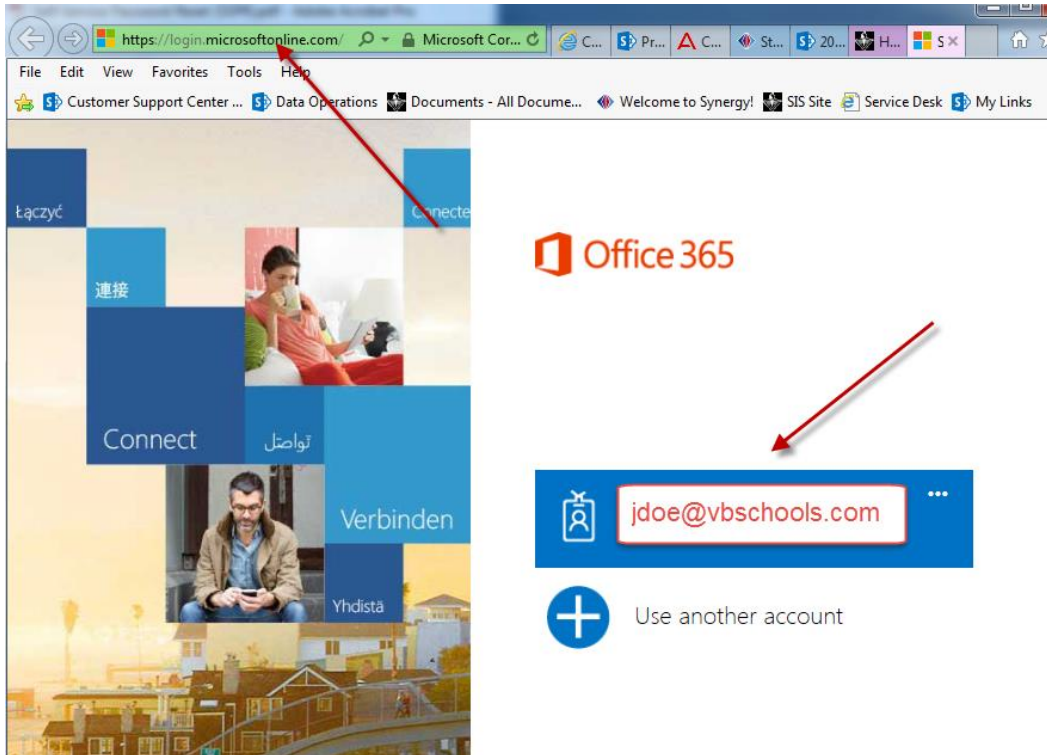


0365: Self Service Password Reset

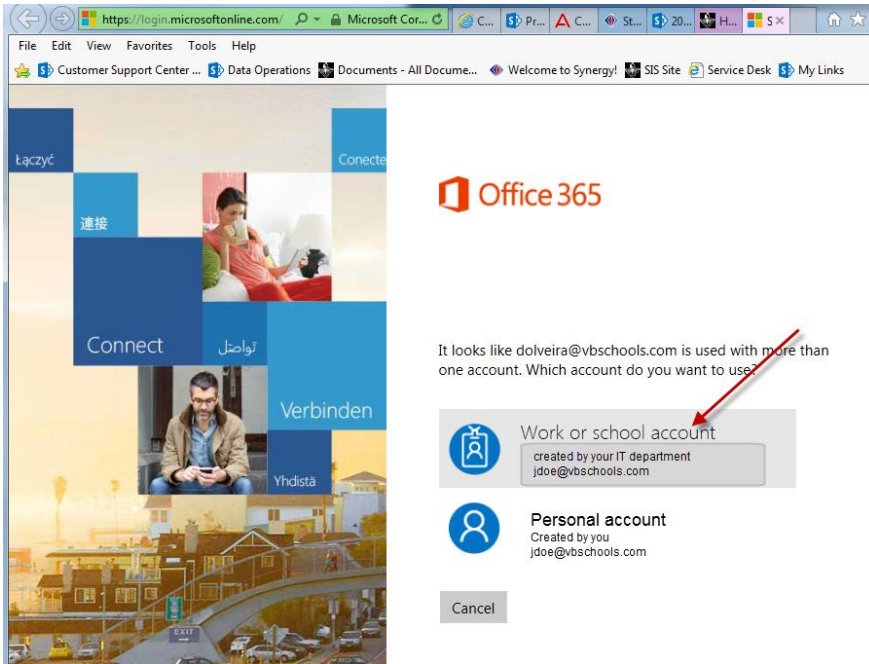
Users can self-register for Self Service Password Reset (SSPR) using these [instructions](#).

