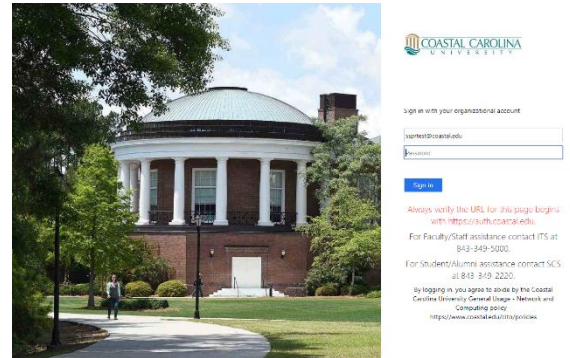
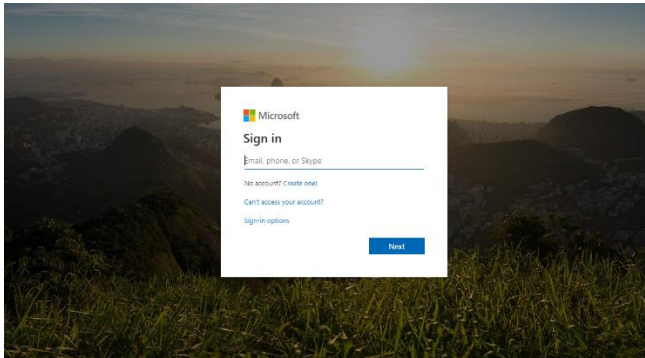


Add Additional Self-Service Password Reset Authentication Methods

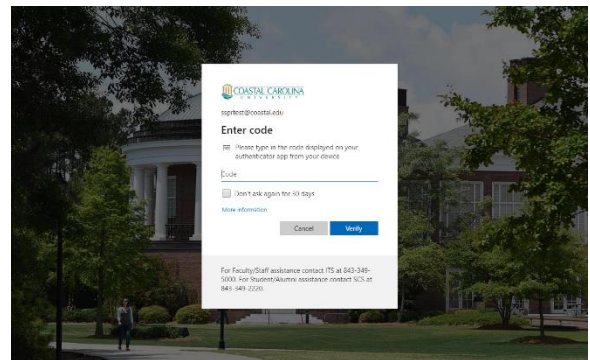
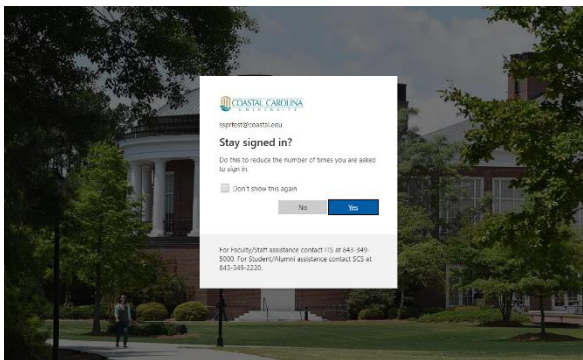
Self-service password reset (SSPR) enables users to reset their passwords. Users must register for self-service password reset before using the service. To register additional self-service password reset methods use the following instructions.

1. Visit Microsoft's additional security verification page: <https://www.coastal.edu/sspr>.
2. Sign in with your CCU email address. Select **Next**. Enter your CCU password and select **Sign in**.

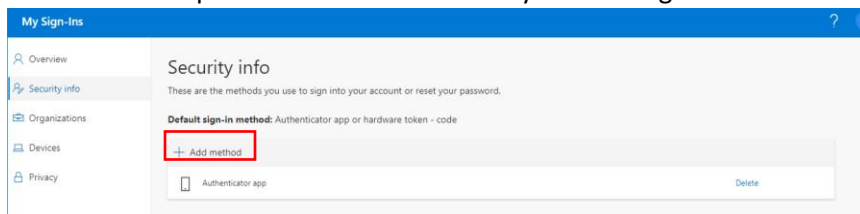


3. When prompted if you would like to Stay Signed in, choose your preferred option. **Please do not stay signed in on a public computer.**

The next step will ask you to verify by entering a code. This prompt is based off the one method you currently have setup for Self-Service Password Reset. Follow the onscreen instructions to retrieve the code from your phone, enter in the requested location and then select **Verify**.



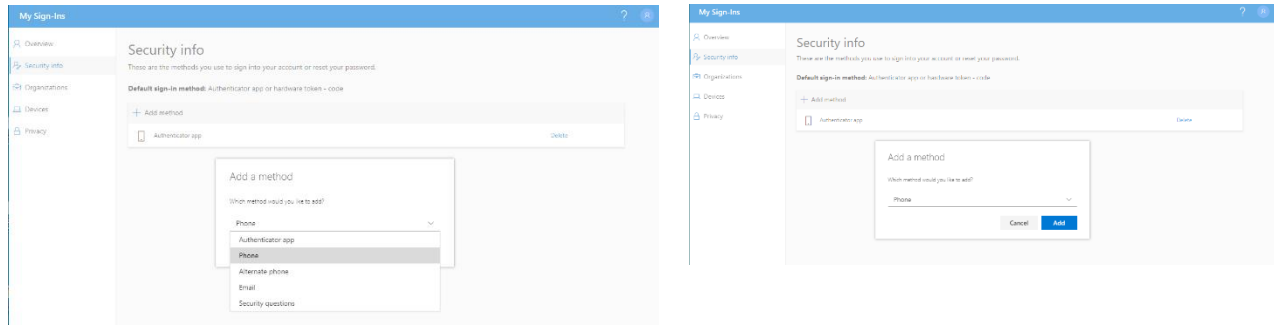
4. You will now be on a **Security info** page that will allow you to add additional methods. Select the **+Add method** option that is located above your existing method.



