

# PASSWORD RESETS

## MANDATORY PASSWORD RESET GUIDE

**We require all students to reset their passwords in order to be able to access university resources.**

This guide will show you the process of resetting your password as well as registering with our log in authentication service.

- STEP 1** Go to <https://aka.ms/sspr>
- STEP 2** Enter your university log in details into the 'Email or Username' field  
This will be userID@student.sunderland.ac.uk
- STEP 3** Enter the characters in the captcha picture, or press the speaker icon and enter the words you hear into the required field.
- STEP 4** Press Next
- STEP 5** You will now see your alternative email address that we have for you. If this is correct, press 'Email' and continue to Step 6  
*If you do not have an alternative email address, no longer have access to the email or do not wish to provide one, please call **0191 515 3333** for further instructions.*
- STEP 6** You will receive an email to your alternative email with the title 'UNIVERSITY OF SUNDERLAND-LIVE account verification code' from msonlineserviceteam@microsoftonline.com. **This email will contain a code. Make a note of this code**
- STEP 7** Enter the code from your alternative email onto the password reset screen and press **Next**
- STEP 8** Enter your new password and then confirm it. Please follow the password policy:
- A minimum of 10 characters
  - At least 1 lower case character
  - At least 1 special character
  - At least 1 upper case character
  - At least 1 number
  - Must be different to your previous 2 passwords
- STEP 9** You will receive an email to your alternative email confirming your password reset.  
Please turn overleaf for further guidance on setting up Microsoft Authenticator.

# AUTHENTICATION SET UP

## MICROSOFT AUTHENTICATION GUIDE

- STEP 1** You will need to download the Microsoft Authenticator App.
- STEP 2** Go to <https://aka.ms/mfasetup>. Enter your University User ID as `userID@student.sunderland.ac.uk` and click **next**.
- STEP 3** Login using your University User ID as `userid@student.sunderland.ac.uk` and your **new password**. A prompt will appear saying “more information required”, press **next**
- STEP 4** You will then see **additional security verification** and **how should we contact you?** Please select ‘I want to set up a different method’ located at the bottom of the page. You can then select **Authentication App** and press **next**
- STEP 5** Please then click on the **Pair your account to the app by clicking this link**. This will then open up the authenticator app and advises you have paired the device
- STEP 6** **Go back to your web browser to complete the set up.** You will return to the screen on step 5 but this time rather than clicking pair, click **next**
- STEP 7** You will then receive a push notification via the app. You will need to approve this. This may require you to turn on notifications for the Authenticator App
- STEP 8** Once approved, **on the web browser click next** and then done and you will be set up with authentication

APPLE



ANDROID



To access your online resources, you will then need to re-sign in to each individual resource. At each initial log in you will be required to authenticate your log in via the Authenticator App so please do ensure that you have access to the device you used to set up your authentication.

**Thank you for your patience during this process.**