

Part 1 — Confirm SSPR Registration is Set Up

What you need:

- Duo Registration must be completed, reference Duo Registration / Device Management on the [IT Help Desk](#) page to complete
- Access to a desktop or laptop
- Your mobile phone/device. (If you do not have a mobile device, please contact the Help Desk for other options).
- Internet Access

Follow these steps to confirm or register your sign-in methods so you can use Self-Service Password Reset (SSPR) later.

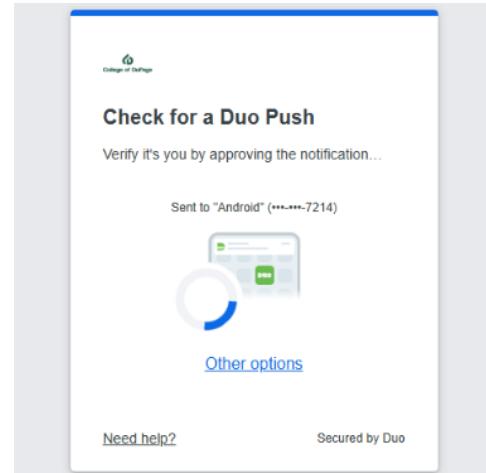
1. **Sign in** to your Microsoft account by clicking this link [Microsoft-My Account](#)
Select or enter your college **email** (username@cod.edu).

If you are already signed into Microsoft, you will be prompted to verify your identity.

2. **Verify your account**

Follow the prompts for Duo MFA to verify your identity.

You will have 60 seconds to click **Approve** on the Duo app on your mobile device to verify your identity.



3. **Open the registration page**

in the menu on the left, click **Security info**.

4. **Add two sign-in methods**

Click **Add sign-in method** next to the blue plus sign.

Select a **sign-in method** and follow the prompts.

These are the methods you use to sign into your account or reset your password.

+ Add sign-in method

Lost device? [Sign out everywhere](#)

Click here to add your verification methods

Last updated: 2 months ago

Add a sign-in method

Method	Description
Microsoft Authenticator	Requires install of Microsoft Authenticator app on your mobile device
External Auth methods	Not recommended until further notice
Hardware token	Physical device that requires IT setup if other methods are not accessible
Phone	Recommend text to mobile device
Alternate phone	Enter your office phone number or a home phone number to receive a call with a code
Security questions	Recommend to set up 5 security questions

Continue to select **additional sign-in methods** and follow the prompts. A minimum of **two sign-in methods** (not including Password) is required to register for SSPR.

College of DuPage | My Sign-Ins

My Account

Overview

Security info

Devices

Change Password

Organizations

Settings & Privacy

Recent activity

My Apps

My Groups

My Access

Two verification methods are applied

Security info

These are the methods you use to sign into your account or reset your password.

You're using the most advisable sign-in method where it applies.

Sign-in method when most advisable is unavailable: Phone - text [Change](#)

+ Add sign-in method

Method	Description	Actions
Phone	Get a call or text to sign in with a code	Change Delete
>Password	Last updated: 20 hours ago	Change
Security questions	5 security questions added	Delete

Lost device? [Sign out everywhere](#)

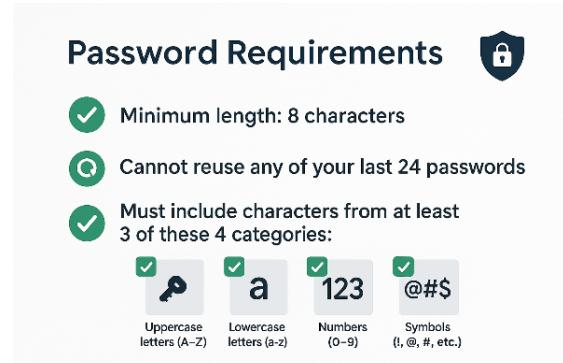
SSPR Registration is complete! You are ready to use SSPR to change or reset your password.

See how to Change or Reset your password on the next page.

Part 2 — Change Your Password with SSPR

You can **change your password** when you are signed in to your Microsoft account.

1. In the menu on the left, click **Change Password**.
2. Enter your **New password** twice and click **Submit**.
3. Once your password has been changed, you may be prompted to enter your new password on Teams and/or Outlook.
Recommend you log out of a Microsoft product and then log back in with your new password.



Reset Your Password with SSPR

If you **forgot your password**, use SSPR to verify your identity using the two sign-in methods on your account.

1. Go to [Microsoft-My Account](#) and enter your college **email**.
2. Click **Forgot my password**

College of DuPage
← [REDACTED]@cod.edu
Enter password
Password
Forgot my password

3. Enter or confirm your **email**. Enter the displayed **characters**. Then click **Next**.

4. Select your **first sign-in method** for verification and follow the prompts.
5. Then select your **second sign-in method** for verification and follow prompts.

College of DuPage
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:
 Text my mobile phone
 Call my mobile phone
 Answer my security questions
In order to protect your account, we need you to enter your complete mobile phone number (*****14) below. You will then receive a text message with a verification code which can be used to reset your password.
Enter your phone number
Text

6. Enter your **new password** twice and **Finish**.
7. Once your password has been changed, you may be prompted to enter your new password on Teams and/or Outlook.
Recommend you log out of a Microsoft product and then log back in with your new password.

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