

Self-Service Password Reset

Students use the same password to log into their school accounts at home as they do to computers in school.

If students enter their passwords incorrectly at home 5 times, their account will lock for 30 minutes.

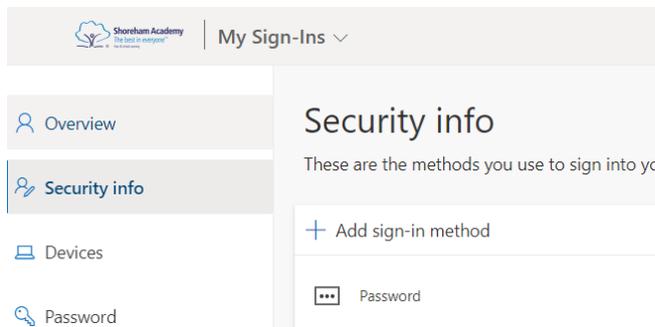
Students can reset their own passwords at home - first they need to sign up for Self Service Password Reset as below.

Resetting your password

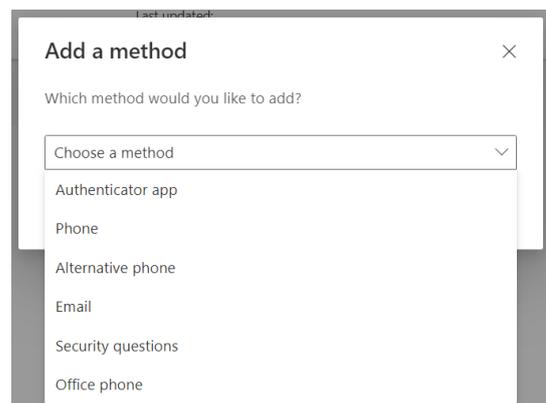
If students or staff forget their passwords, they can head to <https://www.shoreham-academy.org/passwordreset> (You need to register for Self-Service Password Reset before this will work)

Setting up Self-Service Password Reset

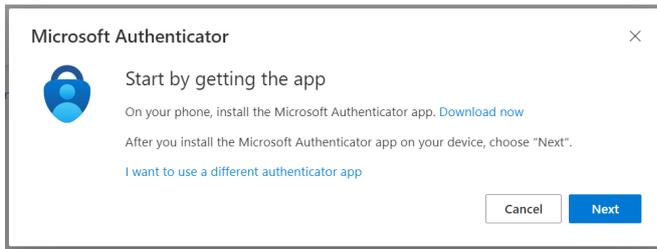
To register for Self-Service Password Reset, go to <https://aka.ms/ssprsetup>



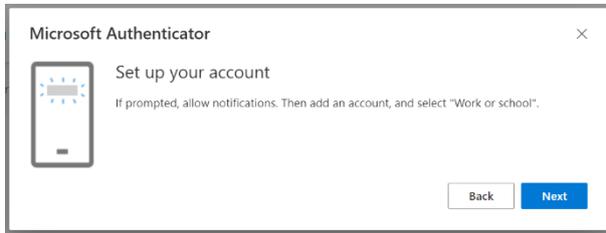
Click 'Add sign-in method' and choose from your list of options:



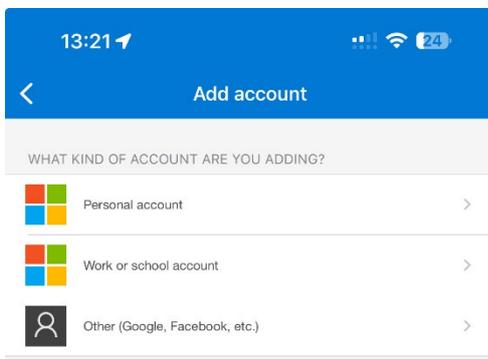
Using the Microsoft Authenticator App



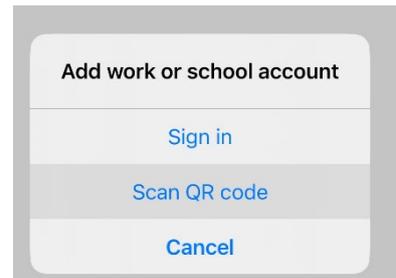
Download the app to your device then click 'Next'



