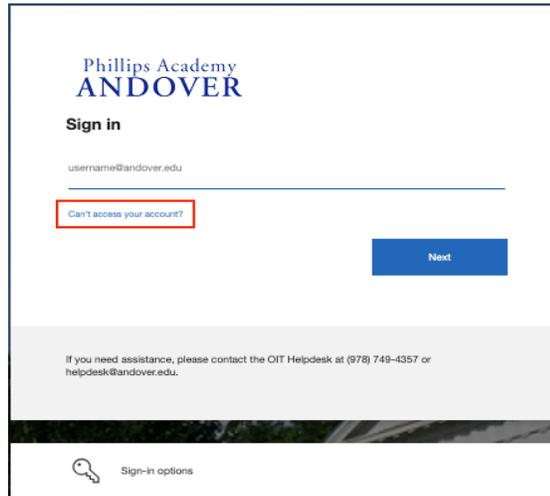# Self Service Password Reset (SSPR) Process

Reset your password with the Self-Service Password Reset (SSPR) Portal

From a Phillips Academy login page, type your **username** (username@andover.edu) in the provided field and click the **"Can't access your account?"** link as outlined below:

This will redirect you to the password reset portal. Alternatively, you can navigate directly to the portal by navigating to the following URL: https://passwordreset.microsoftonline.com/.
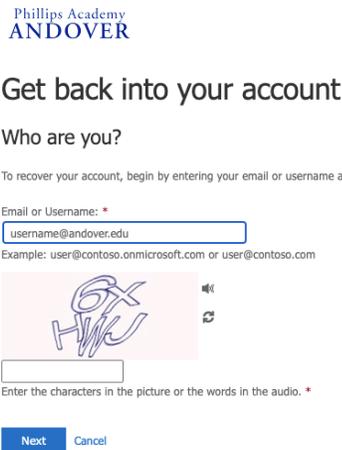
Once you enter your username (username@andover.edu), complete the CAPTCHA challenge by entering the displayed characters in the provided field and click **Next**.

You will be given multiple options to get back into your account as shown below.

Choose the **I forgot my password** option and click **Next**.

The next screen will provide different reset options depending on which authentication methods you have registered with your account. For this demonstration, we will choose the **Text my mobile phone** option.

Enter your **mobile phone number** in the space provided and click the **Text** button to proceed. This will send a verification code to the number entered above via SMS/Test message.

In the **Enter your verification code** field, enter the verification code received via SMS/text message and click **Next**.

On the next screen, enter your **new password** and confirm it by entering it a second time. Click **Finish** to proceed with the process. See **password complexity requirements** below to ensure your new password meets the requirements:

Password Complexity Requirements

1) Password cannot contain the user's account name or parts of the user's full name that exceed two consecutive characters.
2) Password must contain characters from three of the following four categories:
   a) English uppercase characters (A through Z)
   b) English lowercase characters (a through z)
   c) Base 10 digits (0 through 9)
   d) Non-alphabetic characters (for example, !, $, #, %)
3) The minimum password length is 10 characters.
4) Users cannot reuse their previous 10 passwords.
5) The minimum password age is 1 day (24hrs).
6) Complexity requirements are enforced when passwords are changed or created.

Once you have chosen a strong password which meets the password complexity requirements and is accepted by the system, you will receive the message below indicating you have successfully reset your password. The new password can now be used to access your account.

Phillips Academy
ANDOVER

Get back into your account
✅ Your password has been reset