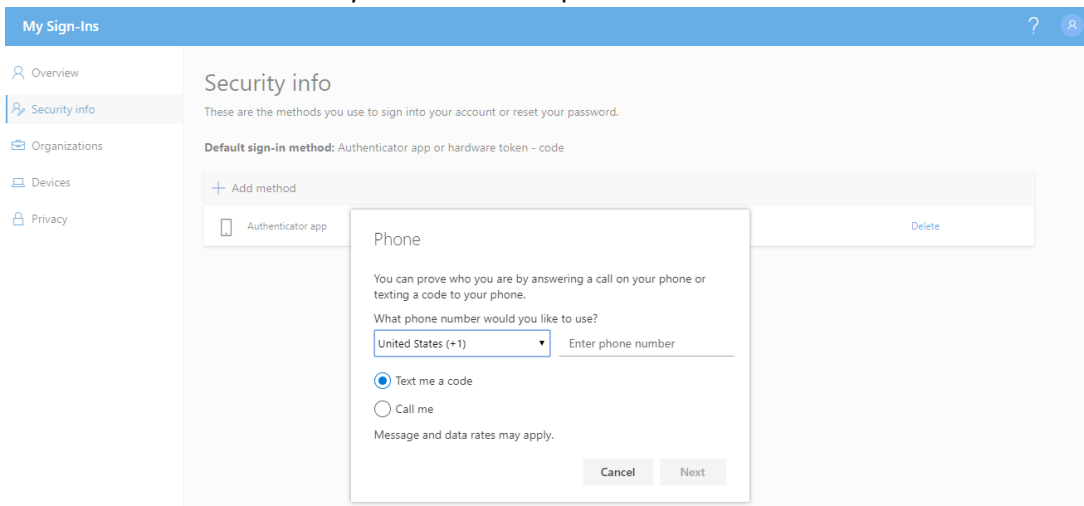
Additional authentication options will be displayed in a dropdown menu. Choose the additional method that you would like to set up and select **Add**.

- Phone - enter a phone number to receive a code by text or phone call.

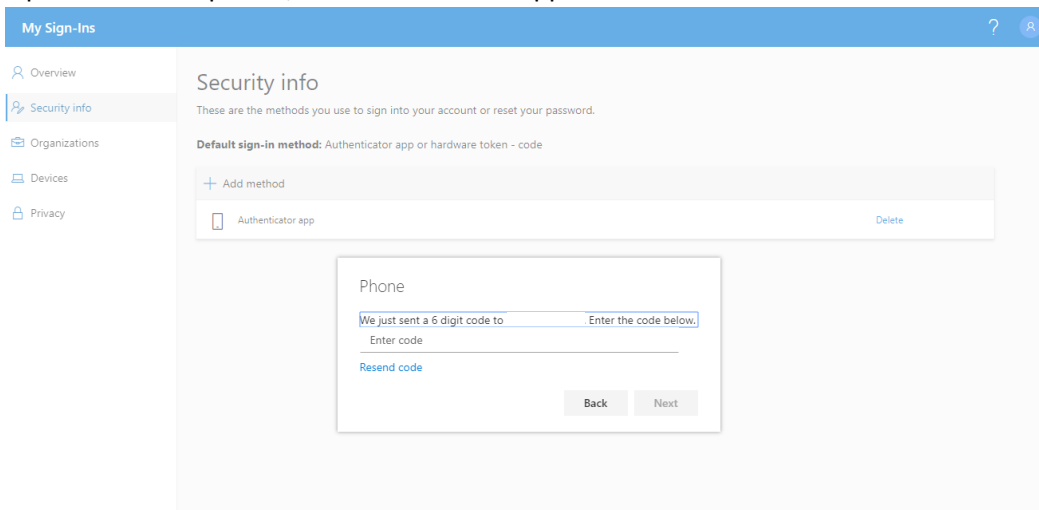
- Email – enter an alternate email address (**coastal email address is not valid**)
- Security questions – answer five security questions



Based off the method you chose in the dropdown menu will determine what you enter for the verification process. If you chose the phone method, enter your phone number and select to receive the code by text or by phone call. Select **Next**. You code will be texted to the phone number that was entered or you will receive a phone call.



If the text option was selected, retrieve the code sent to the device and enter for verification. If a phone call was placed, answer the call to approve. Select **Next**.



You will now be successfully verified for that method. If you would like to set up an additional method, complete step 4 again.

