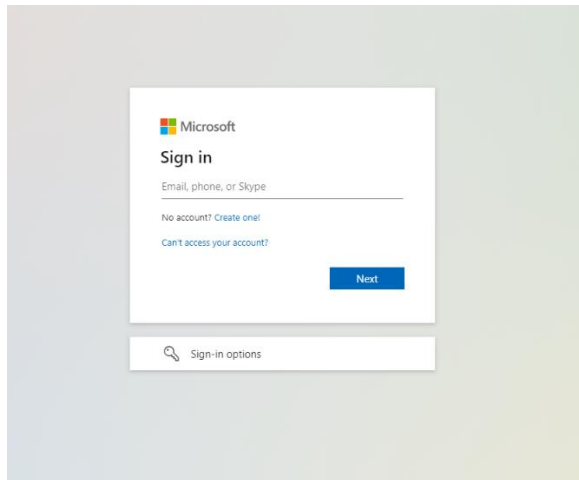


# Microsoft Self Service Password Reset Portal Instructions

Go to <https://aka.ms/ssprsetup> in your web browser and login with your Maritime credentials.



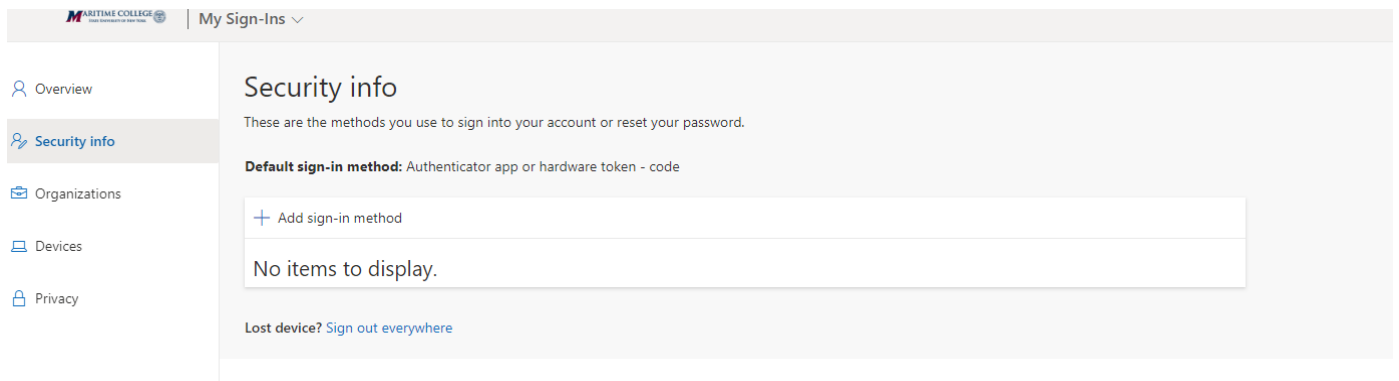
Once logged in this page will show what MFA (Multifactor Authentication) you have setup on your Maritime Office 365 account.

To reset your password, you will need to make sure that you have two forms of MFA setup on this site.

The two forms are: Cell Number and Microsoft Authenticator App. ***These are mandatory to reset your password.***

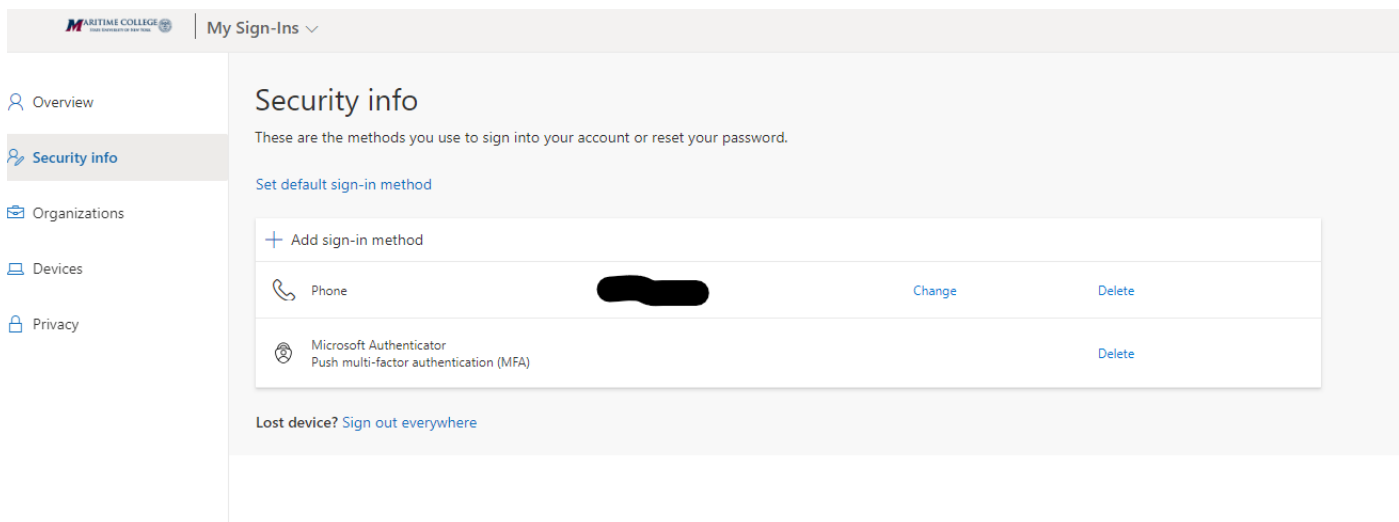
(If you change your phone or upgrade it to a new device, you will have to contact the Help Desk to have us remove your previous MFA that are tied to your account)

To add a method please click on the blue plus symbol next to Add sign-in method.



You will want to choose phone and enter in your cell phone number. Select the the blue plus symbol again and add authenticator app.

Your screen should look like the below image showing both methods are added.



After setting up the two forms of MFA go to <https://passwordreset.microsoftonline.com/Default.aspx?whr=sunymaritime.edu> to reset your password.

Enter your Maritime email address and complete the captcha.



## Get back into your account

Who are you?

To recover your account, begin by entering your email 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

Choose the first option I forgot my password on the next screen.



## Get back into your account

Why are you having trouble signing in?

I forgot my password

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

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

This might happen because you tried signing 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

Select Text my mobile phone to receive your text verification from Microsoft.



## 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:

<input checked="" type="radio"/> Text my mobile phone	In order to protect your account, we need you to enter your complete mobile phone number ( [REDACTED] ) below. You will then receive a text message with a verification code which can be used to reset your password.
<input type="radio"/> Call my mobile phone	
<input type="radio"/> Approve a notification on my authenticator app	

Enter your phone number

Text

Cancel

Next select send notification to receive your authenticator app verification.



## Get back into your account

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

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

<input checked="" type="radio"/> Approve a notification on my authenticator app	Send a notification to your authenticator app on your mobile device.
---	--

Send Notification

Cancel

Once both verifications have been completed you can now change your password.



## Get back into your account

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

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\* Enter new password:

\* Confirm new password:

**Finish**

Cancel