How to register for self-service password reset

Note: Watch this short video for an overview of the SSPR process.
1. Visit the self-service password reset portal here SSPR and enter your institutional email.

2. Click on "Work or school account" as shown below.
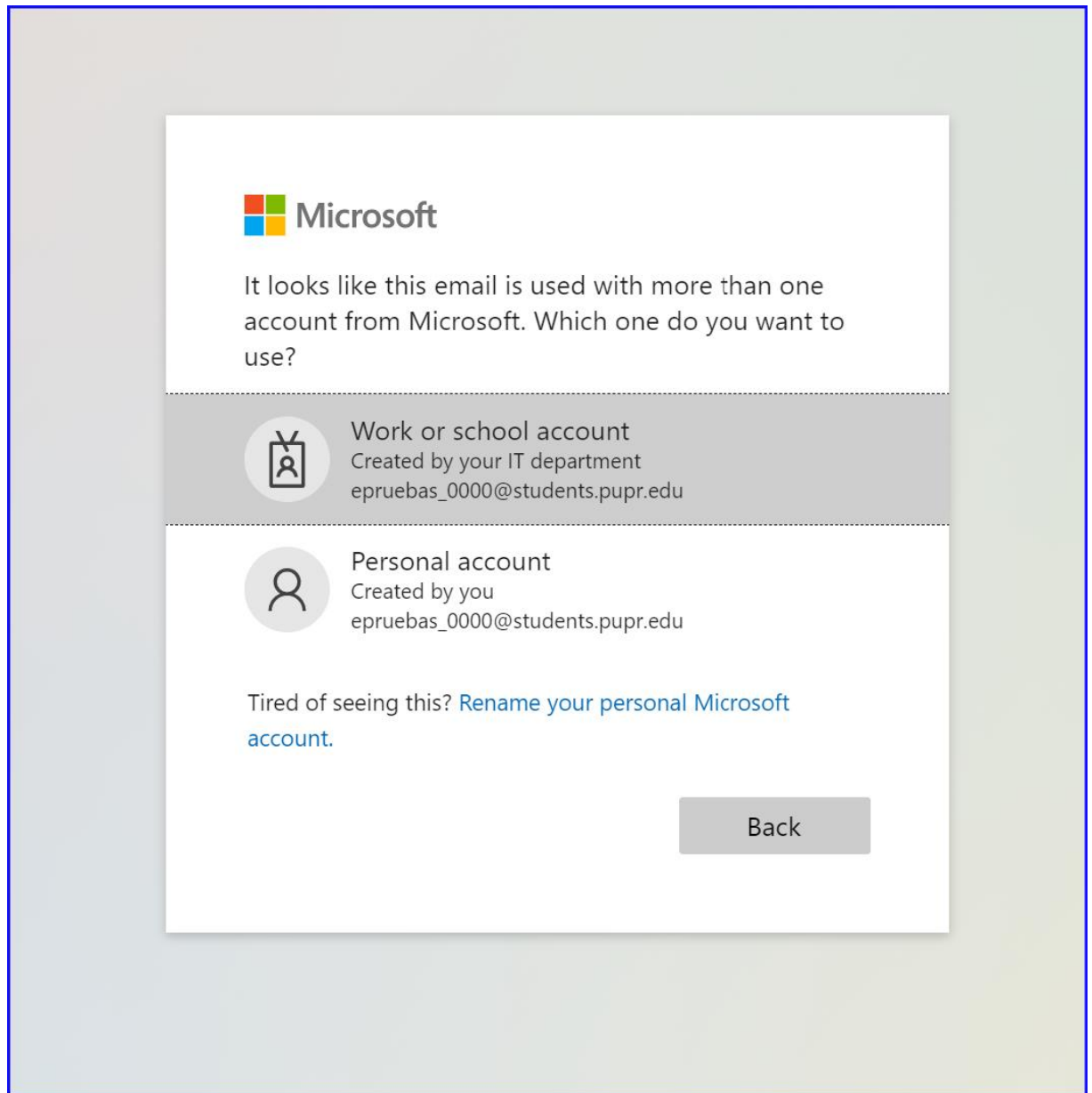
3. Enter the password your account's password.

