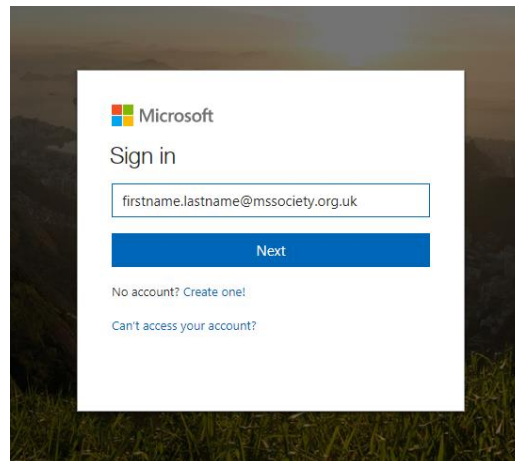


Self-service password reset sign-up

Microsoft self-service password reset enables you to access your account if you forget your password, without having to involve us.

From any web browser go to <http://aka.ms/ssprsetup> and sign in using your username and password (your individual MS Society email address is your username).



You'll now see this window. Decide whether to add a phone number or another email address to enable the system to verify who you are.

don't lose access to your account!

To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We your account more secure. **You'll need to set up at least 1 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 Address is not configured. [Set it up now](#)

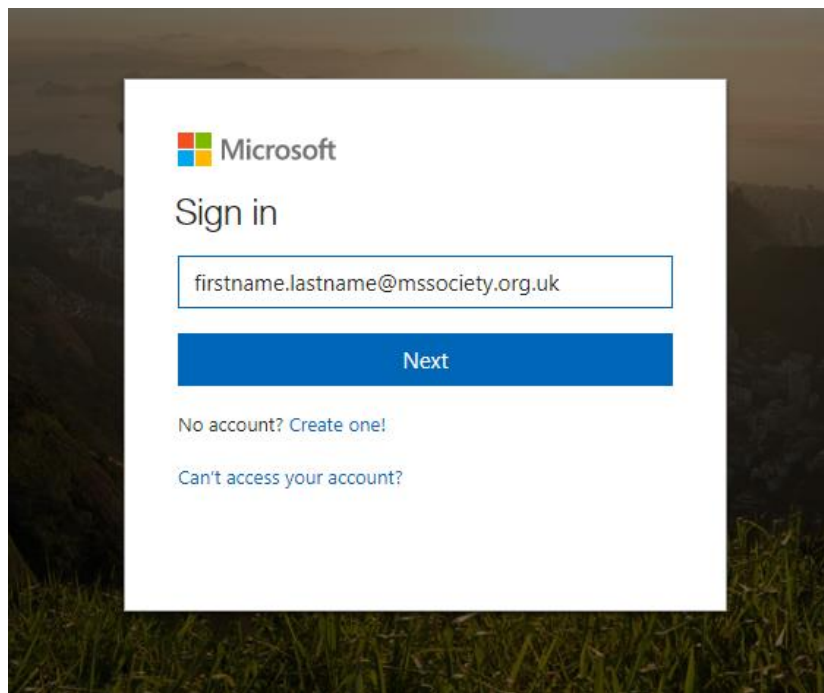
[looks good](#) [Cancel](#)

Click on **SET IT UP NOW** and enter the requested details. You must set up at least one of the two options. When you've finished, click on **LOOKS GOOD**.

Making changes to your registration

Follow these steps to update the phone number or email address the system uses to verify your identity.

From any web browser go to <http://aka.ms/ssprsetup> and sign in using your username and password (your individual **MS Society email** address is your username).



You'll now see this window. Decide whether to change your phone number or email address that enables the system to verify who you are.

don't lose access to your account!

To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We won't use this to spam you – we'll just use it to make your account more secure. **You'll need to set up at least 1 of the options below.**

❗ Office phone is not configured. This information is managed by your administrator.