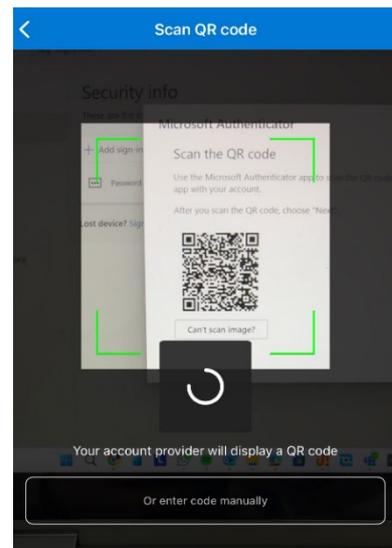
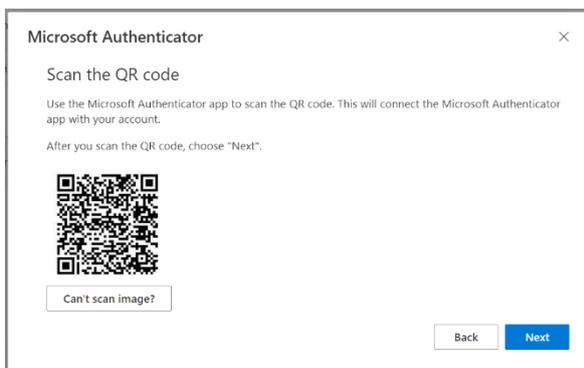
Allow notifications and click 'Next.'



On your phone, click add an account button, or the plus in the top right-hand corner, then select 'Work or School Account'.



Choose 'Scan QR Code' on your phone, allow access to camera if requested, then scan the onscreen code (like below).



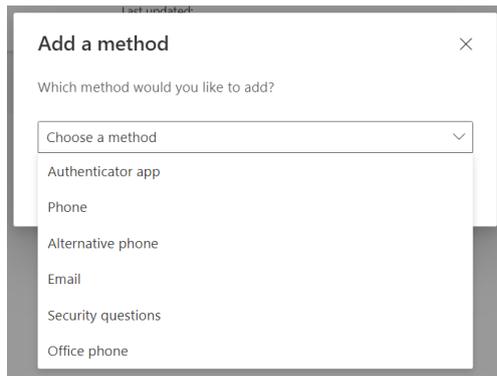
You'll then see the below with 'Shoreham Academy' and your school email address



Shoreham Academy

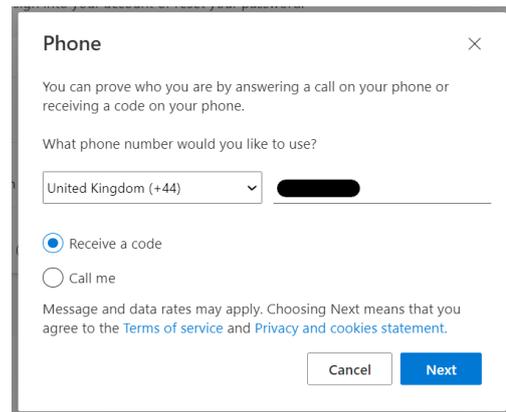
SSPR.Setup@shorehamacademy.onmicrosoft.com

Using a phone number (SMS or Phone Call)



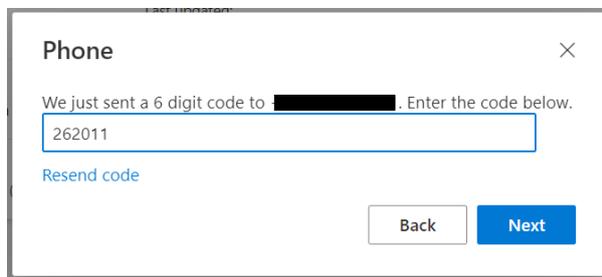
The 'Add a method' dialog box shows a list of options: Authenticator app, Phone, Alternative phone, Email, Security questions, and Office phone. The 'Phone' option is highlighted.