4. Click "Yes" as shown below.
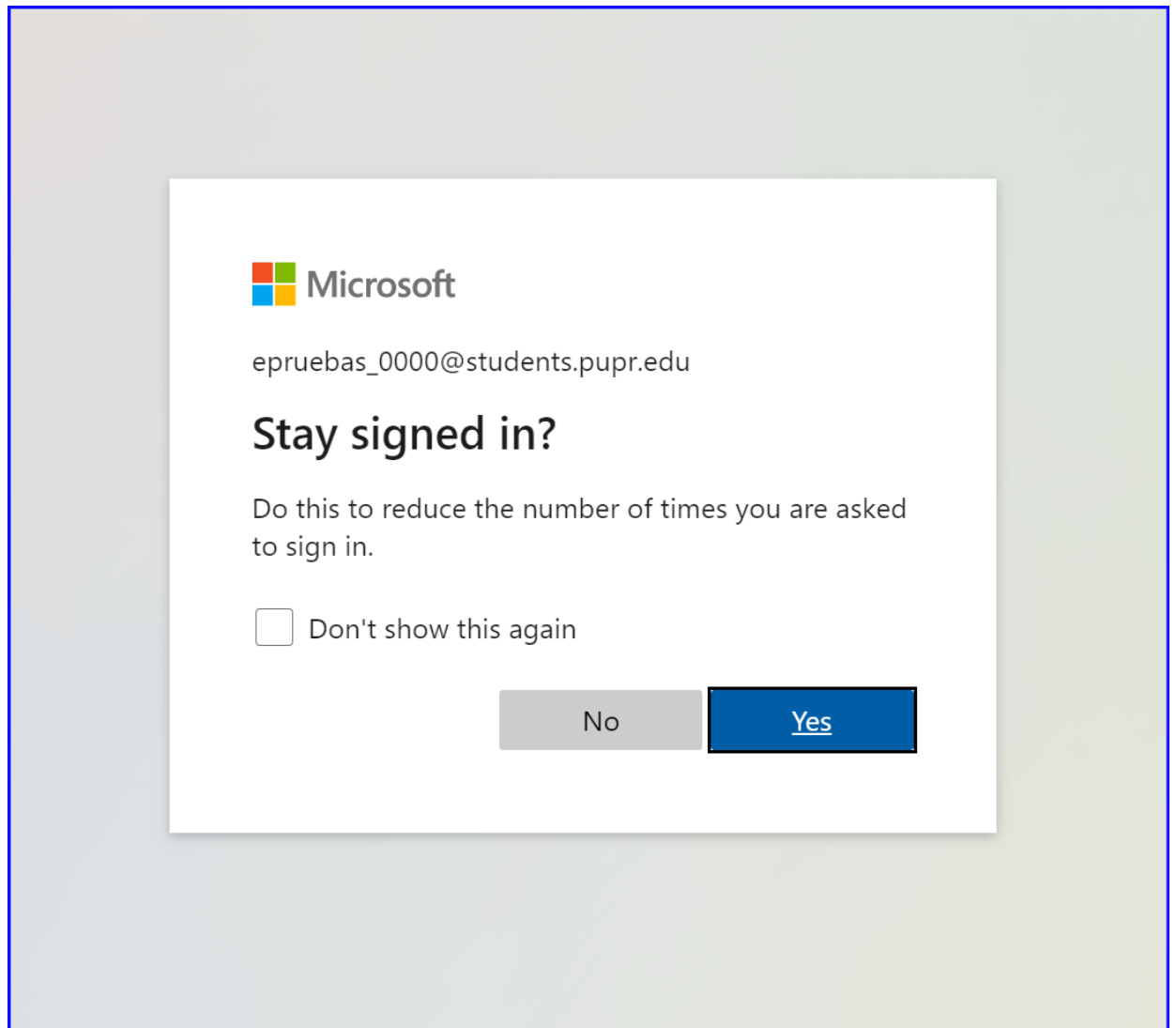
5. You must provide a phone number and an alternate email address to continue with the registration process. Both the phone and alternate email must be accessible during this step.

