

# 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.

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**📌 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.

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**📌 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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*Questions?* Please contact the SVSU IT Support Center

Web: [mysupport.svsu.edu](http://mysupport.svsu.edu)

Email: [support@svsu.edu](mailto:support@svsu.edu)

Phone: 989-964-4225

Office: Zahnow Library, First Floor

Last Updated: 7/31/19

## Register for SSPR

All SVSU users are required to register for the SSPR system. Registration involves choosing two, of four, security verification methods; your office phone (faculty or staff only), another phone number, email address or security questions. These options will be used to verify who you are, if you forget your password, or if it expires and you are locked out.

1. In a web browser, go to go to the SVSU home page. Select Quicklinks, then Change Network Password.
2. Select the Register for SSPR option.
3. Type your SVSU email address and password, if required.
4. Decide which two, of the four methods, will best fit your situation, and follow the instructions to complete those selections.

### Choose Two Registration Options

#### Office Phone

This option is limited to those who have a valid SVSU office phone. The phone number is automatically entered by the system, so you don't need to do anything to set this option up. It is recommended to set up at least two other options.

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. **You'll need to set up at least 2 of the options below.**

- ✓ Office phone is set to [redacted] This information is managed by your administrator.
- ✓ Authentication Phone is set to +1 [redacted] [Change](#)
- ✓ Authentication Email is set to [redacted] [Change](#)
- ✓ 3 Security Questions are configured. [Change](#)

[looks good](#) [cancel](#)

#### Authentication Phone

This option is for a cell or similar number that might allow texting. Choose whether you would prefer the system to text or call the phone number.

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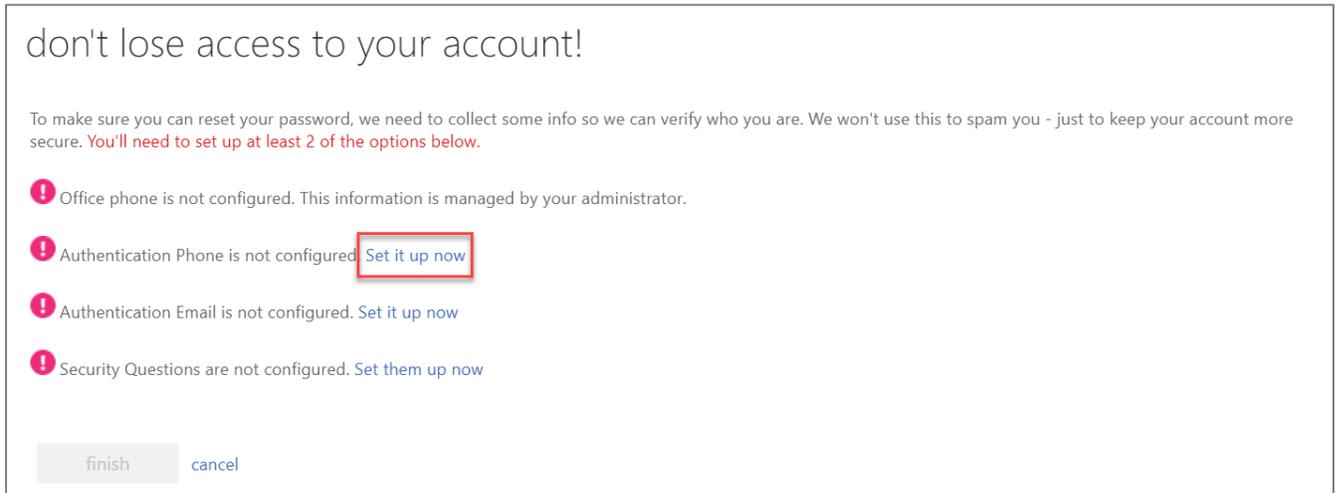
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1. Next to Authentication Phone is not configured, click Set it up now.



