

Self-service Password Reset facility

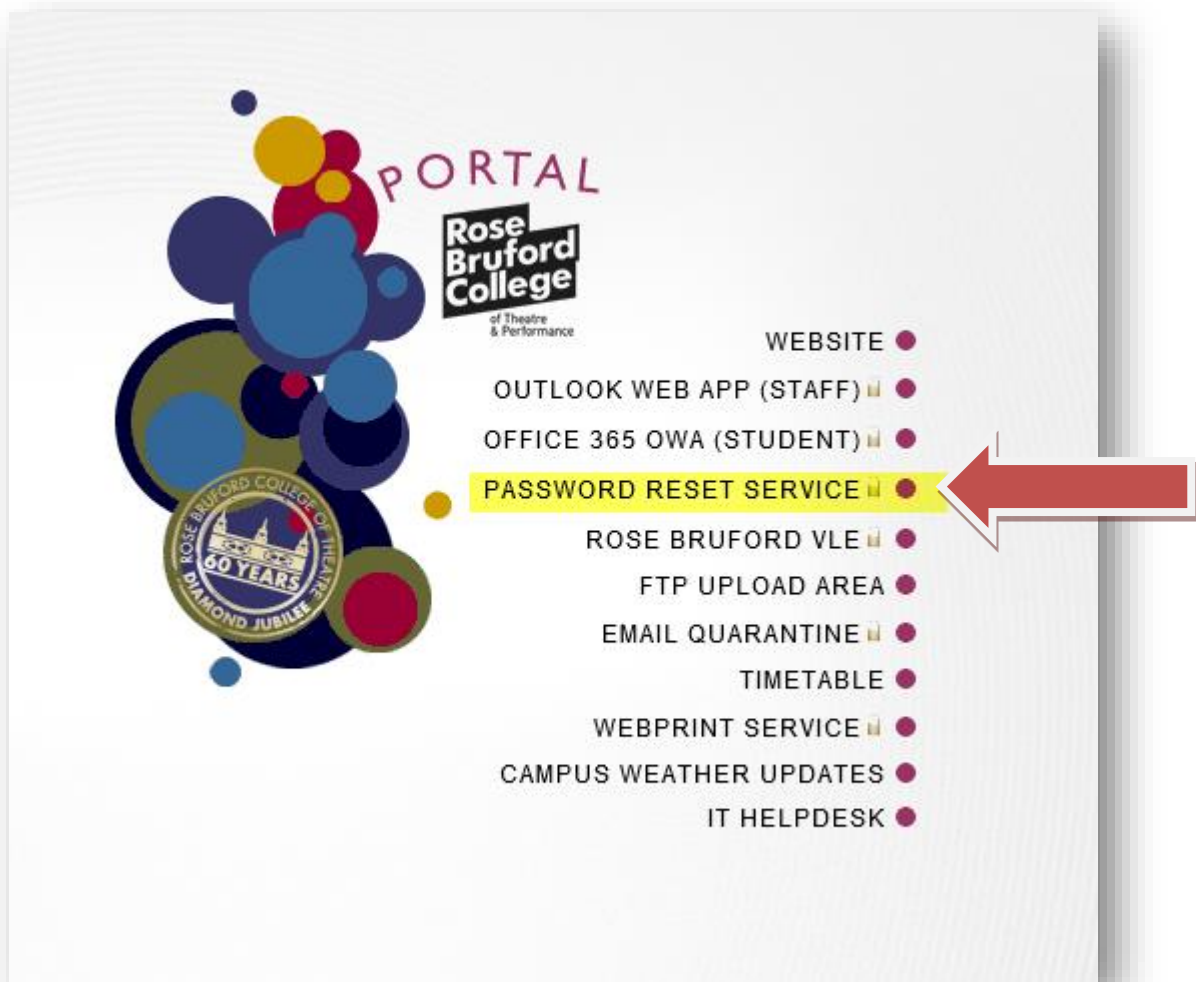
Forgotten password? How to reset



Before you can use the colleges Self-service Password Reset facility you must have registered with the service. Please refer to the **'Self-service Password Reset (SSPR) facility – How to Register'** document

Note:
You can use this service either on or off campus

To use this service off-campus, go to the college's external website <https://www.bruford.ac.uk> and then click on the **'Portal Login'** link, and then click on the **'Password Reset'** link



There are three options available to you as shown below

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The college is in the process of changing the solution we use to manage self-service password resets in an effort to provide a more modern solution

The current service (called PRS) will still be available for users that have previously enrolled with this service to continue using it, but it will no longer be possible for new users to enrol/register, nor allow existing users to re-enrol if they have forgotten their question/answers

The new service (called SSPR) no longer relies on users pre-choosing challenge questions and answers - which they must remember, but rather relies on the user registering their mobile phone number and an external email address, which will be used to verify the user's identity during a reset request

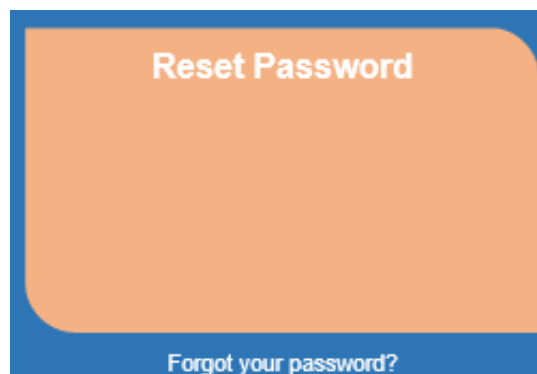
Unfortunately this does require all users to register their details with the new service and below are the links to the new service

Reset Password
Forgot your password?

Register
Sign up for SSPR now?

Change Password
Change an expired password?

Select the first option '**Reset Password**'



Enter your username in the box provided along with the captcha characters

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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.

Then select the contact method to use from the list of options you have previously registered and follow the instructions to confirm the number/email

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Email my alternative email address
- Send a text to my mobile phone number
- Call my mobile phone number

In order to protect your account, we need you to enter your complete mobile phone number (*****06) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter the verification code you received in the box and click on 'Next' button

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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternative email address

Send a text to my mobile phone number

Call my mobile phone number

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

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[Next](#) [Try again](#) [Contact your administrator](#)

[Cancel](#)

Then enter your new password in the boxes and click on 'Finish'

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Get back into your account

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

* Enter new password:

* Confirm new password:

[Finish](#) [Cancel](#)

Remember your new password must meet the college's minimum password requirements

Your new password must:

- not match one of your last 3 passwords
- not be similar to your name
- not be a common password
- not be similar to a common password
- contain at least 3 of these character types:
 - upper alpha
 - lower alpha
 - numeric
 - special
- contain at least 8 characters

You will then see your profile page confirming the reset

The screenshot shows the user profile page for Rose Bruford College. At the top left is the college logo with the text "Rose Bruford College" and "Leading International Standards". At the top right is the text "ROSE BRUFORD COLLEGE" and a user profile icon. The main heading is "Profile". On the left is a circular profile picture placeholder. To the right of the profile picture, the email address is displayed as "#####@bruford.ac.uk" and the office number as "99999917, #####t@bruford.ac.uk". On the right side, there is a "Manage account" section with links for "Change password", "Set up self-service password reset", and "Review terms of use". Below this is a "Sign out everywhere" link. At the bottom of the page, there are links for "Privacy & cookies", "Terms of use", "Help", "Feedback", and "©2018 Microsoft".

You can now use your new password to log into college resources

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