

Re-register Microsoft Office 365 account for SSPR (Self service password reset)

Scenario: Clients skipped the SSPR (Self service password reset) process.

Step 1. Client must reset their password thru ITSHelpdesk.

Step 2. Change your password.

Step 3. Upon log-in must go to this link "<https://aka.ms/ssprsetup>" to re-register your mobile number or email for "Forgot Password" facility to reset their own Microsoft Office 365 Account.