

Guide to Self Service Password Reset Management

The following steps will allow you to update your password for your CCSD account and properties (including your work computer and device account login), independently and immediately online.

1. Go to <http://aka.ms/ssprsetup>
2. Login by selecting or entering your username:

Microsoft Azure



Microsoft Azure

Type the email address or phone number of the account you want to sign in with.

john.doe@cssd.ab.ca

Continue

or

3. Enter your current password:



Work or school, or personal Microsoft account

john.doe@cssd.ab.ca

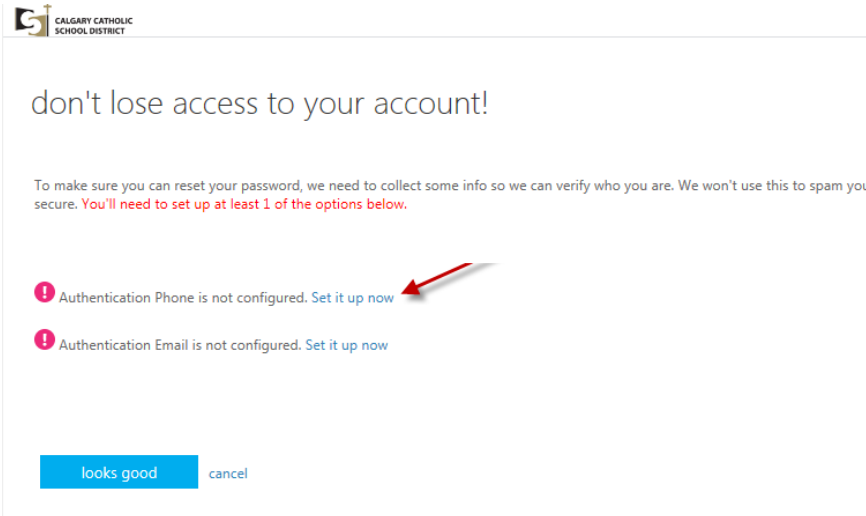
.....

Keep me signed in

Sign in

Back

4. You will see the following screen. The first prompt to take is to setup an 'Authentication Phone'. We strongly encourage you to use your cell phone. Click on 'Set it up now' to proceed.



don't lose access to your account!

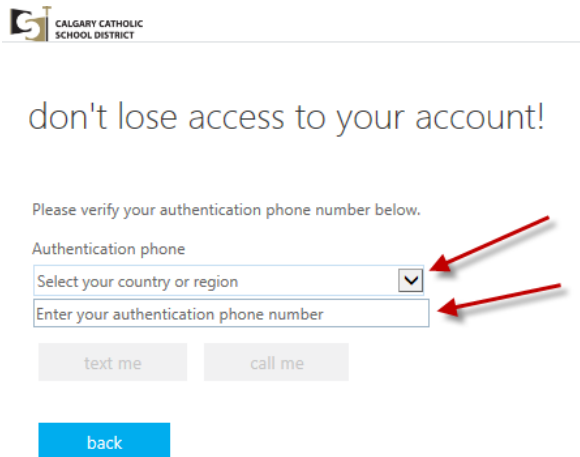
To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - secure. You'll need to set up at least 1 of the options below.

! Authentication Phone is not configured. Set it up now

! Authentication Email is not configured. Set it up now

looks good cancel

5. Select Canada as the country, and enter your 10 digit phone number (**Important: do not use any spaces or hyphens between numbers**).



don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Select your country or region

Enter your authentication phone number

text me call me

back

6. Once you have entered your country and phone number, click 'Text me'.

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Canada (+1)

7. You should receive a text message within a couple of minutes with an access code. Enter the access code as shown below, and then click 'verify'.

don't lose access to your account!

Please verify your authentication phone number below.

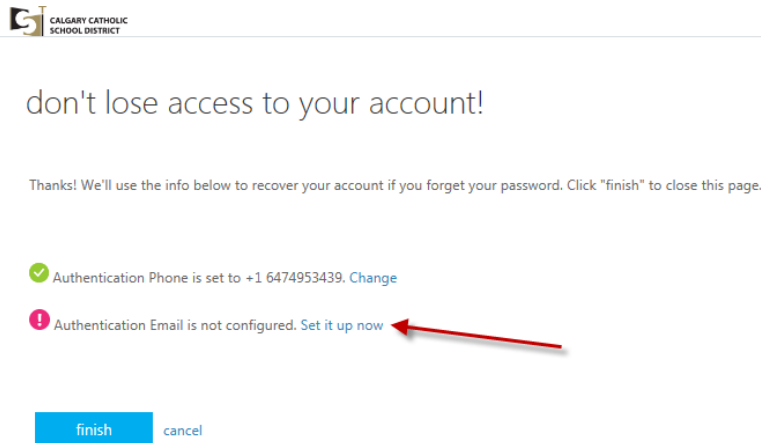
Authentication phone

Canada (+1)

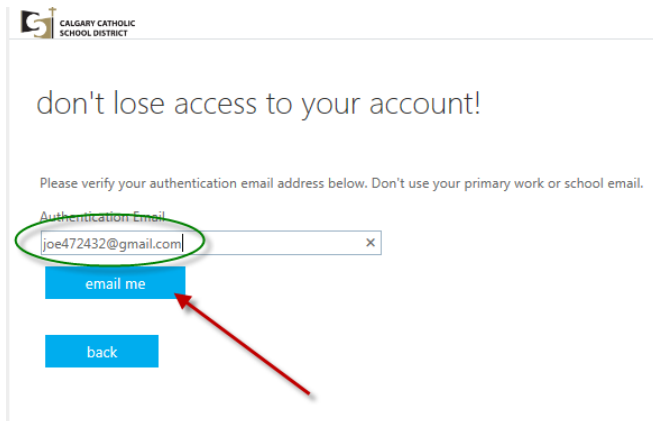
We've sent a text message containing a verification code to your phone.

[try again](#)

8. Next, setup your authentication email:



9. Enter your home/personal email address. **DO NOT** use your CSSD email or your Learn email account. Once you have entered your home email address, click on 'email me'.



10. Check your home email inbox for the access code they will send, enter it as follows, and click 'verify'.

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

doe472432@gmail.com

email me

We've sent an email message containing a verification code to your inbox.

590811

verify

try again

back

11. Once you are done, click 'finish'.

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

✓ Authentication Phone is set to +1 6474953439. [Change](#)

✓ Authentication Email is set to doe472432@gmail.com. [Change](#)

finish

cancel