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?

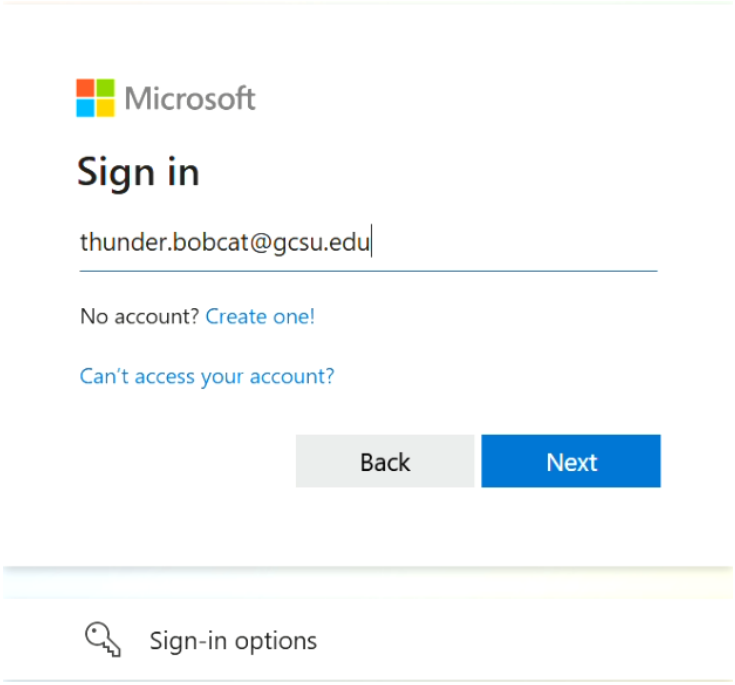
Set up additional authentication methods for your GCSU account through Microsoft if you have not previously done so. We recommend using at least 2 different methods. See the instructions below for details.

Need assistance?

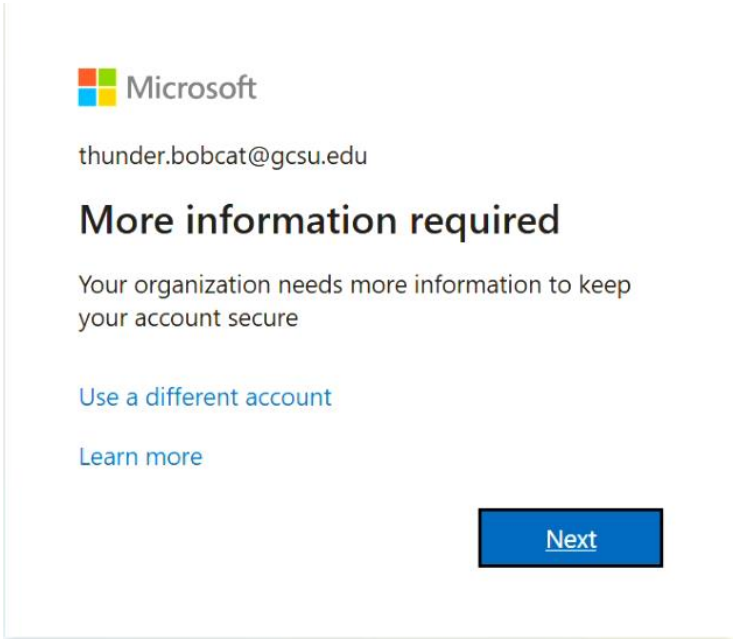
If you have any questions or need assistance with your account, email askIT@gcsu.edu or give us a call at 478-445-7378.

Initial set up

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

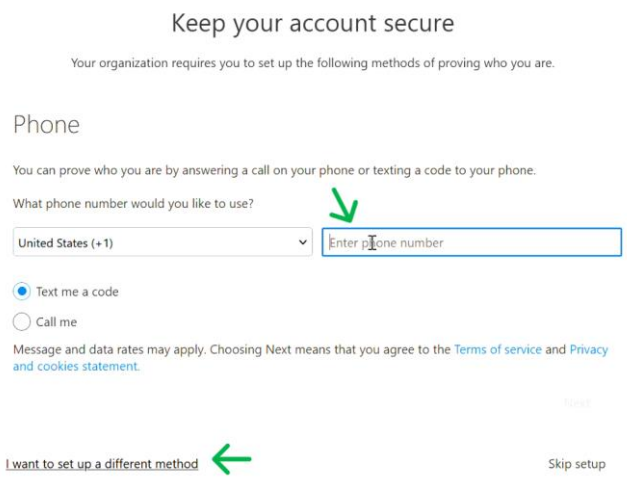


You should see this screen that says “More information required”. Click Next.
If you do not see this screen, then you most likely have already set up additional authentication methods. To verify this, go to https://aka.ms/ssprsetup and review your authentication methods to ensure they are up to date.

