

Self service password reset

SSPR

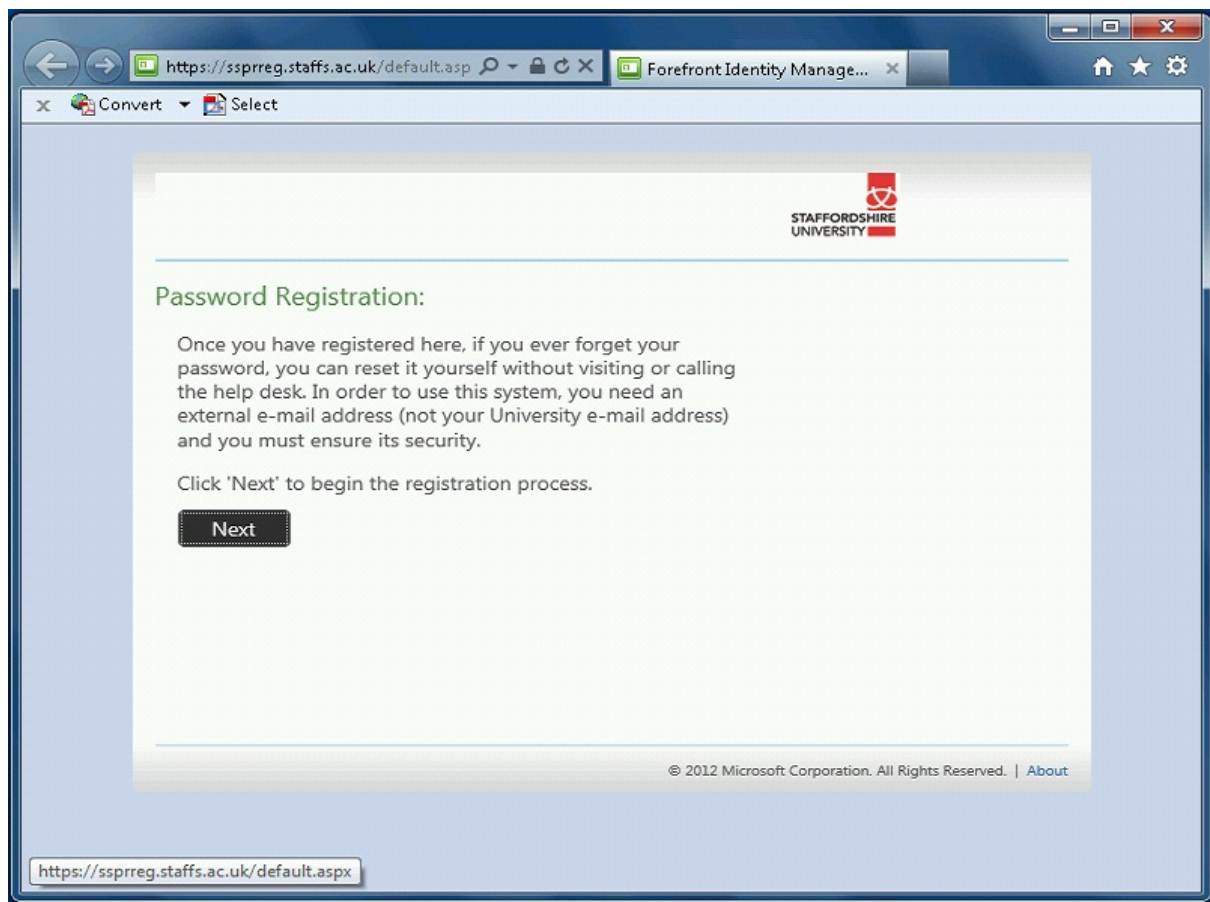
Information Services are rolling out a Self-Service Password Reset (SSPR) portal. Once registered if staff ever forget their password they can reset it themselves at work or at home after answering a series of security questions. More information, including links to the registration and password reset pages can be found on the University web site at www.staffs.ac.uk/passwordreset