In your list of options, choose 'Phone'

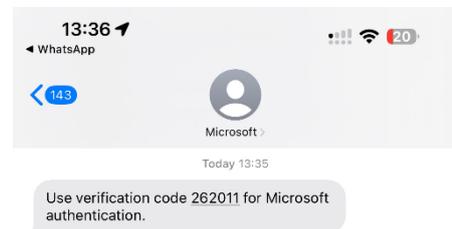


The 'Phone' dialog box asks for a phone number. It shows a dropdown for 'United Kingdom (+44)' and a text input field. Below are radio buttons for 'Receive a code' (selected) and 'Call me'. There are 'Cancel' and 'Next' buttons at the bottom.

Choose United Kingdom as the country code, enter your phone number and choose whether you would like to confirm using a code, or a voice prompt.

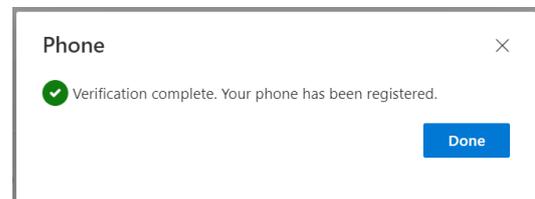


The 'Phone' dialog box shows a text input field containing '262011'. Below it is a 'Resend code' link and 'Back' and 'Next' buttons.



Enter in the code provided, and then click next.

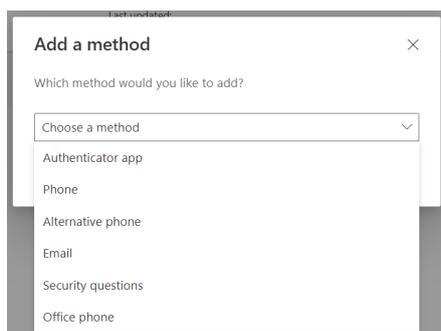
Your number is now registered.



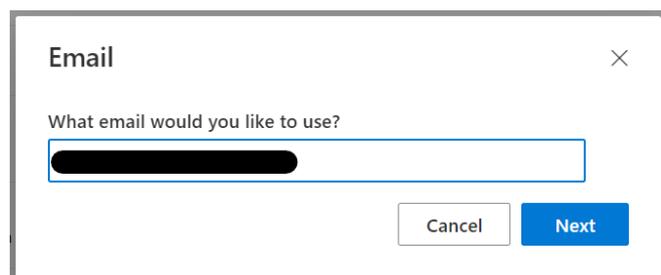
The 'Phone' dialog box shows a green checkmark and the message: 'Verification complete. Your phone has been registered.' There is a 'Done' button at the bottom right.

Using an email address

In your list of options, choose 'Email' and enter your email address, then click 'Next'

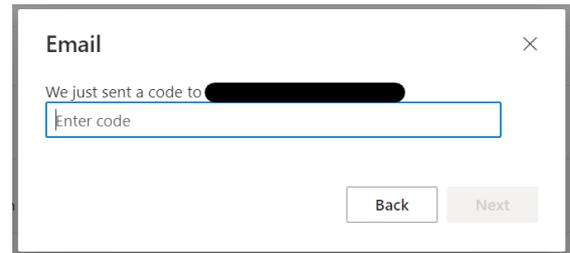
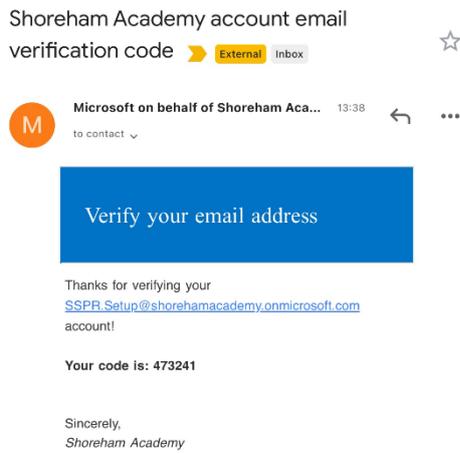


The 'Add a method' dialog box shows a list of options: Authenticator app, Phone, Alternative phone, Email, Security questions, and Office phone. The 'Email' option is highlighted.



The 'Email' dialog box asks for an email address. It shows a text input field and 'Cancel' and 'Next' buttons at the bottom.

Enter the code you receive into the box provided



Click 'Next' and you have confirmed your email address.