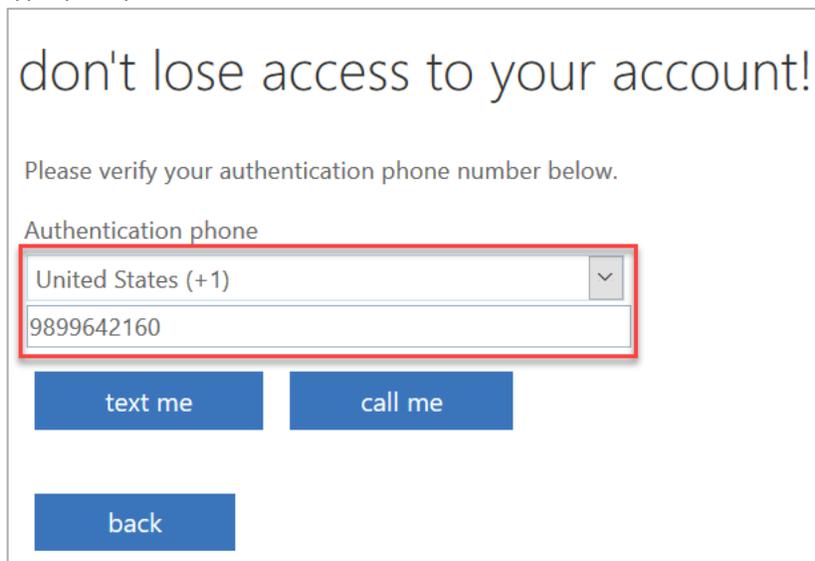
don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. **You'll need to set up at least 2 of the options below.**

- ! Office phone is not configured. This information is managed by your administrator.
- ! Authentication Phone is not configured. [Set it up now](#)
- ! Authentication Email is not configured. [Set it up now](#)
- ! Security Questions are not configured. [Set them up now](#)

finish cancel

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



don't lose access to your account!

Please verify your authentication phone number below.

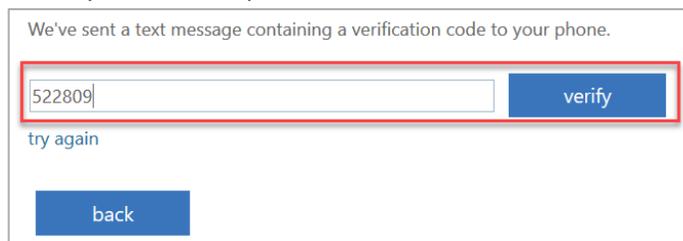
Authentication phone

United States (+1)

text me call me

back

4. Click the text me or call me button.
  - a. **Text me**
    - i. On your phone, you will immediately receive a text message containing a code. On the computer, type the code into the field.
    - ii. Click the verify button.
    - iii. This action will verify your phone number and return you to the account setup menu to set up or verify additional options.



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

522809

try again

back

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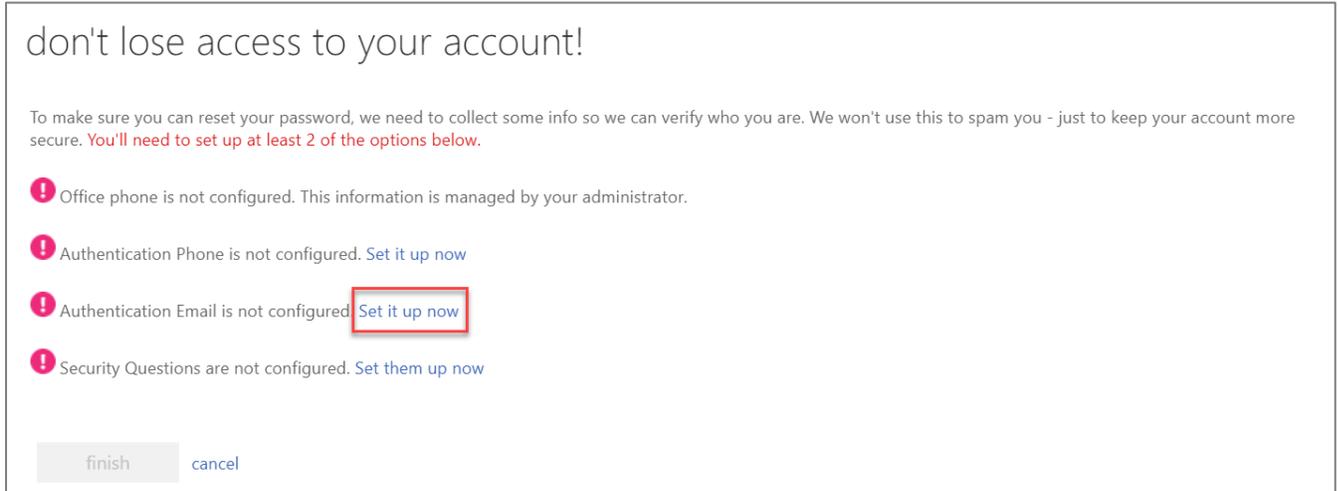
**b. Call me**