6. Select your country and type in your phone number.

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don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Select your country or region ▾

Enter your authentication phone number

text me   call me

back

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Your session will expire in 14:58

Next, select either to be texted or called.

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epruebas_0000@students.pupr.edu | ?

don't lose access to your account!
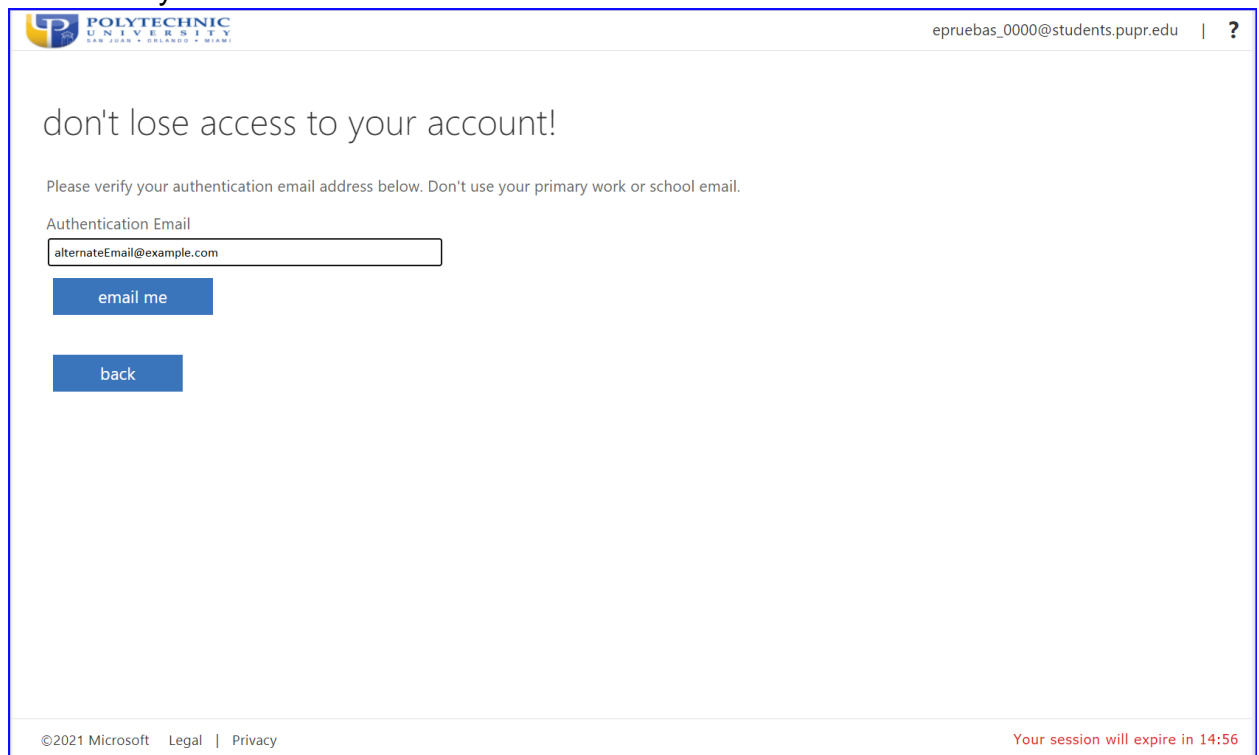
Please verify your authentication phone number below.

