

KPU IT Department

SSPR Password Reset



Self-Service Password Reset – Steps to Reset a Password

1. Go to <https://passwordreset.microsoftonline.com/?whr=kpu.ca>



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: *

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



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

Next

Cancel

2. Select a method to change your password (email, text or call).



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

Email



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

Cancel

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

In order to protect your account, we need you to enter your complete mobile phone number (*****72) below. You will then receive a text message with a verification code which can be used to reset your password.

Text

Cancel

3. Enter your new password.

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish

Cancel

4. Click **Finish** to complete the change.