- 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 or verify additional options.

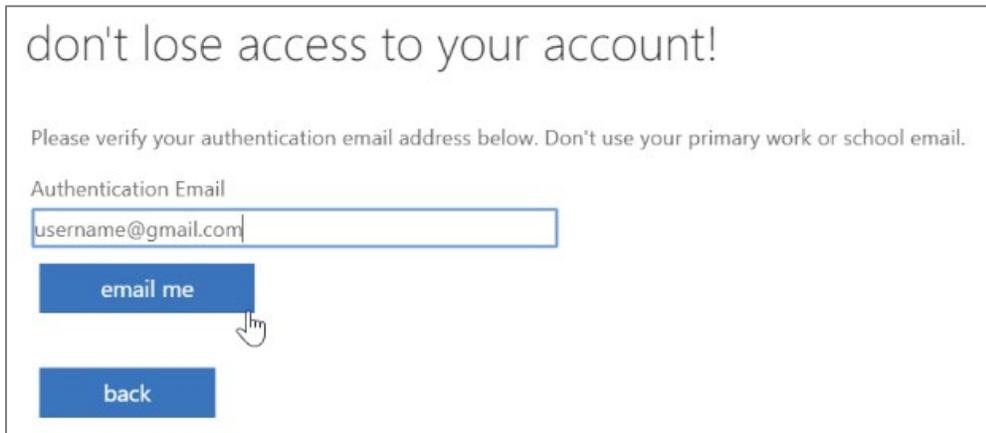
**Authentication Email**

This option requires you to enter an alternate email address that is different from your SVSU address. Be sure you can access that mailbox to view messages sent from the SVSU SSPR system.

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



- 2. Type your email address.



- 3. Click email me.
- 4. You will immediately receive an email message, containing a code, to the authentication email you entered above.
- 5. Type the code into the field.

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6. Click the verify button.

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

example@svsu.edu

email me

We've sent an email message containing a verification code to your inbox.

725999

verify try again

back

7. This action will verify your phone number and return you to the account setup menu to set up or verify additional options.

### Security Questions

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.

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

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 2 of the options below.

- ! Office phone is not configured. This information is managed by your administrator.
- ! Authentication Phone is not configured. [Set it up now](#)
- ! Authentication Email is not configured. [Set it up now](#)
- ! Security Questions are not configured. [Set them up now](#)

finish cancel

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

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3. 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?

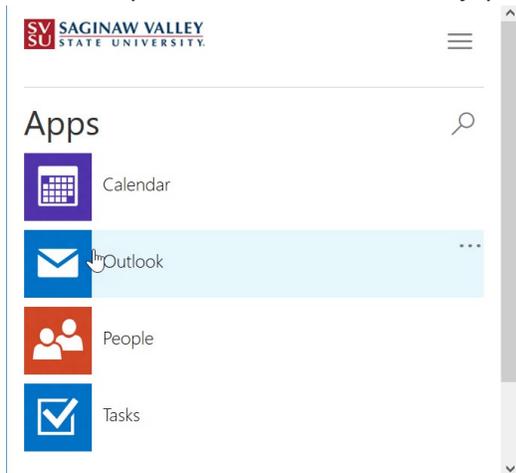
.....