Authentication phone

United States (+1) ▾

123-456-7890

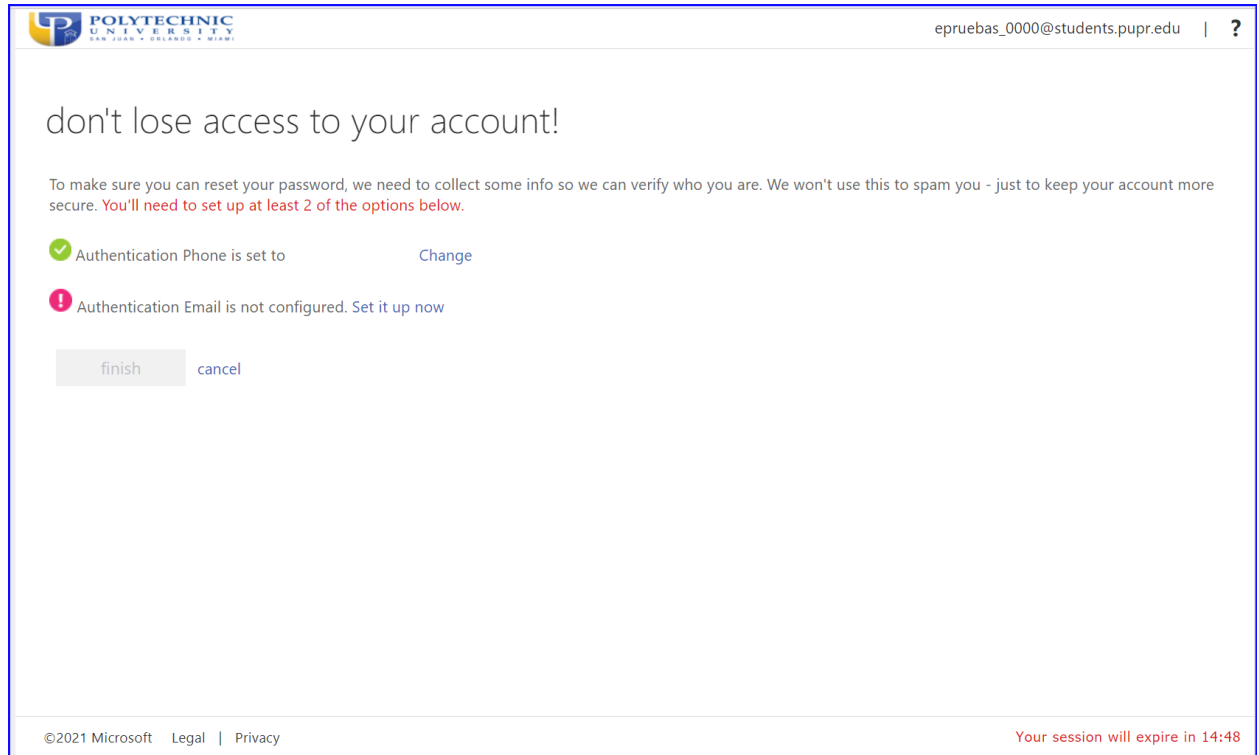text me   call me

back

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Your session will expire in 14:57

7. After validating your phone number, you need to validate an alternate email address.

Click "Set it up now" to configure an alternate authentication email. This email cannot be your institutional email.