✅ Authentication Phone is set to [+44 07444444444](#). [Change](#)

✅ Authentication Email Address is set to [myemail@mssociety.org.uk](#). [Change](#)

looks good

Cancel

Click on **CHANGE** and enter the requested details. You must set up at least one of the two options. When you've finished, click on **LOOKS GOOD**.

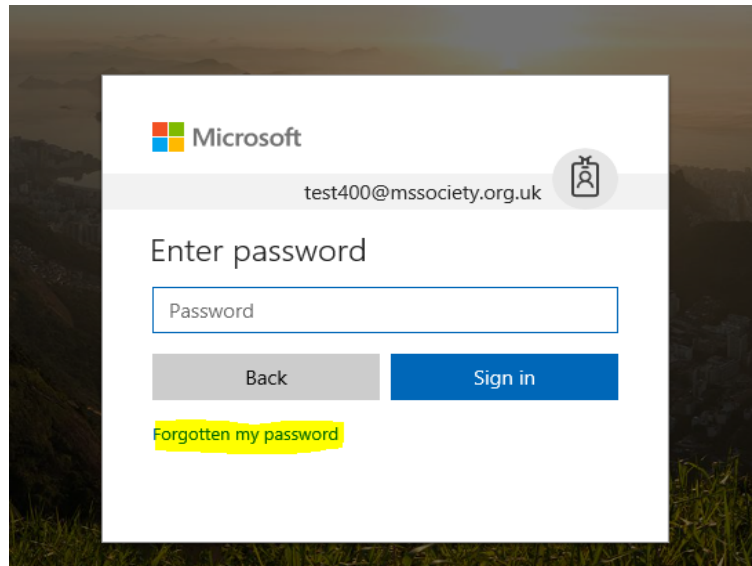
Resetting your password via self-service password reset

If you have registered with Microsoft self-service password reset, follow these steps. We recommend that you register your **MS Society email**

account with this service so you can reset your password without having to contact us.

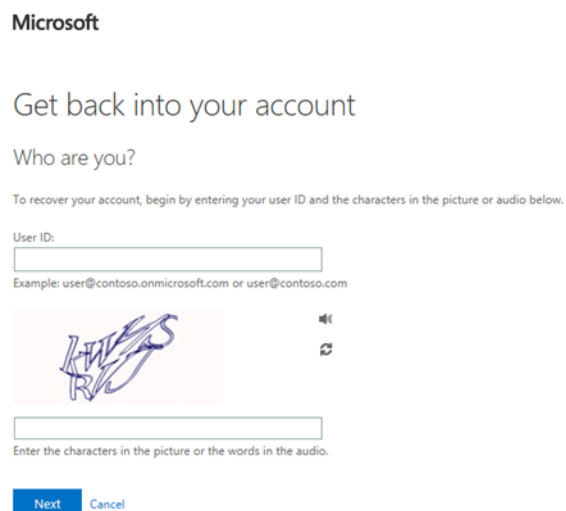
Go to <https://portal.microsoft.com>. Enter your email address and click NEXT.

Click on FORGOTTEN MY PASSWORD.



Top tip: You can also access Microsoft self-service password reset by going straight to <https://passwordreset.microsoftonline.com/>

In Microsoft self-service password reset, type your email address into the **User ID** box, complete the characters as requested and press NEXT.



Choose whether to have the system email, text or call you.

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:

- Email my alternative email address
- Send a text to my mobile phone number
- Call my mobile phone number
- Call my office phone number

You will receive an email containing a verification code at your alternative email address (jo*****@m****.co.uk).

Email

Enter the code from the text message or call and press **NEXT**. Enter your new password twice on the screen and click **FINISH**.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Send a text to my mobile phone number
- Call my mobile phone number

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

Enter your verification code

Next

Microsoft

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

.....

strong

* Confirm new password:

.....

Finish Cancel

Resetting your password via our Supporter Care Team

If you have not registered with **Microsoft self-service password reset**, contact our **Supporter Care Team** for help to reset your password.

Supporter Care Team
supportercare@mssociety.org.uk
Tel: 0300 500 8084

Opening hours - Monday to Friday, 9am to 5pm