



Self-Service Password Reset

Quick Start Guide

Introduction

Edwardian Hotels London have enabled the self-service password reset functionality provided by Office 365 to all users.

This document is a step by step guide demonstrating how to reset your Edwardian password.

Prerequisites

Please ensure you have completed the following steps before resetting your Edwardian password

- You must be connected to the internet
- You must have access to an Internet browser
- If you intend to reset your Edwardian password, please ensure you have registered for Multi-Factor Authentication

What is Self Service Password Reset (SSPR)

Self-service password reset (SSPR) gives greater control over access to your Office 365 experience.

The functionality can be easily accessed via the [SSPR portal](#) through any web browser at any time.

The Benefits of SSPR



Control your access

You will be able to reset your own password without contacting the Service Desk and instantly access your account once the changes are made

How to reset your Edwardian Password

Step 1

 portal.office.com/

Enter the **SSPR Portal web address** into your internet browser

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

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

  

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

Step 2

Enter your **Edwardian email address** into the User ID box.

Enter the characters displayed in the window

and click **'Next'**

Step 3

Select **'I've forgotten my password'** and click **'Next'**

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- ☒ Send a text to my mobile phone number
- ☐ Call my mobile phone number
- ☐ Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****00) below. You will then receive a text message with a verification code which can be used to reset your password.

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- ☒ Send a text to my mobile phone number
- ☐ Call my mobile phone number
- ☐ Enter a code from my authenticator app

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

Step 4

Enter your mobile number that is linked to your **Multi-Factor Authenticator**

How to reset your Edwardian Password

Step 5

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

☒ Enter a code from my authenticator app

Enter the code displayed in your authenticator app:

Enter your verification code

Next

Enter the **verification code** sent to your mobile via SMS

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel

Step 6

Enter your **new password** and confirm again below

Step 7

You will be notified that your password reset has been successful



Get back into your account



Your password has been reset



You're ready to go!