

# Thiel College – Self Service Password Reset

## Purpose of this User Guide

This guide is intended to aid and serve as a “how to” for all users as they enroll in Self Service Password Reset (SSPR). This same procedure can be used to update your SSPR settings.

## Tools and Terms

Self Service Password Reset (SSPR) is a Microsoft delivered feature that allows an enrolled user the ability to reset their own password.



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C O L L E G E

## New user sign-in:

1. Open the web browser on your device and go to <https://portal.office.com>
2. When prompted, enter your Thiel College username and password
3. You will receive a prompt like below: Select Next



\_\_\_\_\_@thiel.edu

### More information required

Your organization needs more information to keep your account secure

[Skip for now \(14 days until this is required\)](#)

[Use a different account](#)

[Learn more](#)

Next

Need Help? Please contact the Thiel College Solution Center at 724-589-4000 or [support@thiel.edu](mailto:support@thiel.edu)

4. Configure MFA on your account. You will have the option to use the authenticator app or text “I want to setup a different option” - Select “Phone”. Recommendation is the Authenticator app.
5. You will then be prompted to enter an alternate email address. **This address is used to recover your password if lost/forgotten.** Please enter an alternative email (personal)

### Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Email



Phone



Email

Email

What email would you like to use?

Enter email

Next

6. A code will be sent to the alternate email for verification. Once you confirm. You're all set!

## Current user sign-in:

1. Open the web browser on your device and go to <https://portal.office.com>
2. When prompted, enter your Thiel College username and password
3. You will receive a prompt like below: Select Next



@thiel.edu

### More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

Need Help? Please contact the Thiel College Solution Center at 724-589-4000 or [support@thiel.edu](mailto:support@thiel.edu)

4. You will then be prompted to add an alternate email address. **This address is used to recover your password if lost/forgotten.** Please enter an alternative email (personal)

## Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

### Email

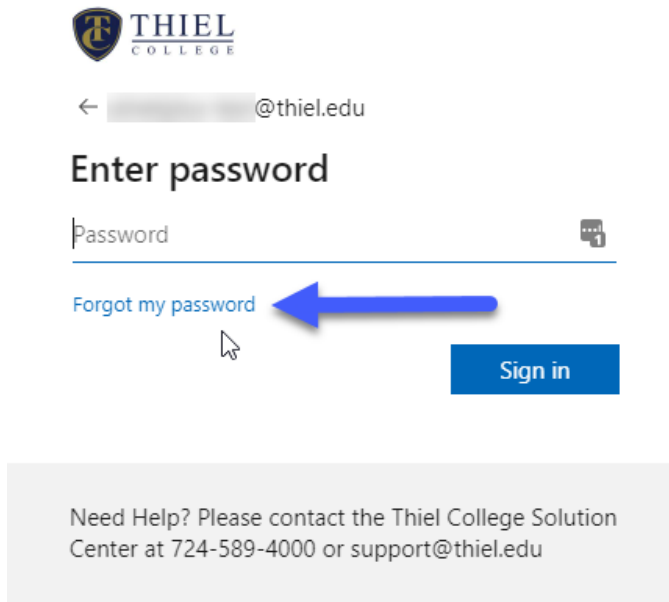
What email would you like to use?

[Next](#)

[Skip setup](#)

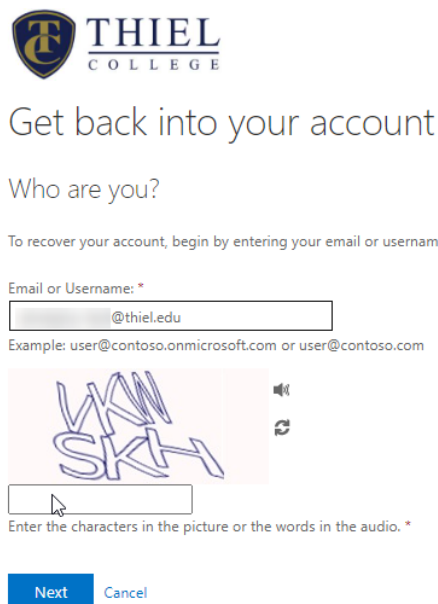
## How to Reset/Recover Password:

1. Open the web browser on your device and go to <https://portal.office.com>
2. Select "Forgot my Password"



The screenshot shows the Thiel College login page. At the top left is the Thiel College logo. Below it is a text input field containing a redacted email address followed by "@thiel.edu". The main heading is "Enter password". Below the heading is a password input field with a "Show/Hide" icon on the right. Underneath the password field is a blue link labeled "Forgot my password" with a blue arrow pointing to it from the right. To the right of the link is a blue "Sign in" button. At the bottom of the page, there is a grey box with the text: "Need Help? Please contact the Thiel College Solution Center at 724-589-4000 or support@thiel.edu".

3. You will be prompted to enter your Thiel College email address and fill out the captcha.



The screenshot shows the Thiel College account recovery page. At the top left is the Thiel College logo. Below it is the heading "Get back into your account". Underneath is the question "Who are you?". A sub-heading reads: "To recover your account, begin by entering your email or username and the characters in the picture or audio below." Below this is a text input field for "Email or Username: \*" containing a redacted email address followed by "@thiel.edu". Below the input field is an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". Below the example is a captcha image showing the words "WAW" and "SKH" in a stylized font. To the right of the image are a speaker icon and a refresh icon. Below the image is a text input field for the captcha characters. Below the input field is the instruction: "Enter the characters in the picture or the words in the audio. \*". At the bottom are two buttons: "Next" and "Cancel".

4. Click Next – You will be emailed a recovery code which will allow you to reset your password within the web browser.