

GSW Self-service Password Reset How-to Guide

Purpose:

The purpose of this guide is to provide step-by-step instructions for Microsoft’s Self-service Password Reset (SSPR) process.

Contents

Reset password from Outlook Web	2
Reset Password from logged in workstation.....	4
Reset password from Windows lock screen.....	4

[Reset password from Outlook Web](#)

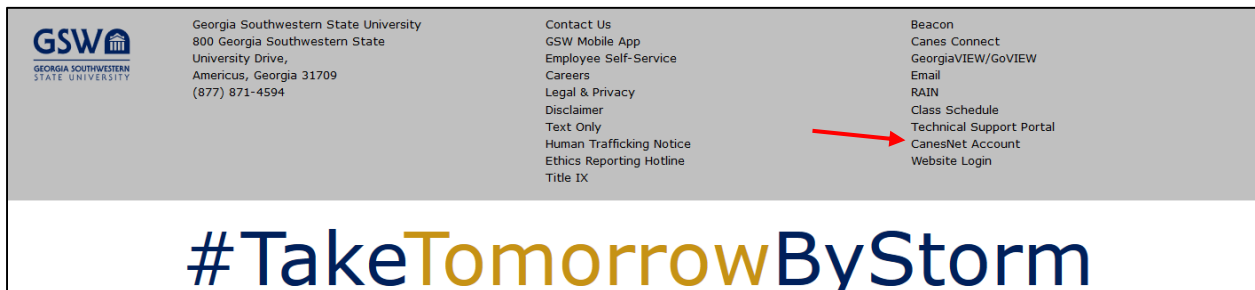
Step 1

Open the browser of choice and navigate to either GSW.edu or outlook.com/gsw.edu

*If you choose to move directly to outlook.com/gsw.edu, skip to **Step 4**.*

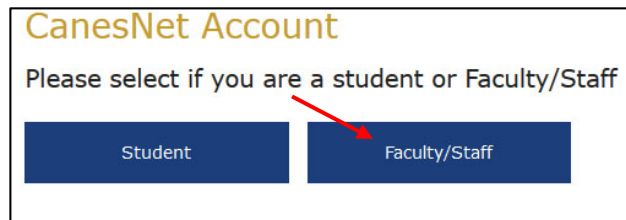
Step 2

Scroll to the bottom of the page and select the “CanesNet Account” link.



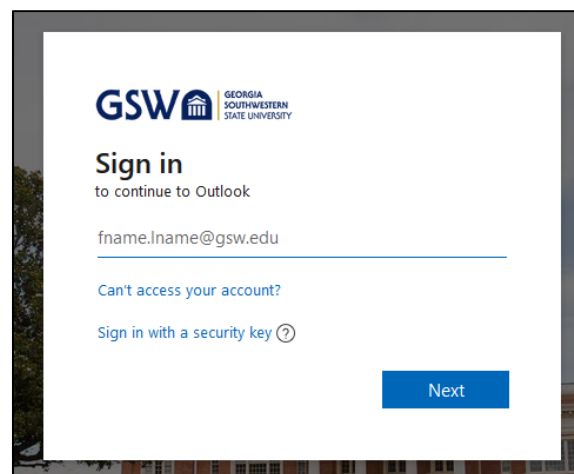
Step 3

Choose Fac/Staff on the expanded window.



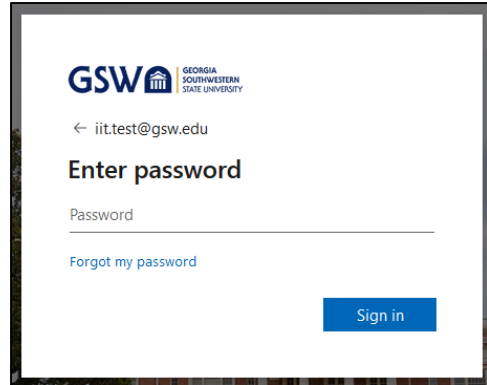
Step 4

Enter your account name in the provided field and click Next.



Step 5

Enter your current account password in the provided field and click Next.

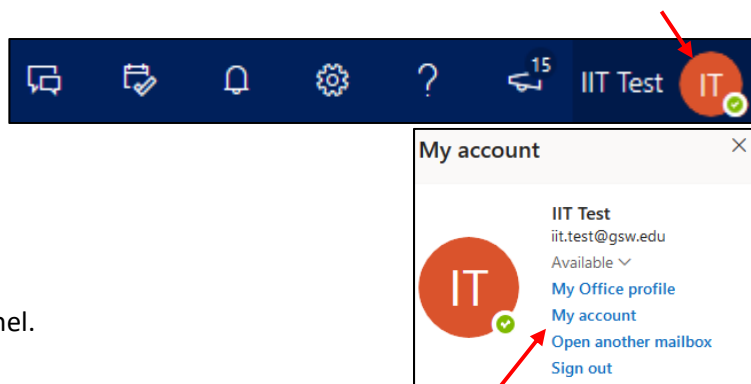


Step 6

Complete any current MFA requirements.

Step 7

Click on the account initials in the upper right corner of the window.