8. After validating your phone and alternate email press "Finish".

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

✓ Authentication Phone is set to   Change

✓ Authentication Email is set to   Change

finish   cancel

How to change your password

1. Within the Microsoft 365 portal click your account's username on the top right corner. From the opened menu, click view account.
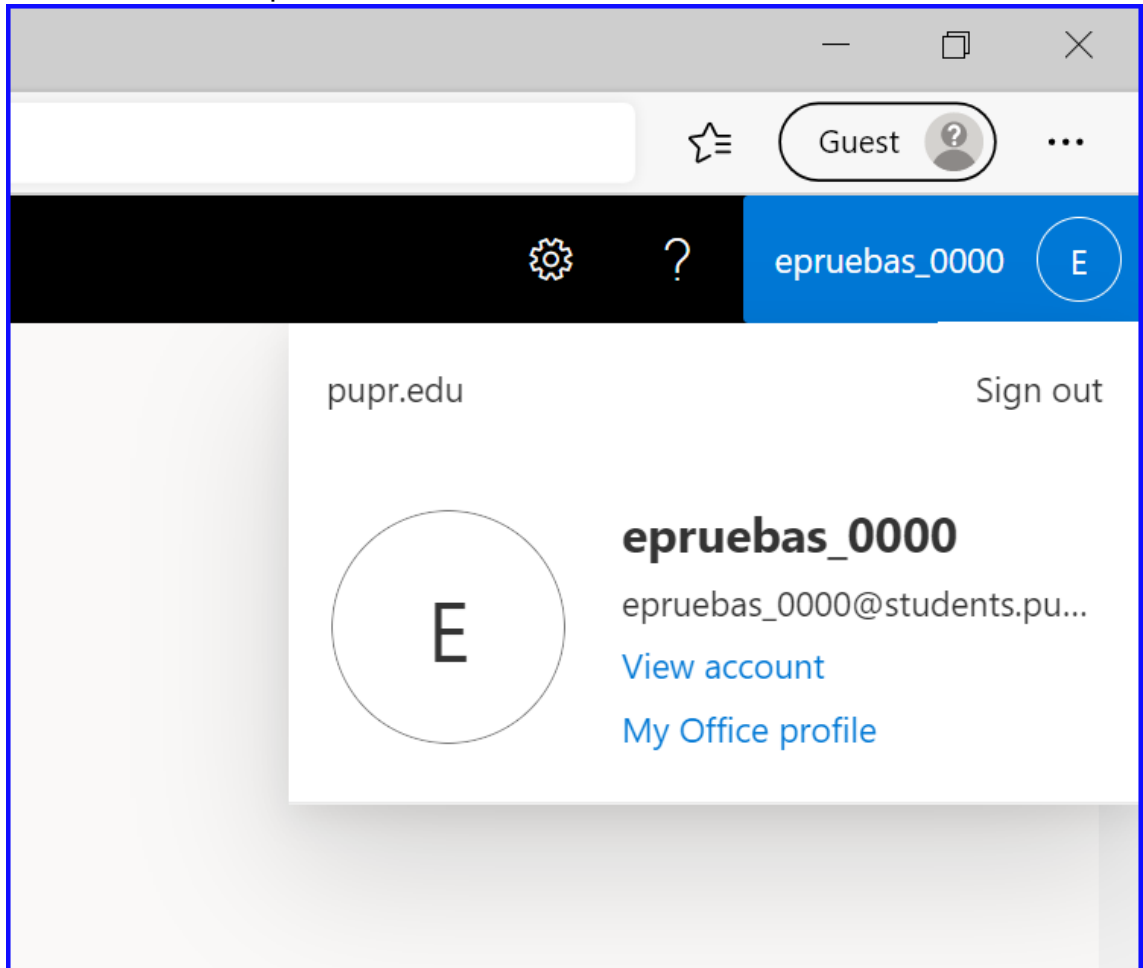
2. In the account Overview page click either on the Password link in the left menu or the Password tile on the right side of the Overview page.

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My Account ∨

⦿ Overview

⦿ Security info

⦿ Devices

⦿ Password

⦿ Organizations

Password

Make your password stronger, or change it if someone else knows it.

