

Microsoft Self-Service Password Reset (SSPR)

What's new?

It is now easier than ever for you to manage your GCSU account password, which gives access to Unify and Microsoft products. The new password reset system, *Microsoft Self-Service Password Reset*, or *SSPR* for short, allows you to change, reset, and unlock your password yourself.

The next time you log into a Microsoft product with your GCSU account (e.g., Outlook email), you may be redirected to a "More information required" page that asks you to set up authentication via your mobile phone, email, and/or security questions. Rest assured; this is a valid request. Please complete the SSPR registration by providing the information requested.

What do you need to do?

Set up additional authentication methods for your GCSU account through Microsoft if you have not previously done so. We recommend using at least 2 different methods. See the instructions below for details.

Need assistance?

If you have any questions or need assistance with your account, email askIT@gcsu.edu or give us a call at 478-445-7378.

Initial set up

Go to <https://portal.office.com> and sign in with your full email address (firstname.lastname@gcsu.edu) and existing password.



Sign in

thunder.bobcat@gcsu.edu

No account? [Create one!](#)

[Can't access your account?](#)

Back

Next



Sign-in options

You should see this screen that says “More information required”. Click Next. If you do not see this screen, then you most likely have already set up additional authentication methods. To verify this, go to <https://aka.ms/ssprsetup> and review your authentication methods to ensure they are up to date.



thunder.bobcat@gcsu.edu

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

On the next page, enter your mobile number and ensure “**Text me a code**” is selected. Currently, the “Call me” option is not available.

If you would like to use a different method instead, click the “**I want to set up a different method**” text at the bottom of the screen. You’ll get the option to use an email address or security questions. Don’t use a school or work email (@gcsu.edu or @bobcats.gcsu.edu) here or you will get an error.

Keep your account secure

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

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1)

- Text me a code
 Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

[I want to set up a different method](#)

Skip setup

Verify the authentication method by entering the code you received. Then click Next.

Keep your account secure

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

Phone

We just sent a 6 digit code to +1 478... Enter the code below.

[Resend code](#)

Back

Next


[I want to set up a different method](#)

Skip setup

Keep your account secure

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

Phone

 SMS verified. Your phone was registered successfully.

Done

Skip setup

Once you entered the code successfully, you should see the “Success!” page below. Click Done to continue. We recommend you follow the steps in the next section to set up additional authentication methods. Set up as many methods as you can, but at least 2. This gives you flexibility when one of the methods isn't available.


Keep your account secure

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

Success!

Great job! You have successfully set up your security info. Choose “Done” to continue signing in.

Default sign-in method:

 Phone
+1 4785-XXXX-XXXX

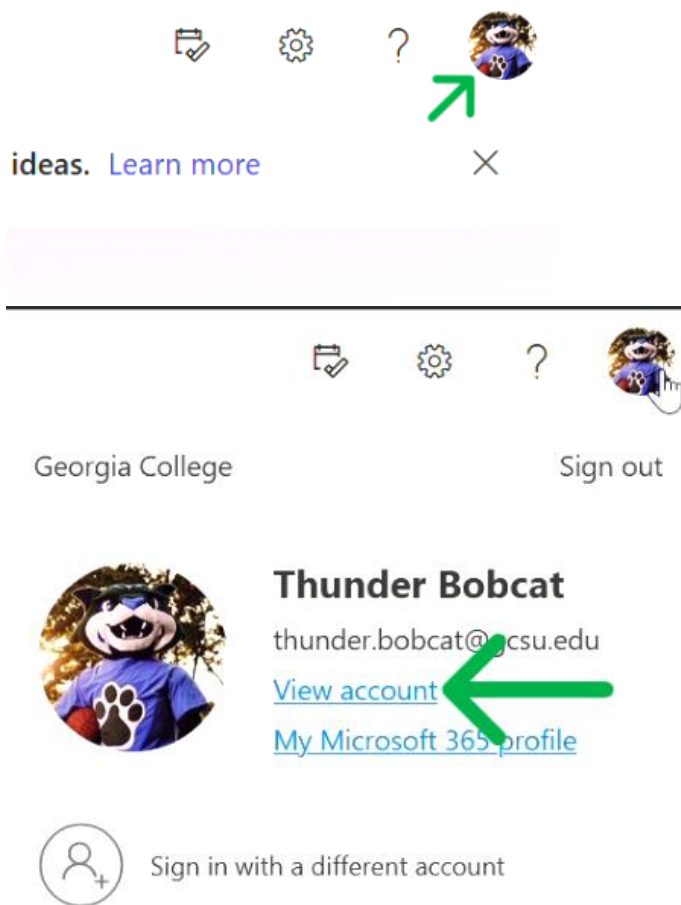
Done

Add or change authentication methods

Go to <https://portal.office.com> and sign in.

Click on the icon at the top right corner with your profile photo.

Click View account.



The screenshot shows the user interface of the Microsoft 365 portal. At the top right, there is a navigation bar with icons for a calendar, settings, help, and a profile picture of a Thunder Bobcat. A green arrow points to the profile picture icon. Below the navigation bar, there is a search bar with the text "ideas. Learn more" and a close button (X). Below the search bar, there is a horizontal line. Below the horizontal line, there is a navigation bar with icons for a calendar, settings, help, and a profile picture of a Thunder Bobcat. A mouse cursor is pointing at the profile picture icon. Below the navigation bar, there is a section for the user profile. On the left, there is a circular profile picture of a Thunder Bobcat. To the right of the profile picture, the text "Thunder Bobcat" is displayed in bold. Below the name, the email address "thunder.bobcat@csu.edu" is displayed. Below the email address, there are two links: "View account" and "My Microsoft 365 profile". A green arrow points to the "View account" link. Below the profile picture and links, there is a button with a person icon and a plus sign, labeled "Sign in with a different account".