Step 8

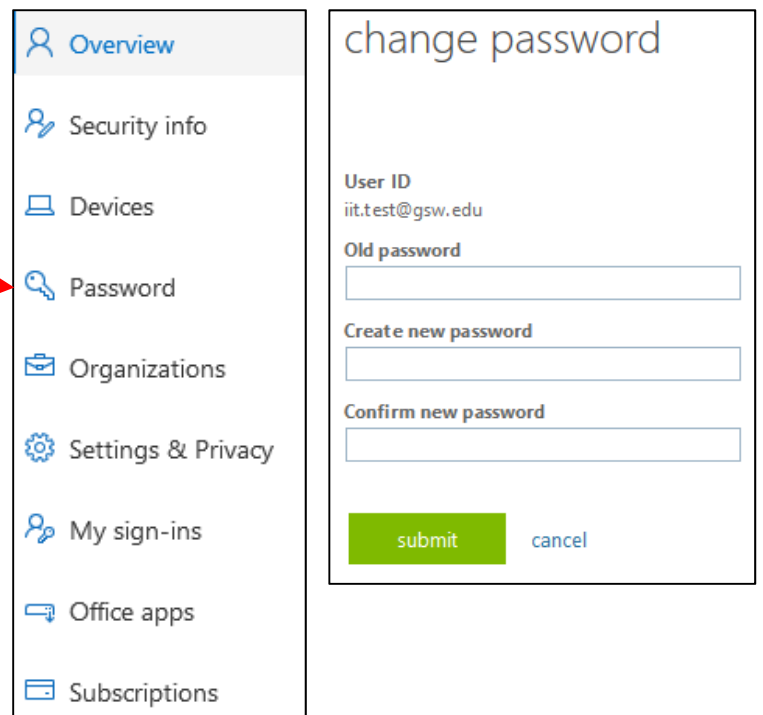
Click on My Account in the fly-out panel.

Step 9

In the column along the left side of the My Account page, click the Password link.

Step 10

Enter the current password in the space provided. Enter the new password and confirm it in the space provided. Click submit.



[Back to top.](#)

Reset Password from logged in workstation

Step 1

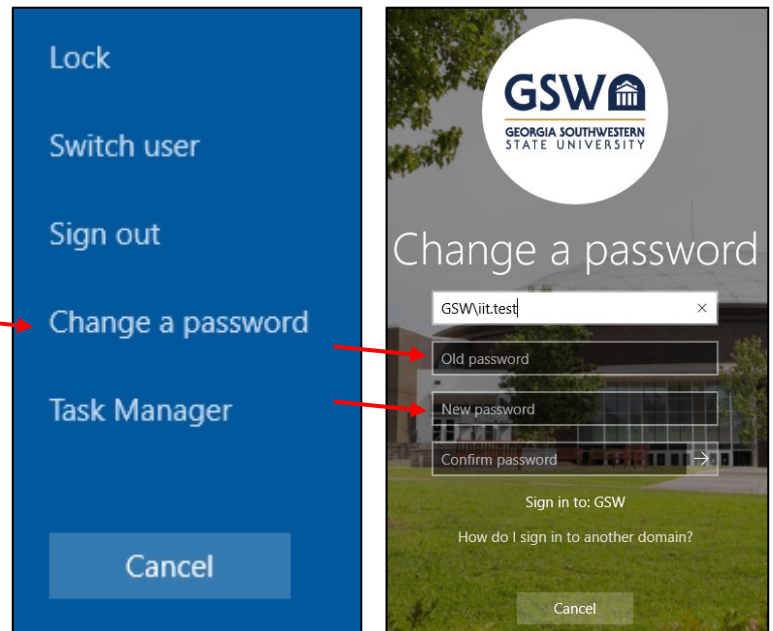
Simultaneously press Ctrl+Alt+Del keys on keyboard.

Step 2

Select Change a password from the resultant screen.

Step 3

Ensure the account name is correct, then enter the current account password. Enter the new password and confirm it in the space provided.



[Back to top.](#)

Reset password from Windows lock screen.

Step 1

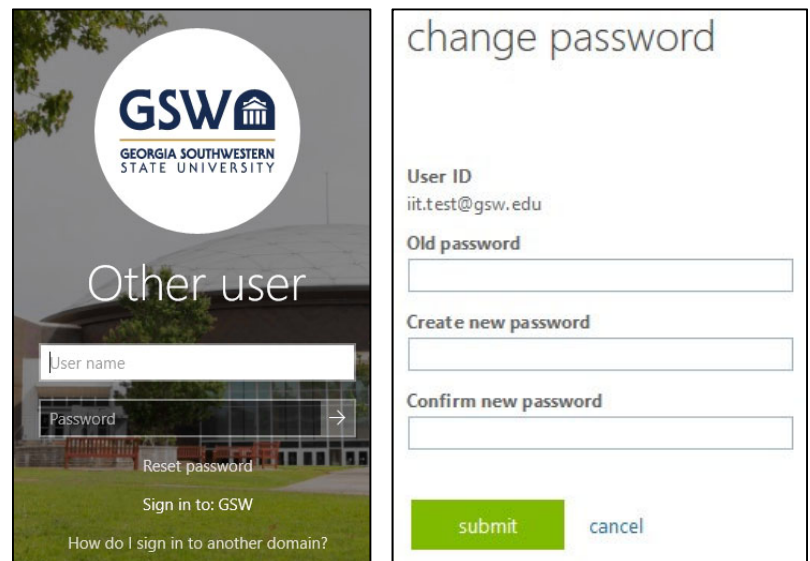
Simultaneously press Ctrl+Alt+Del keys on keyboard.

Step 2

Click Reset password, located below the password field.

Step 3

Enter the appropriate account name and complete the supplied CAPTCHA.



Step 4

Click I forgot my password, then click Next.

Step 5

Complete the necessary MFA.

Step 6

Enter the desired new password.

[Back to top.](#)

This concludes the overview of SSPR/MFA reset process.