Registration

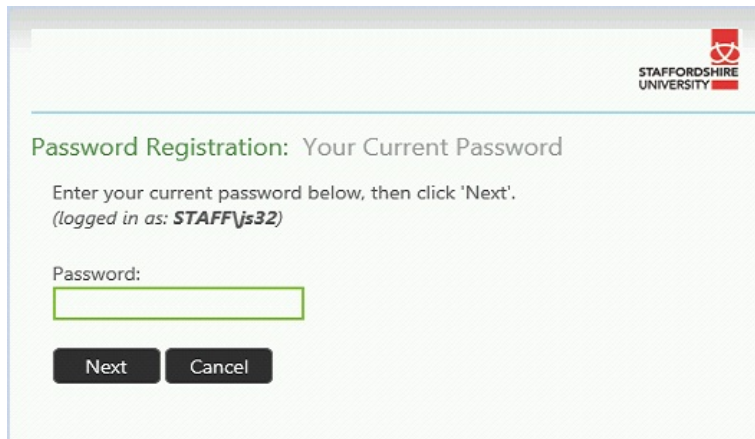
Staff can register for SSPR by going to this URL: <https://ssprreg.staffs.ac.uk>

Staff who have not yet registered will be prompted to do so once a week when they login.

1. To register, click **Next**



2. Enter your current password and then click **Next**



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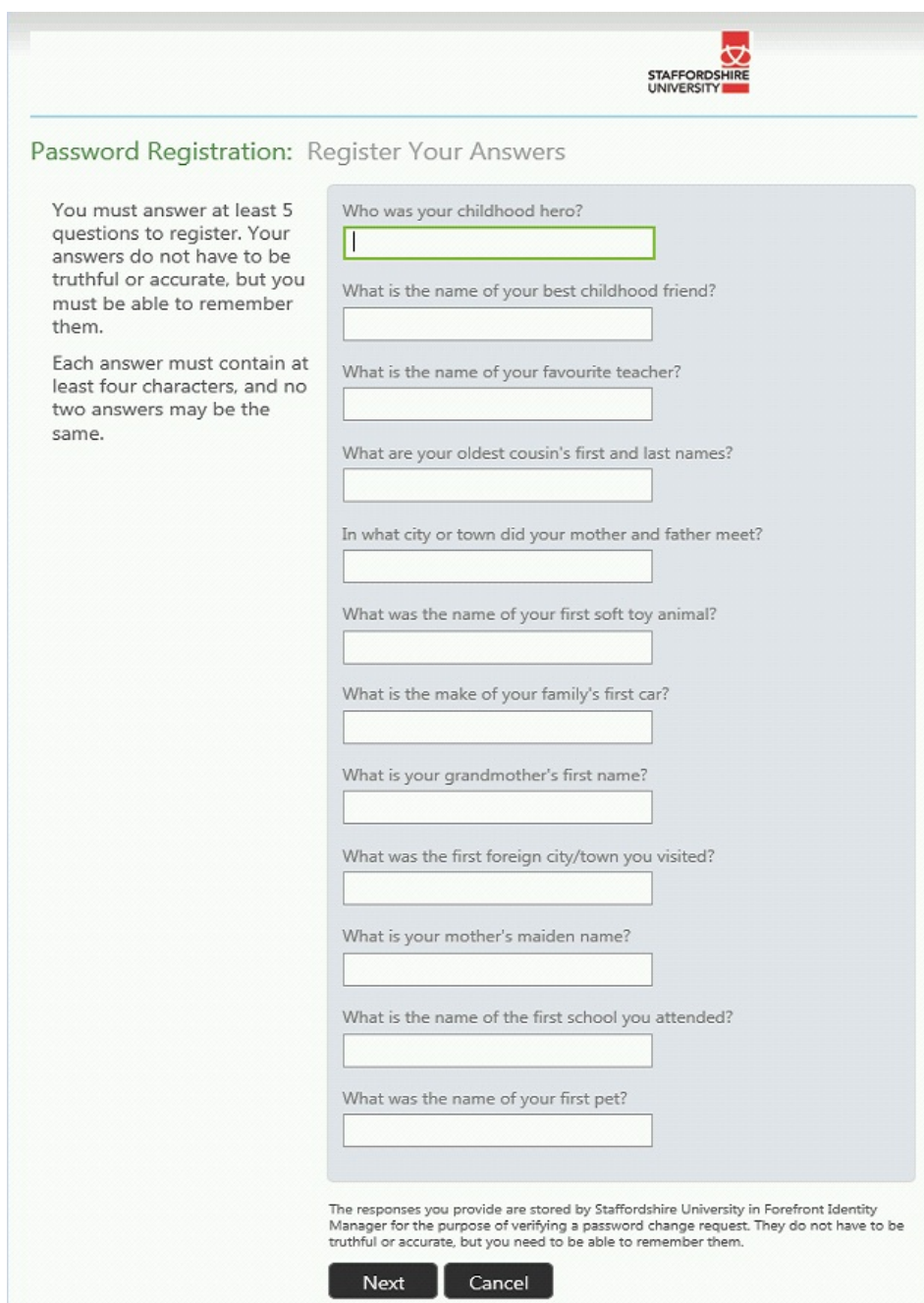
Password Registration: Your Current Password