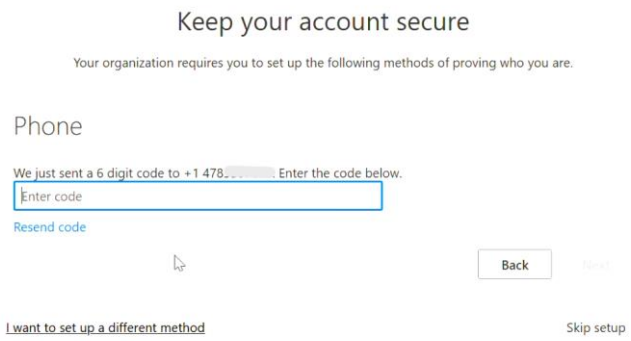


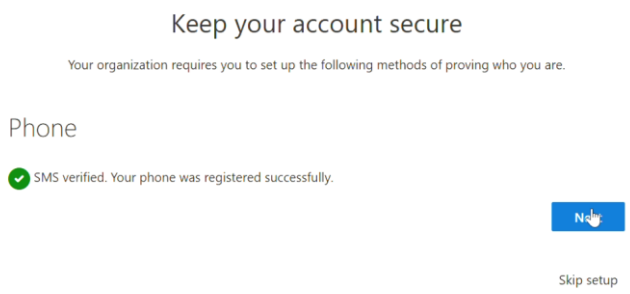
On the next page, enter your mobile number and ensure "**Text me a code**" is selected. Currently, the "Call me" option is not available.

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.

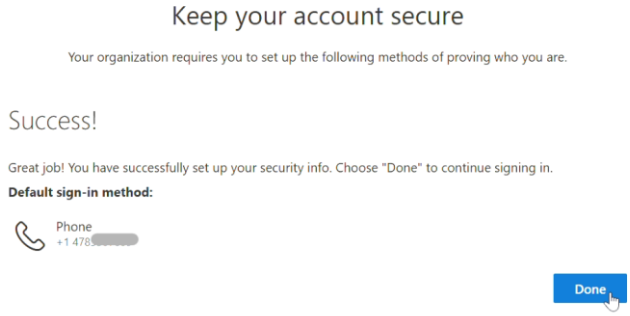


Verify the authentication method by entering the code you received. Then click Next.



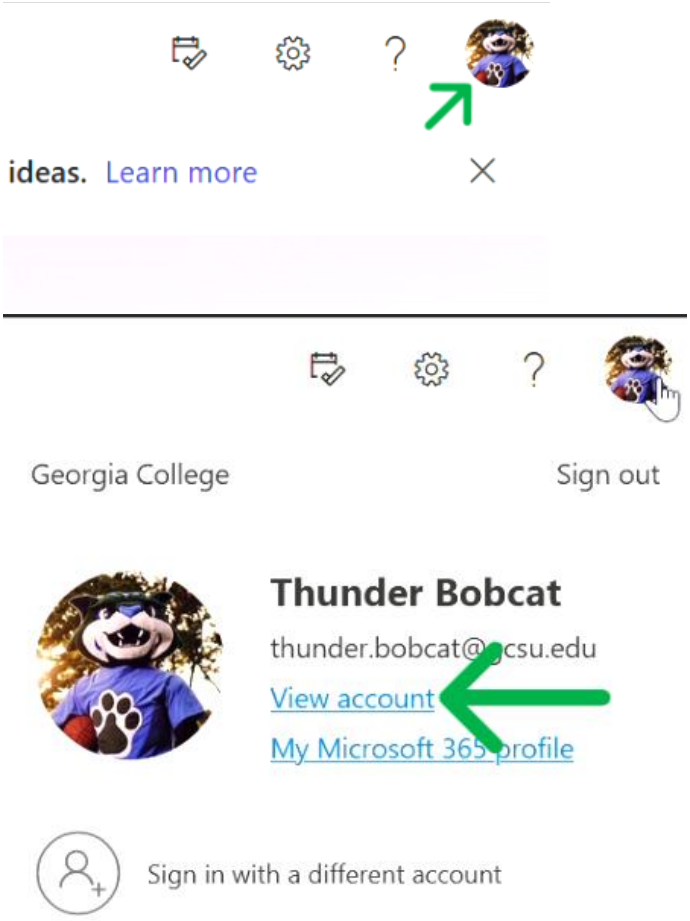


Once you entered the code successfully, you should see the “Success!” page below. Click Done to continue. We recommend you follow the steps in the next section to set up additional authentication methods. Set up as many methods as you can, but at least 2. This gives you flexibility when one of the methods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