Select a new question

4. Click the Save answers button.

### Finish Registration

1. After completing setup for two of the four SSPR options, click Finish.
2. 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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## Update Registration Options

1. In a web browser, go to go to the SVSU home page. Select Quicklinks, then Change Network Password.
2. Select the Register for SSPR option.
3. Type your SVSU email address and password, if required.
4. Click the re-enter my password button.
5. Select Work or school account, if prompted.
6. Complete all credentials.
7. Click the Change link next to the option you wish to update.

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 2 of the options below.

- ✓ Office phone is set to [redacted] This information is managed by your administrator.
- ✓ Authentication Phone is set to +1 [redacted] [Change](#)
- ✓ Authentication Email is set to [redacted] [Change](#)
- ✓ 3 Security Questions are configured. [Change](#)

[looks good](#) [cancel](#)

8. Updating each of the options follows the same steps as when they were originally set up. Please refer to earlier instructions for details on each option.

## Password Criteria

- Minimum length of 12 characters.
- Maximum length of 64 characters.
- Must include both lowercase and uppercase alphabetic characters.
- Must include both numbers and symbols.
- Avoid reusing part or all of a previous password. Cannot reuse the last 3 passwords.
- Avoid SVSU related terms such as "Cardinal", "SVSU" or other common terms.

## Change Your Password

Passwords must be changed every 6 months. You will receive an email alerting you that your current password is about to expire. When you receive the message, change your password as soon as possible to prevent being locked out of your account. If you wait too long, and your password expires, follow the instructions on how to Recover Access to Your Account.

You can change your password at any time. You do not have to wait to receive the expiration email. There are two ways to change your SVSU password. You need to complete only one of the following methods.

### Method 1

1. In a web browser, go to go to the SVSU home page. Select Quicklinks, then Change Network Password.
2. Select the Change Password option.