Enter your current password below, then click 'Next'.
(logged in as: **STAFFjs32**)

Password:

Next **Cancel**

3. Provide answers to at least 5 security questions and then click **Next**



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Password Registration: Register Your Answers

You must answer at least 5 questions to register. Your answers do not have to be truthful or accurate, but you must be able to remember them.

Each answer must contain at least four characters, and no two answers may be the same.

Who was your childhood hero?

What is the name of your best childhood friend?

What is the name of your favourite teacher?

What are your oldest cousin's first and last names?

In what city or town did your mother and father meet?

What was the name of your first soft toy animal?

What is the make of your family's first car?

What is your grandmother's first name?

What was the first foreign city/town you visited?

What is your mother's maiden name?

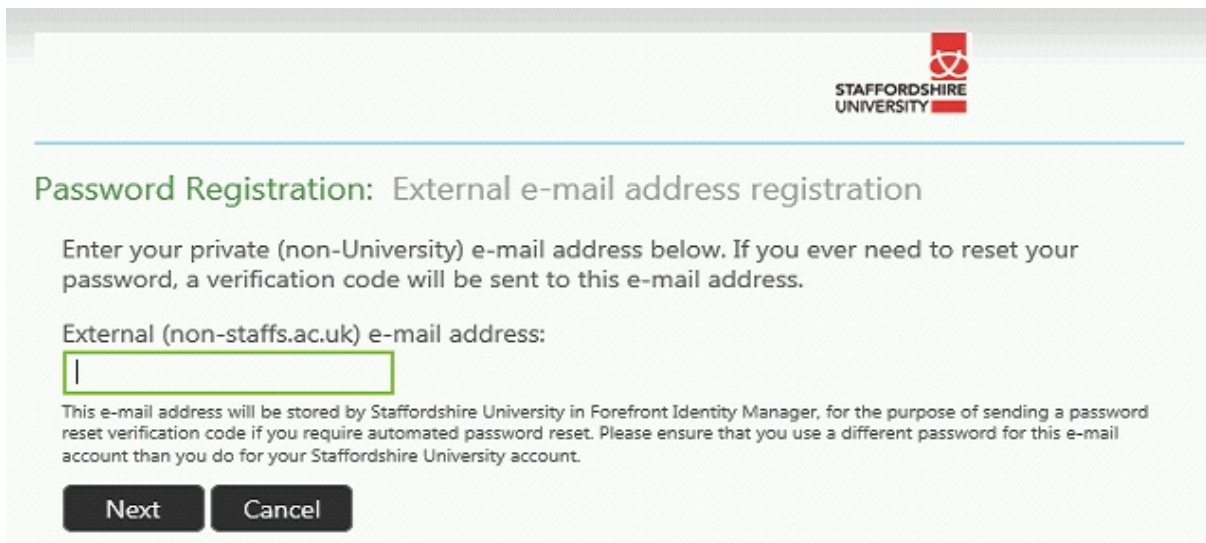
What is the name of the first school you attended?

What was the name of your first pet?

The responses you provide are stored by Staffordshire University in Forefront Identity Manager for the purpose of verifying a password change request. They do not have to be truthful or accurate, but you need to be able to remember them.