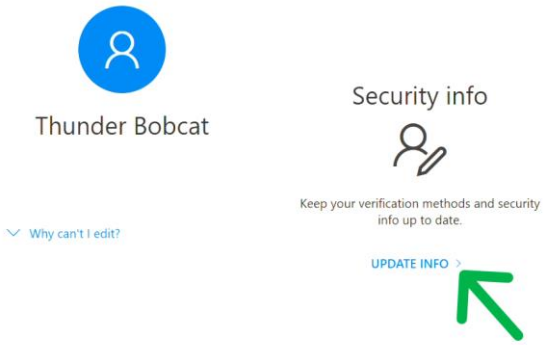


Add or change authentication methods

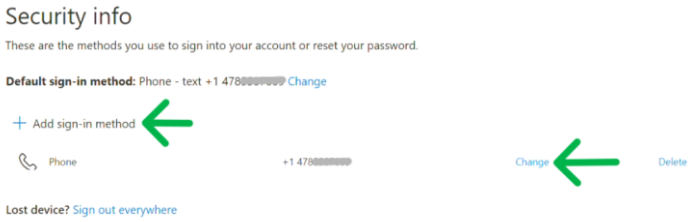
Go to https://portal.office.com and sign in.
Click on the icon at the top right corner with your profile photo.
Click View account.



Under Security info, click Update Info.



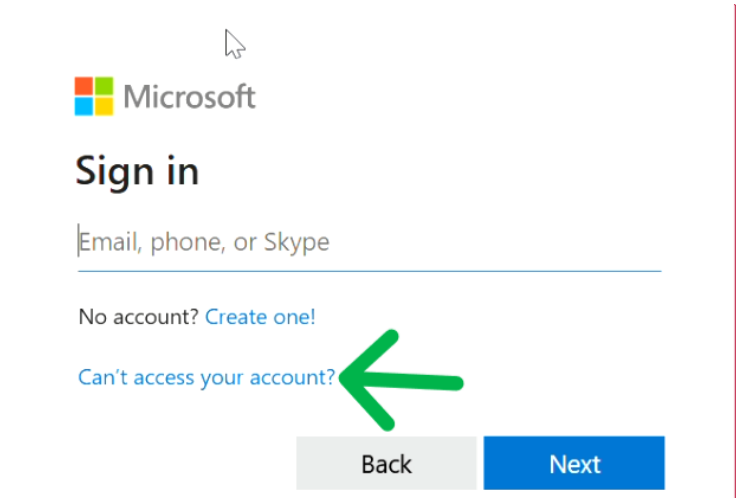
Here you can review your existing authentication methods or add a new one. To update an existing method, click Change. To add a new method, click +Add sign-in method, select which method you prefer, and verify it if needed by entering the code you received.

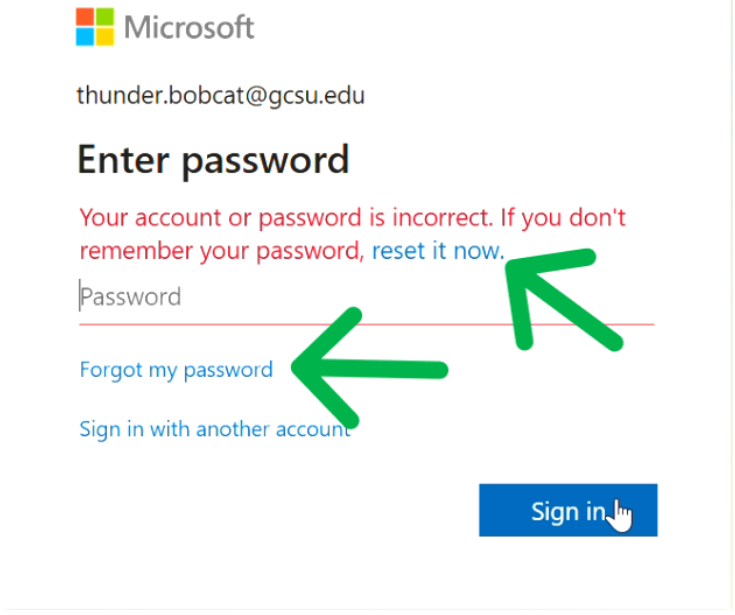


Recover your account

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”.