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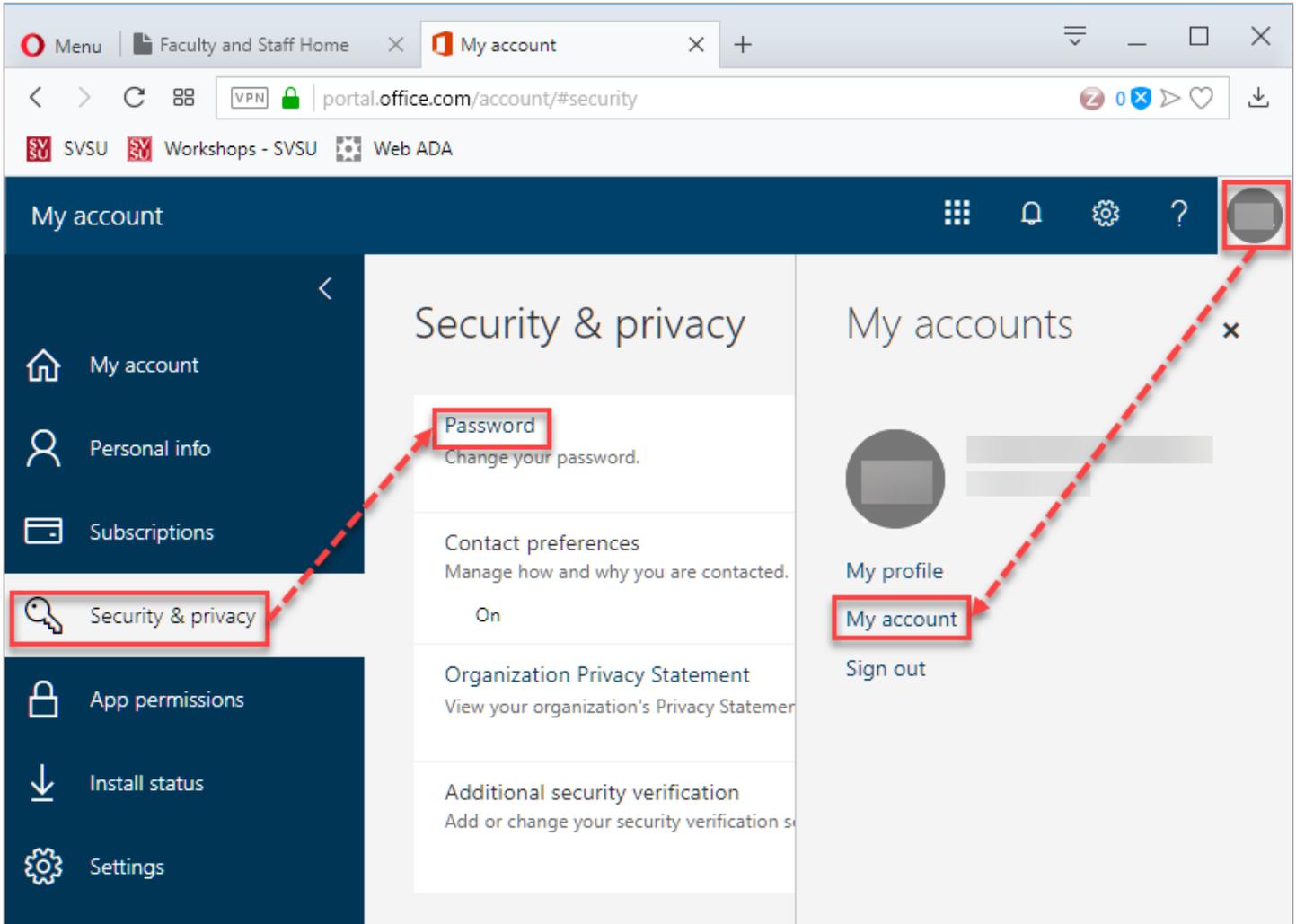
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3. Type in your SVSU email address, if required.
4. Type your current password into the Old password field.
5. Create a new password by typing it into the Create new password and Confirm new password fields.
6. Click Submit.
  - a. If your password was **changed successfully**, your Office 365 Profile page will appear.
  - b. If your password was **not changed**, a message will appear advising on what went wrong.

## Method 2



1. In a web browser, log in to SVSU Outlook Online.
2. Select your profile from the upper-right corner and select My Account.
3. Select Security & privacy > Password.
4. Type your current password into the Old password field.
5. Create a new password by typing it into the Create new password and Confirm new password fields.
6. Click Submit.
  - a. If your password was **changed successfully**, your Office 365 Profile page will appear.
  - b. If your password was **not changed**, a message will appear advising on what went wrong.

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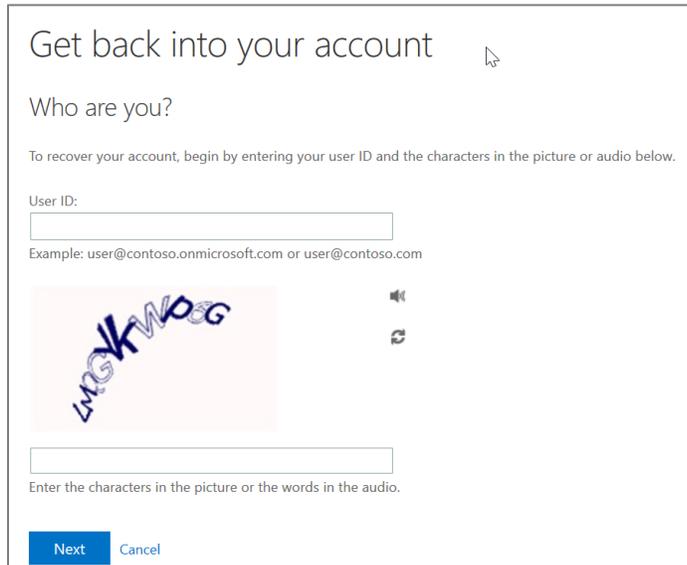
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## Recover Access to your Account

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 the SVSU home page. Select Quicklinks, then Change Network Password.
2. Select the Reset Forgotten Password option.
3. Type your SVSU email address in the User ID field.
4. Type the characters in the picture or the words in the audio.



Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com

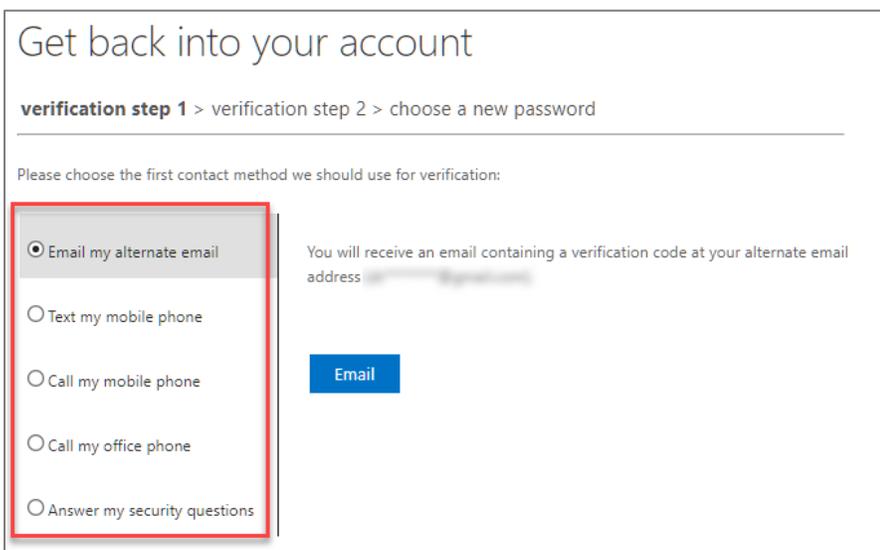
Enter the characters in the picture or the words in the audio.

Next Cancel

5. Click Next.
6. 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.

## Choose Two Verification Steps

There are multiple contact methods available for verification, but you only need to complete two to reset your password.



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:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Call my office phone
- Answer my security questions

You will receive an email containing a verification code at your alternate email address

Email

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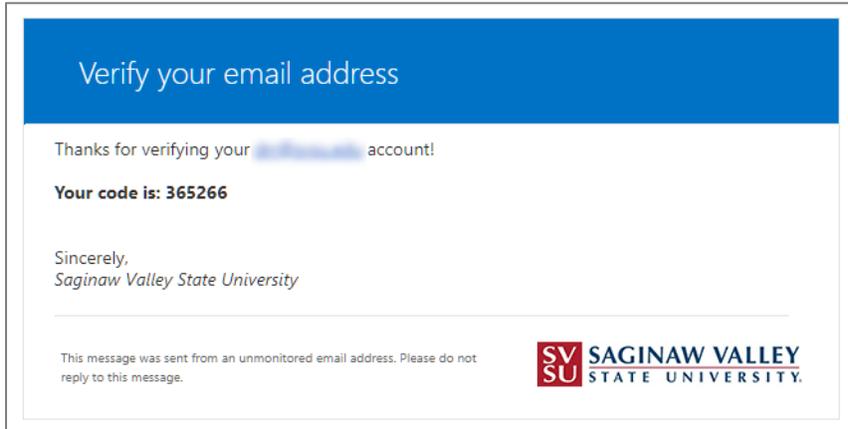
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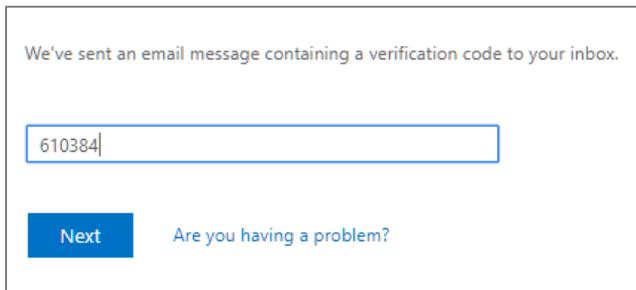
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## Email my alternate email

