



Microsoft Self-Service Password Reset (SSPR) User Guide



What is Microsoft Self-Service Password Reset (SSPR)?

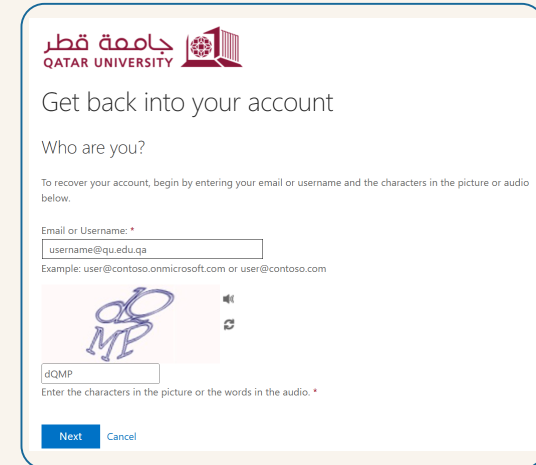
SSPR is a tool that allows you to reset your password or unlock your account without having to contact the IT Services Department.

- **Important:** You must register your account for [Multi-Factor Authentication](#) before you can use SSPR.

How to Use SSPR

Follow these steps if you need to reset your password or unlock your account.

- 1 Visit <https://id.qu.edu.qa>
- 2 Enter your QU email address (or username@qu.edu.qa)
- 3 Enter the characters in the picture or the words in the audio.
- 4 Click Next.
- 5 Choose your desired action:
 - a **I forgot my password:** to reset your password using the security information that you provided during the MFA registration process.
 - b **I know my password, but still can't sign in:** to unlock your account, in case it was automatically locked after repeated failed login attempts.



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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: *

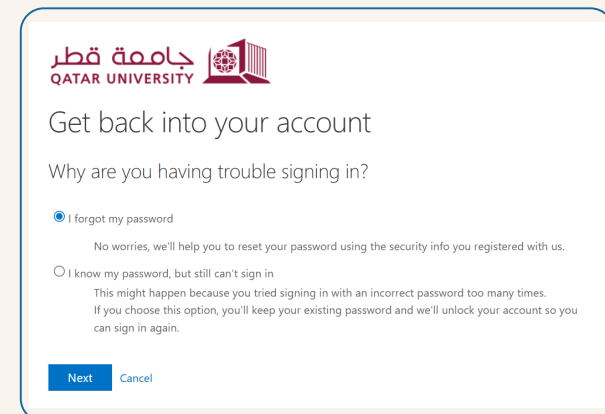
username@qu.edu.qa

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

dQMP

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

Next Cancel



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Get back into your account

Why are you having trouble signing in?

☒ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

☐ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times. If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

- 6 Choose a contact method you registered earlier for verification (e.g. Microsoft Authenticator app, your phone number, etc.).
- 7 Follow the on-screen instructions to get the verification code
- 8 Enter the code to verify your identity and click Next.
- 9 Follow the remaining prompts to create a new password or to unlock your account.