Password Registration and Reset FAQ

- **Q:** I am at the 'Get back into your account' page but it shows "We could not verify your account". What does that mean?
  A: It is likely that you have not yet registered your contact information. If you are new to the college please allow the automated systems to synchronize and update all account information.

- **Q:** How can I register my own password reset data?
  A: You can go to the Password Reset Registration portal at **http://aka.ms/ssprsetup** to register your authentication information to be used with password reset. You can also register by going to the access panel at **http://myapps.microsoft.com**, clicking the profile tab, and clicking the Register for Password Reset option.

- **Q:** Who can see my registered data?
  A: When you register your authentication data using the Password Reset Registration Portal it gets saved into private authentication fields that are only visible yourself and Global Administrators.

- **Q:** Do I have to be registered before I can change my password?
  A: Yes and No. If you change your password while logged into O365 or from a computer you are logged into, the password will get reset.
  If you aren't signed in and click on the link "Can't access your account?" on the Sign In page, the system **cannot** verify your account unless you have registered contact information. You will first need to go to either:
  http://aka.ms/ssprsetup or http://myapps.microsoft.com
  and once that step is completed, you can go back to the Sign in page and click on "Can't access your account?" to reset your password.

- **Q:** Are the captcha figures case sensitive?
  A: No. Where the picture shows uppercase letters you can enter all lowercase.

- **Q:** If I can't make out what the captcha figures are and I listen to the audio, do I type out the first letter of each word that is spoken?
  A: No, you will need to type out the complete word that is spoken and although they talk fast they do loop through the words a few times.