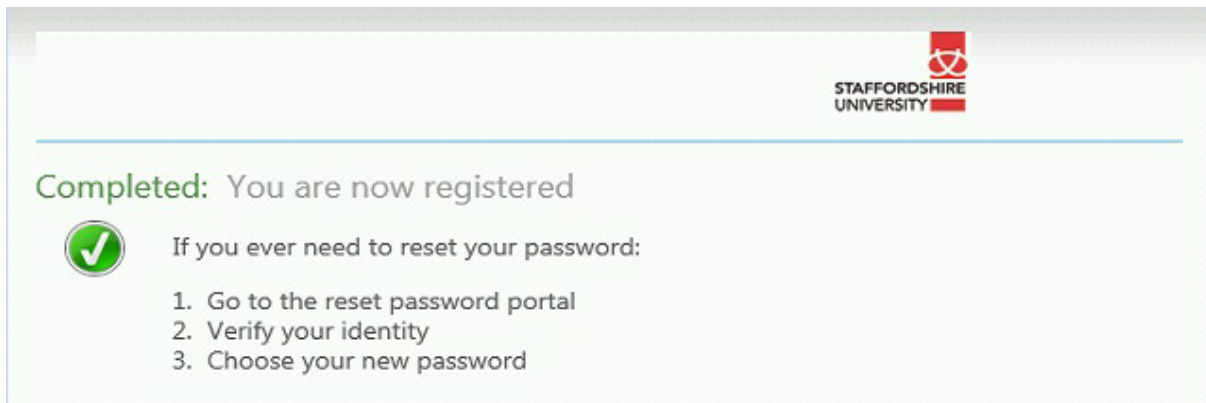
Next **Cancel**

4. Provide a personal external email address (i.e. not one within staffs.ac.uk) and then click **Next**



The screenshot shows the 'Password Registration: External e-mail address registration' page. At the top right is the Staffordshire University logo. The main heading is 'Password Registration: External e-mail address registration'. Below this, a text block reads: 'Enter your private (non-University) e-mail address below. If you ever need to reset your password, a verification code will be sent to this e-mail address.' A label 'External (non-staffs.ac.uk) e-mail address:' is followed by an empty text input field. Below the input field, a note states: 'This e-mail address will be stored by Staffordshire University in Forefront Identity Manager, for the purpose of sending a password reset verification code if you require automated password reset. Please ensure that you use a different password for this e-mail account than you do for your Staffordshire University account.' At the bottom, there are two buttons: 'Next' and 'Cancel'.

5. The registration process is now completed

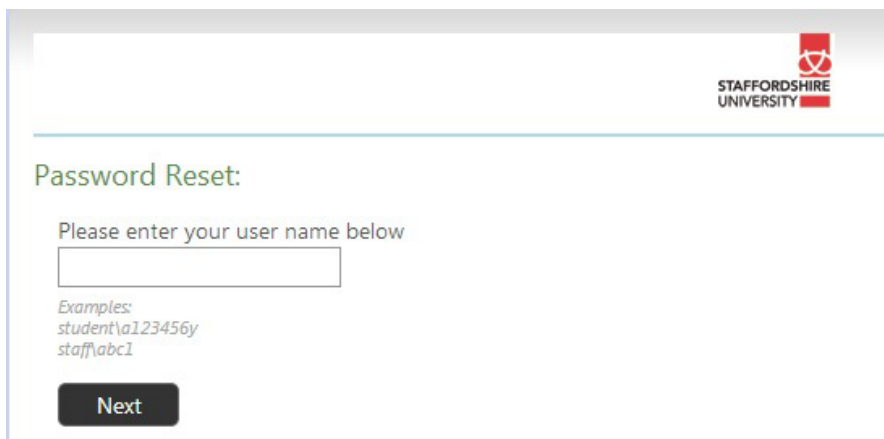


The screenshot shows the 'Completed: You are now registered' page. At the top right is the Staffordshire University logo. The main heading is 'Completed: You are now registered'. Below this is a green checkmark icon in a circle. To the right of the icon, the text reads: 'If you ever need to reset your password:'. Below this, there is a numbered list with three items: '1. Go to the reset password portal', '2. Verify your identity', and '3. Choose your new password'.