A self-service password reset option allows VBCPS staff and students the ability to reset their network password or unlock their account remotely from a web browser of their choice using Office 365.

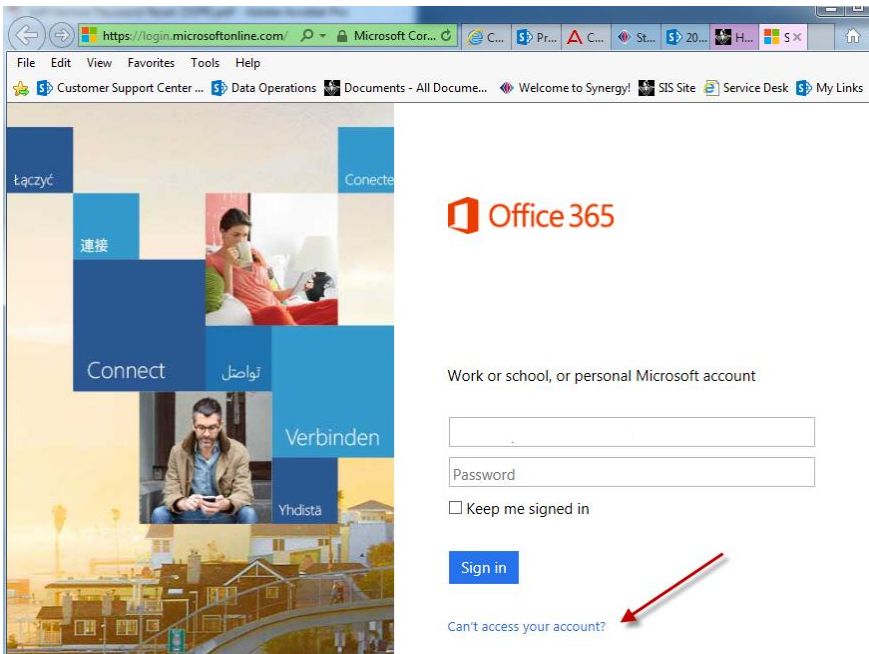
1. Open browser and navigate to <https://login.microsoftonline.com/>
2. Type your school email address



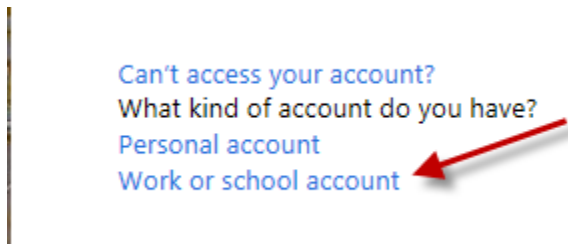
3. Click Work or school account (Proceed to step 4 if you you do not see this screen)



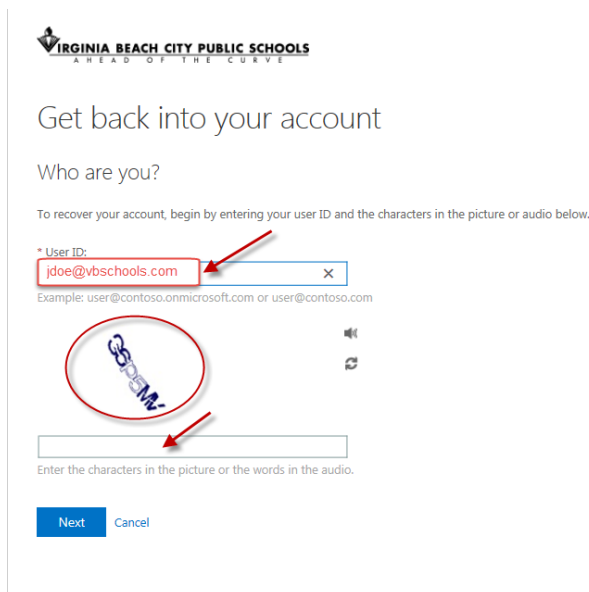
4. Click Can't access your account?



