

## Enrolling in the Self-Service Password Reset (SSPR) Tool

1. Enter <https://aka.ms/ssprsetup?> in the URL bar or [click on this hyperlink](#). Log into your account and authenticate using Duo to enter the following screen.

UCLA School of Law [redacted]@law.ucla.edu | ?

### 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 - just to keep your account more secure. You'll need to set up at least 2 of the options below.

- ⚠ Authentication Phone is set to +1 [redacted] [Verify](#)
- ! Authentication Email is not configured. [Set it up now](#)
- ! Security Questions are not configured. [Set them up now](#)

[finish](#) [cancel](#)

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2. Begin by verifying your phone number. To do so, click Verify, and then confirm that your phone number is entered correctly. You can verify by receiving a 6-digit code via a text message or by answering a call on your phone and pressing the # key.

UCLA School of Law [redacted]@law.ucla.edu | ?

### don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1) [v]

5555555555

[text me](#) [call me](#)

[back](#)

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3. I) If you chose to receive a code via text message, enter the code you received in the field that comes up. Then, click Verify. You will be returned to the screen in Step 1.

The screenshot shows a verification interface. At the top, there are two buttons: "text me" and "call me". Below them is a message: "We've sent a text message containing a verification code to your phone." A text input field contains the code "123456". To the right of the input field are two buttons: "verify" and "try again". Below the input field is a "back" button. At the bottom of the page, there is a footer with the text "©2021 Microsoft Legal | Privacy".

II) If you chose to receive a phone call, answer the call and press the # key. This will automatically verify your phone number, and you will be returned to the screen in Step 1.

4. Click Set it up now to configure your authentication email.

The screenshot shows a security configuration screen. At the top, there is a header with "UCLA School of Law" and a user email address "████████@law.ucla.edu" with a question mark icon. The main heading is "don't lose access to your account!". Below this is a paragraph: "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 - just to keep your account more secure. You'll need to set up at least 2 of the options below." There are three items listed: 1. "Authentication Phone is set to +1 ██████████ Change" with a green checkmark icon. 2. "Authentication Email is not configured. Set it up now" with a red exclamation mark icon. 3. "Security Questions are not configured. Set them up now" with a red exclamation mark icon. At the bottom, there are two buttons: "finish" and "cancel". At the very bottom, there is a footer with "©2021 Microsoft Legal | Privacy" and "Your session will expire in 14:55".

5. Enter an external email address. Do not use your @law.ucla.edu (or @lawnet.ucla.edu) account. An external email is necessary in order to complete this step, be it a personal email or @ucla.edu email account. Then, click email me.

UCLA School of Law

## 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

email me

back

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6. You will receive a 6-digit code in your external email address. Enter that code in the entry field that populates. Then, click verify.

email me

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

verify

[try again](#)

back

7. You will be returned to the screen in Step 1. Click Set them up now to configure your security questions.

The screenshot shows a web page for UCLA School of Law. The header includes the UCLA School of Law logo and a user email address. The main heading is "don't lose access to your account!". Below this, a message states: "Thanks! We'll use the info below to recover your account if you forget your password. Click 'finish' to close this page." There are three items listed: 1. "Authentication Phone is set to +1 [redacted] Change" with a green checkmark. 2. "Authentication Email is set to angelgomez@ucla.edu. Change" with a green checkmark. 3. "Security Questions are not configured. Set them up now" with a red exclamation mark. At the bottom, there are "finish" and "cancel" buttons. The footer contains "©2021 Microsoft [Legal](#) | [Privacy](#)" and a session expiration notice: "Your session will expire in 14:49".

8. Choose your Security questions 1 through 5 and fill in the appropriate answers. These answers are case-sensitive. We recommend writing these down and storing them somewhere secure.

The screenshot shows a web page titled "don't lose access to your account!". At the top left is the "UCLA School of Law" logo, and at the top right is a user profile icon with the email "law.ucla.edu" and a question mark. Below the title, a red message states: "Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long." The page contains five security questions, each with a dropdown menu and a text input field. Each input field has a green checkmark to its right, indicating the answer is valid. The questions and answers are: 1. "In what city did you meet your first spouse/partner?" with answer "grtgff". 2. "What is your mother's middle name?" with answer "fhx". 3. "What is your favorite food?" with answer "cghgh". 4. "What was the first and last name of your childhood best friend?" with answer "chm". 5. "What was the name of the hospital in which you were born?" with answer "fdx". At the bottom left are two buttons: a blue "save answers" button and a dark blue "back" button. At the bottom left of the page is the copyright notice "©2021 Microsoft Legal | Privacy", and at the bottom right is a red timer "Your session will expire in 14:59".

UCLA School of Law

law.ucla.edu | ?

## don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.

**Security question 1**

In what city did you meet your first spouse/partner?

grtgff ✓

**Security question 2**

What is your mother's middle name?

fhx ✓

**Security question 3**

What is your favorite food?

cghgh ✓

**Security question 4**

What was the first and last name of your childhood best friend?

chm ✓

**Security question 5**

What was the name of the hospital in which you were born?

fdx ✓

save answers

back

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Your session will expire in 14:59

9. You will be returned to the screen in Step 1. Now, you're all set! You have officially registered with the SSPR tool. Click finish to officially complete the process and be redirected away from this page.

## 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 [redacted] [Change](#)
- ✔ Authentication Email is set to angelgomez@ucla.edu. [Change](#)
- ✔ 5 Security Questions are configured. [Change](#)

[finish](#) [cancel](#)