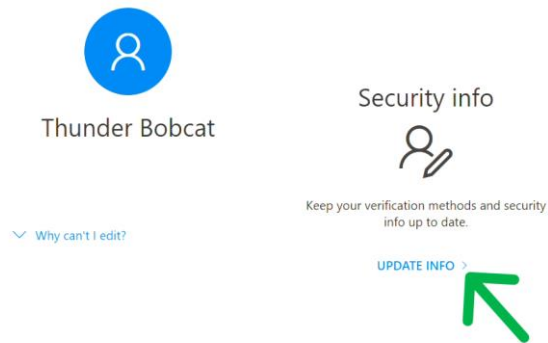
Georgia College

Sign out

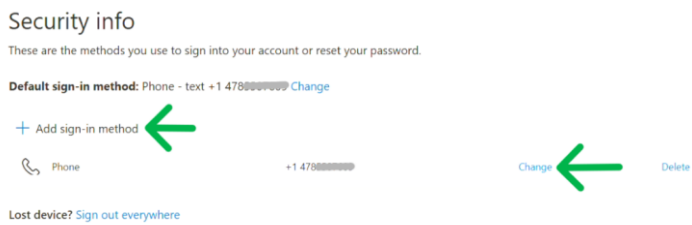
Thunder Bobcat
thunder.bobcat@csu.edu
[View account](#)
[My Microsoft 365 profile](#)

Sign in with a different account

Under Security info, click Update Info.



Here you can review your existing authentication methods or add a new one. To update an existing method, click Change. To add a new method, click +Add sign-in method, select which method you prefer, and verify it if needed by entering the code you received.



Recover your account

If you can't sign into your account, use the following method to recover it.

Go to <https://portal.office.com>

Click the blue text that says "Can't access your account?", "Forgot my password" or "reset it now".



Sign in

Email, phone, or Skype

No account? [Create one!](#)

[Can't access your account?](#)

Back

Next

Commented [SM1]: We talked about this one. did we confirm that the "Cannot access your account" and "Reset it now" / "Forgot my password" take you to the same page?

Commented [MH2R1]: It does yes sir! The "can't access your account" takes you to the select work or school page first before going to the captcha, so that's why I put "if prompted, select work or school"



thunder.bobcat@gcsu.edu

Enter password

Your account or password is incorrect. If you don't remember your password, [reset it now.](#)

Password

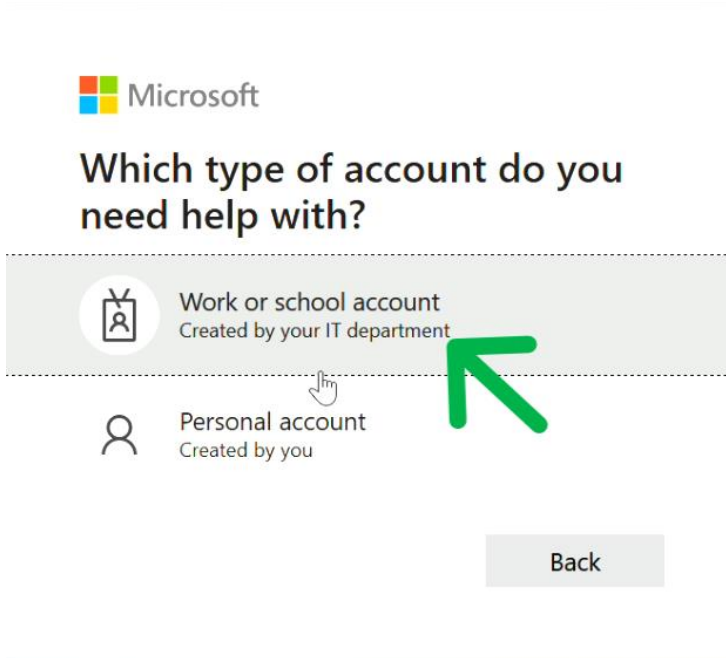
[Forgot my password](#)

[Sign in with another account](#)

Sign in

Commented [SM3R1]: Sounds good. in that case, I think we are ready to go.

If prompted, select Work or school account.



The image shows a Microsoft account selection screen. At the top is the Microsoft logo. Below it is the question "Which type of account do you need help with?". There are two options: "Work or school account" (Created by your IT department) and "Personal account" (Created by you). A green arrow points to the "Work or school account" option. A mouse cursor is hovering over the "Personal account" option. At the bottom right is a "Back" button.

Enter your full email address and complete the CAPTCHA.

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

thunder.bobcat@gcsu.edu

Example: user@contoso.onmicrosoft.com or user@contoso.com



I

Enter the characters in the picture or the words in the audio. *

Next Cancel

Choose a method and follow prompts to verify.

Get back into your account

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

You will receive an email containing a verification code at your alternate email address (tb*****@gmail.com).

Email

Reset your password. See below for password requirements. After changing your password, don't forget to update your saved passwords in other locations (e.g., mobile devices, desktop computers, saved Wi-Fi connections).

Get back into your account

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

* Enter new password:

* Confirm new password:

Finish

Cancel

Password requirements

- Minimum length of 12 characters.
- Maximum length of 64 characters.
- Must include both lowercase and uppercase alphabetic characters.
- Must include both numbers and symbols.
- Avoid reusing part or all of a previous password. Cannot reuse the last three passwords.
- Avoid GCSU-related terms such as "Bobcats," "GCSU," or other standard terms.