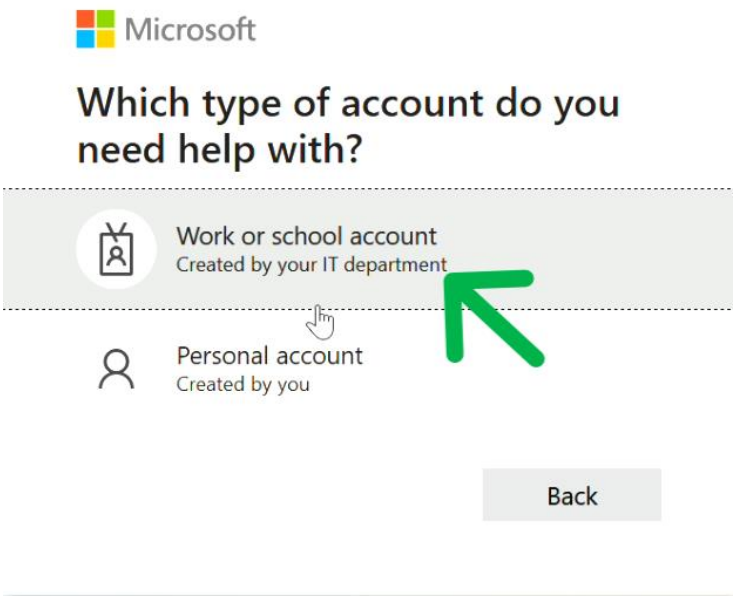


Commented [SM1]: We talked about this one. did we confirm that the "Cannot access your account" and "Reset it now"/"Forgot my password" take you to the same page?

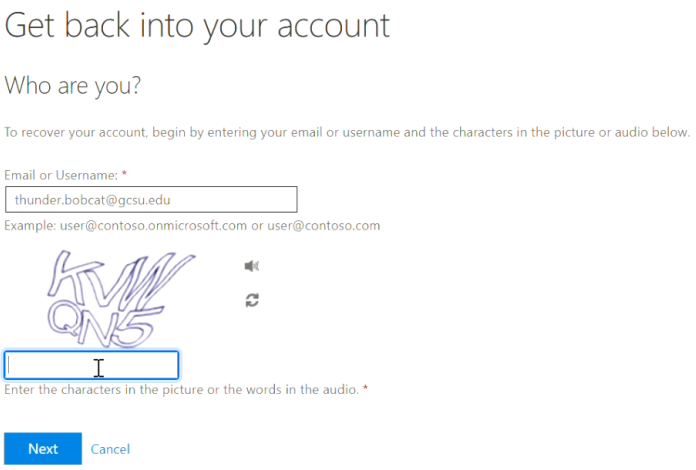
Commented [MH2R1]: It does yes sir! The "can't access your account" takes you to the select work or school page first before going to the captcha, so that's why I put "if prompted, select work or school"

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

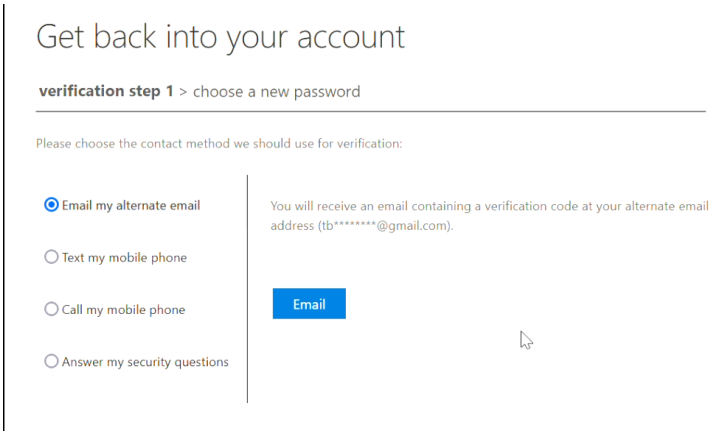
If prompted, select Work or school account.



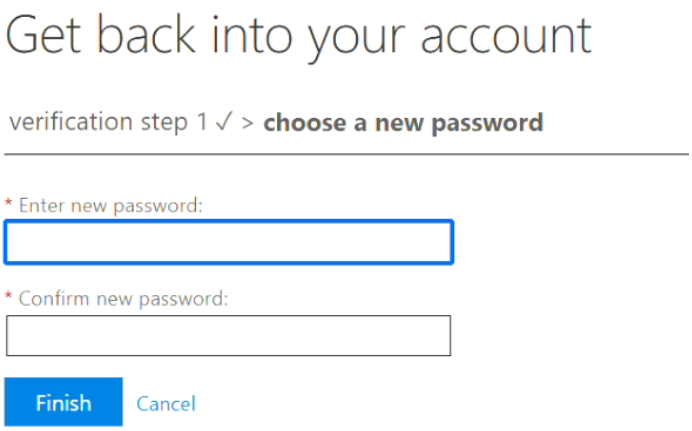
Enter your full email address and complete the CAPTCHA.



Choose a method and follow prompts to verify.



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).



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.