5. Click Work or school account



6. Type VBCPS email address in the *User ID* field
7. Type the characters in the picture and click **NEXT**



8. Choose I forgot my password if you wish to reset your password and click **NEXT OR** Choose I know my password, but still can't sign in if you wish to keep your existing password and just need to unlock your account then click **NEXT**

Get back into your account

Why are you having trouble signing in?

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

Next Cancel

9. Select your method of verification and choose one of the following:

*(Not all these options will show. It depends how the SSPR was initially set up by each user)

- Email My Alternate Email
- Text My Mobile Phone
- Call My Mobile Phone
- Answer My Security Questions

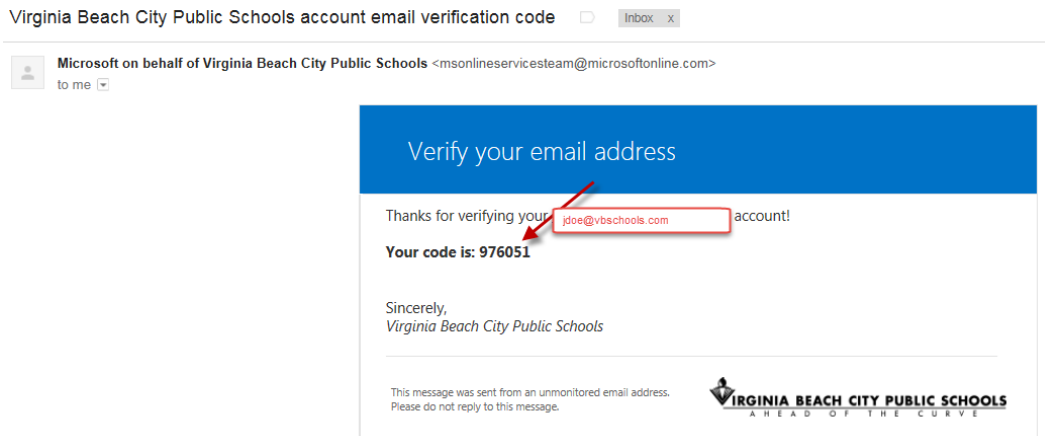
Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input type="radio"/> Email my alternate email	Who is your best friend? <input type="text"/>
<input type="radio"/> Text my mobile phone	What is your favorite color? <input type="text"/>
<input type="radio"/> Call my mobile phone	Who is your favorite sports idol? <input type="text"/>
<input checked="" type="radio"/> Answer my security questions	

10. A verification code will be sent to the device and method you chose.



11. Type the verification code and click **NEXT**



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:

<p><input type="radio"/> Email my alternate email</p> <p><input checked="" type="radio"/> Text my mobile phone</p> <p><input type="radio"/> Call my mobile phone</p> <p><input type="radio"/> Call my office phone</p>	<p>We've sent you a text message containing a verification code to your phone.</p> <div style="border: 1px solid #ccc; padding: 2px; display: inline-block; margin-bottom: 10px;">595930 ×</div> <p><input type="button" value="Next"/> <input type="button" value="Try again"/> <input type="button" value="Contact your administrator"/></p>
--	---

[Cancel](#)

12. Enter new password, confirm and click **Finish**



Get back into your account

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

* Enter new password:

* Confirm new password:

13. If Answer my security questions was chosen

14. Enter answers and click **NEXT**

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

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

What is your favorite color?

Who is your best friend?

Who is your favorite sports idol?

Next

[Contact your administrator](#)

15. Choose a new password

16. Enter new password, confirm and click **Finish**

Get back into your account

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

* Enter new password:

* Confirm new password:

Finish

Cancel