



aka.ms/sspr

# Change your password or unlock your account to sign in

Go to the Microsoft Password Reset portal to modify your account access.

To update your Northampton College account password, or unlock your account after three unsuccessful sign-in attempts, follow the steps below:

1. Scan the QR code or go to [aka.ms/sspr](https://aka.ms/sspr).
2. In 'Email or Username' enter your Northampton College email address.
3. Below the picture of letters, enter what you see in the textbox. An audio option is available by selecting 'Use Audio Mode' as well as a retry option by selecting 'Reload' on the right of the image.
4. Select 'Next'.



## 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: \*

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

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

Next Cancel

### Reset your password:

5. Select 'I forgot my password'.

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.

Next Cancel

6. Select your preferred Authentication method. Both available methods use the Microsoft Authenticator\* app you set up during MFA setup.

verification step 1 > Selected option

Please choose the contact method we should use for verification:

Approve a notification on my authenticator app

Enter a code from my authenticator app

Send a notification to your authenticator app on your mobile device.

Send Notification

7. Enter a new password which is at least 12 characters long and includes at least 3 of the following:

verification step 1 ✓ > choose a new password

\* Enter new password:

\* Confirm new password:

- An Uppercase Letter
- A Lowercase Letter
- A Number
- A Special Character (for example @, !, \$, etc)

8. Select 'Finish' to change your password.
- Finish Cancel

### Unlock your account:

Your account may be locked out due to an incorrect password entered three times. An account lockout could also occur if a service is automatically trying to sign you in with incorrect details. Please ensure you have checked your sign in locations before following the steps below. For more assistance contact the Helpdesk.

5. Select 'I know my password, but still can't sign in'.

## Get back into your account

Why are you having trouble signing in?

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. Select your preferred Authentication method. Both available methods use the authenticator app you set up during MFA setup.

verification step 1 > Selected option

Please choose the contact method we should use for verification:

Approve a notification on my authenticator app

Enter a code from my authenticator app

Send a notification to your authenticator app on your mobile device.

Send Notification

After confirming verification, your account should be unlocked, and you can try to sign in again.



Get back into your account  
✔ Your account has been unlocked