification step, skip to the instructions on "Choose a New Password".

Choose a New Password

1. When both verification steps have been completed, the computer screen will update. Type a new password in the first field.

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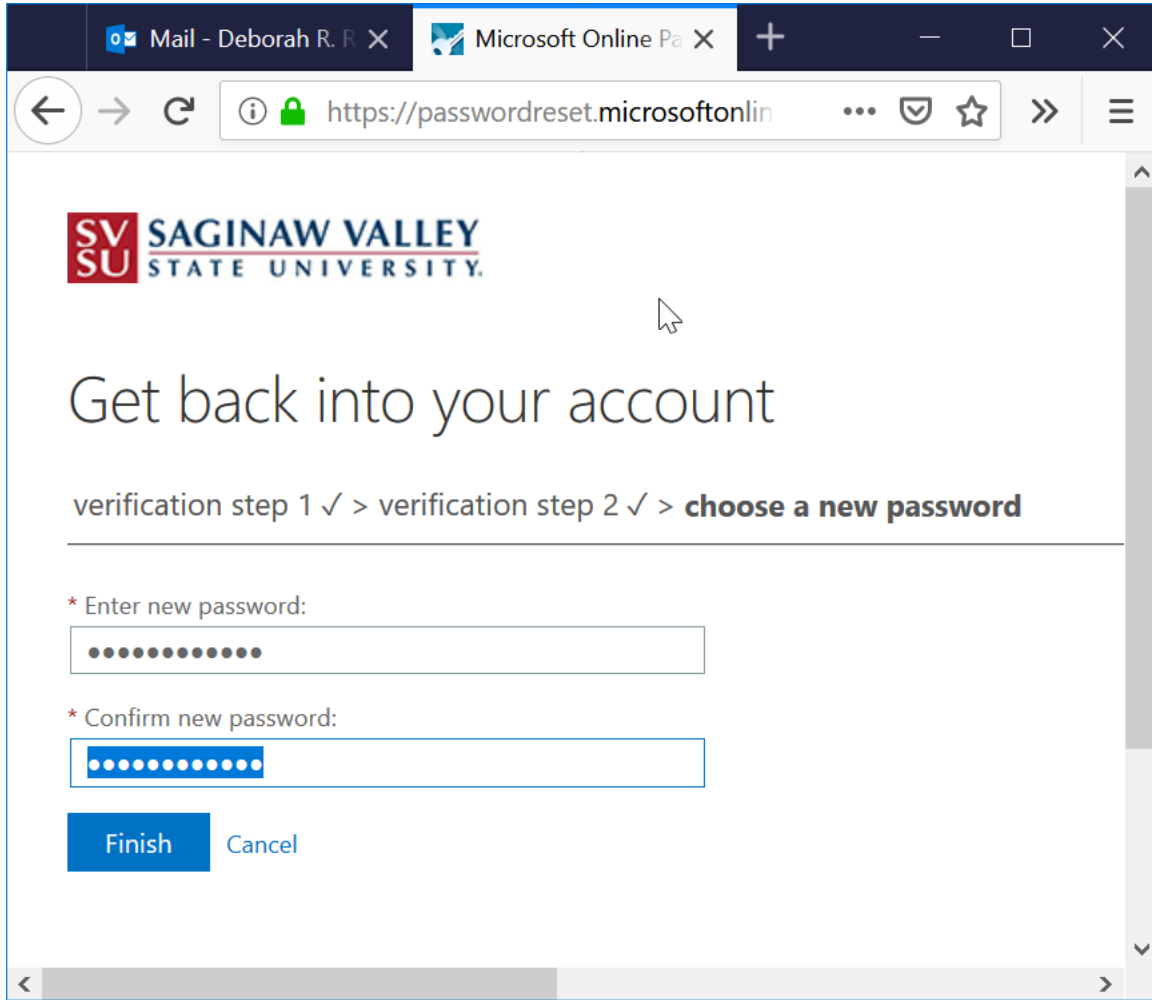
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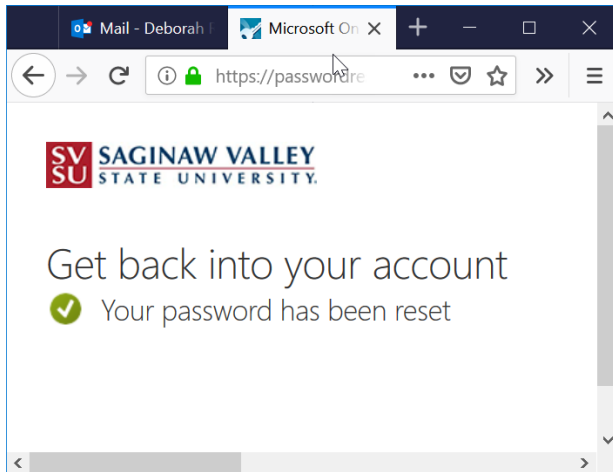
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2. Confirm the password by retying it in the second field.
3. Click Finish.



4. A confirmation screen is displayed, letting you know your password has been reset.



Verify Your Registration Every 180 Days

Every 180 days, you need to verify that your phone number and security questions are still accurate.

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1. 180 days after your last verification, when accessing an online software or system, you will be prompted to verify your phone number and security questions. The prompt will appear instead of the MFA notification screen.
2. Select the verify link, next to your phone number.
 - a. The system will text or call your phone.
 - b. Follow the instructions to verify that your phone number is correct.
3. Select the verify link, next to the security questions.
 - a. Answer each of the questions to verify the answers. Answers are not case sensitive.
4. Once you have completed the registration verification, continue with the log in process as usual.

If the phone number or security questions are incorrect, follow the directions in the “Update the Authentication Phone or Security Questions” section of this user guide.

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