1. To have a verification code mailed to the alternate address you had registered, select the Email my alternate email option.
2. Click the Email button.
3. In your alternate email mailbox, you will receive a message like this:



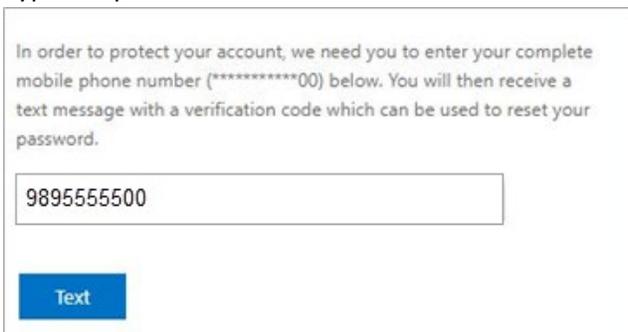
4. On the Password Reset window, type the code into the verification code field.

A screenshot of a web form for password reset. The text above the field says "We've sent an email message containing a verification code to your inbox." The input field contains the number "610384". Below the field is a blue "Next" button and a link that says "Are you having a problem?".

5. Click Next.
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".

## 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.

A screenshot of a web form for text verification. The text above the field says "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." The input field contains the number "989555500". Below the field is a blue "Text" button.

3. Click Text.

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

[927830](#)

Use this code for Saginaw Valley  
St... verification

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

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

[Next](#) [Try again](#) [Contact your administrator](#)

6. Click Next.
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".

### Call my mobile phone

1. To receive a phone call at the number you had registered, select the Call my mobile phone option.
2. Type the phone number into the appropriate field.

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.

[Call](#)

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".

### Call my Office Phone

1. To receive a phone call on your office phone number, select the Call my office phone option.
2. Click Call.

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3. Your phone will ring, and the computer monitor will display the text, **“We’re calling your phone. Please answer it to continue.”**
4. 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.
5. 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”.

### 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.
2. Type the answers in the appropriate fields. Answers are not case sensitive.

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](#)

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, that matches the required criteria, in the first field.

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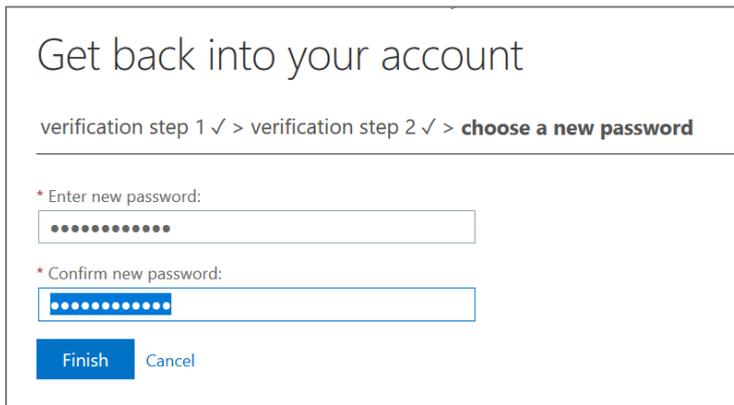
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2. Confirm the password, by retyping it, in the second field.



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

## Verify Your Registration Every 180 Days

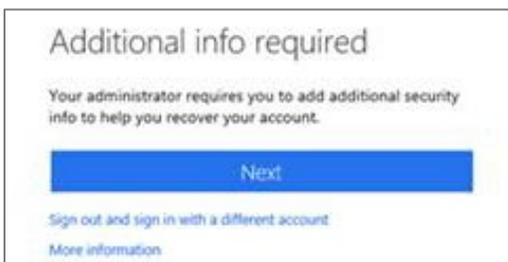
Every 180 days, you need to verify that your phone number and security questions are still accurate.

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.

## Additional Info Required Message

This message will appear if you have not registered for SSPR before it is enforced on your account, and every 180 days, when the system needs to verify that your contact info is accurate. If you see this message, when attempting to log in to an SVSU software or system, click the Next button and follow instructions to register for SSPR.



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