Password reset

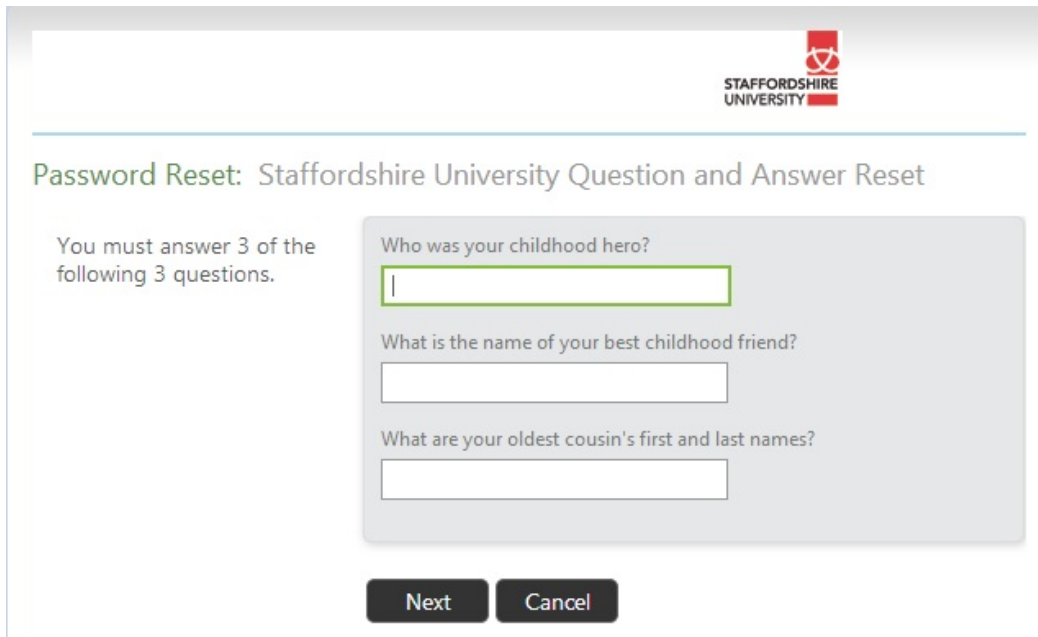
If you have forgotten your password you can reset it from home or wherever you may be by visiting this URL: <https://sspr.staffs.ac.uk>

1. Enter your username and click **Next**



The screenshot shows the 'Password Reset' page. At the top right is the Staffordshire University logo. The main heading is 'Password Reset:'. Below this, a text block reads: 'Please enter your user name below'. This is followed by an empty text input field. Below the input field, there are three examples of usernames: 'student\123456y', 'staff\abc1', and 'staff\abc1'. At the bottom, there is a 'Next' button.

2. Provide answers to the three security questions provided



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Password Reset: Staffordshire University Question and Answer Reset

You must answer 3 of the following 3 questions.

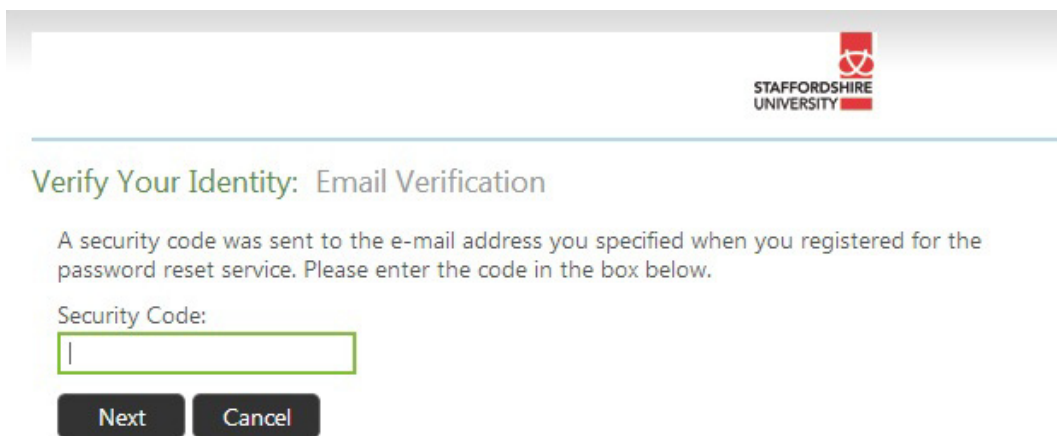
Who was your childhood hero?

What is the name of your best childhood friend?

What are your oldest cousin's first and last names?

Next Cancel

3. Enter the security question code that was sent to your personal email account



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Verify Your Identity: Email Verification

A security code was sent to the e-mail address you specified when you registered for the password reset service. Please enter the code in the box below.

Security Code:

Next Cancel

4. Reset your password

Reset your password at work

If you need to reset your password while at work but cannot login then you can use the link on the logon screen:

Windows 7



Windows XP



Standard Password Reset

If you haven't forgotten your password but simply want to change it you can do so at the University by pressing CTRL + ALT + DEL on your machine and selecting Change password.

If you are at home and need to change your password you can do so via Outlook Web Access here: <https://weboutlook.staffs.ac.uk/owa>. Login, select Options from the top right and then Change password from the left hand menu.