CHANGE PASSWORD >
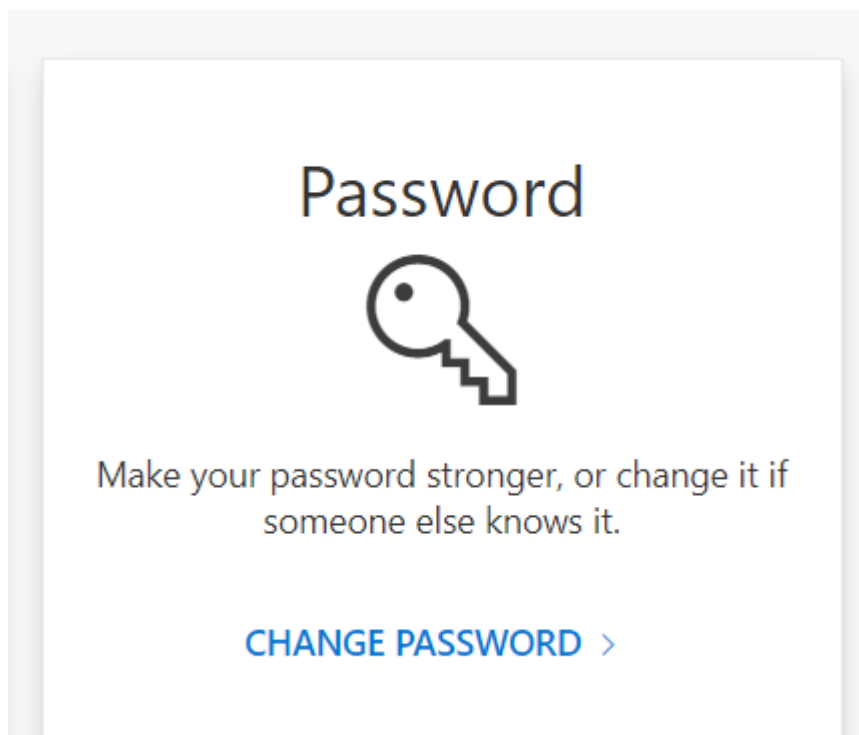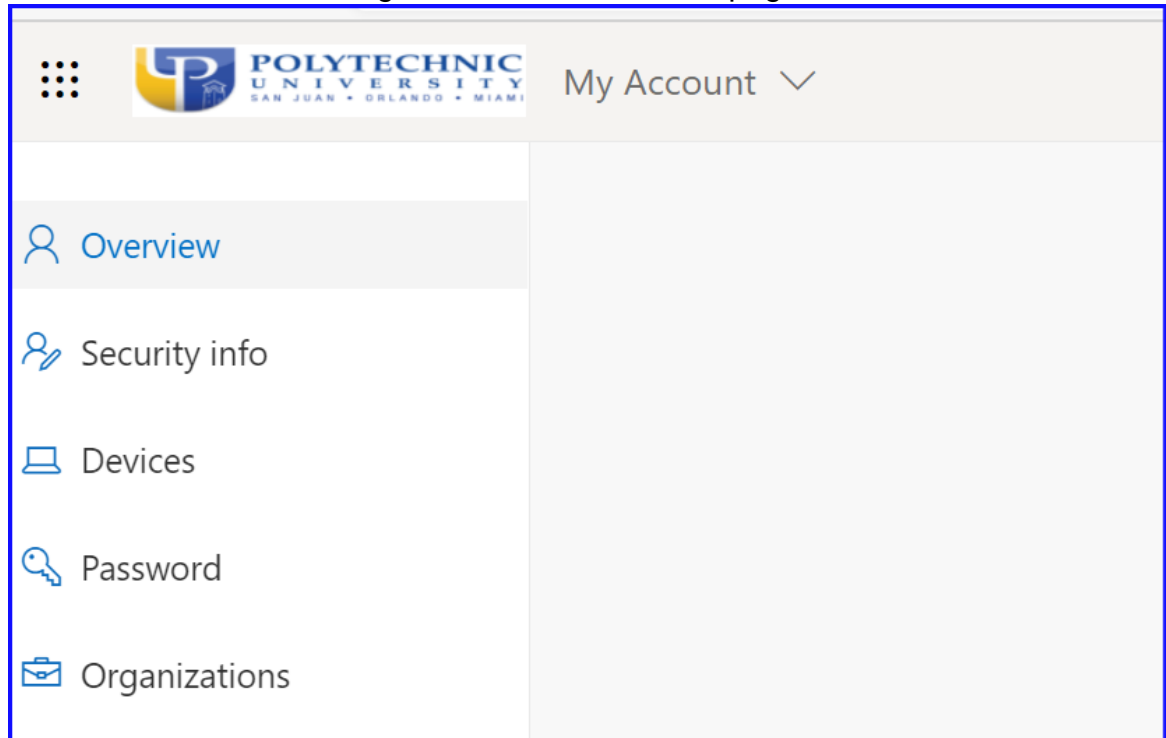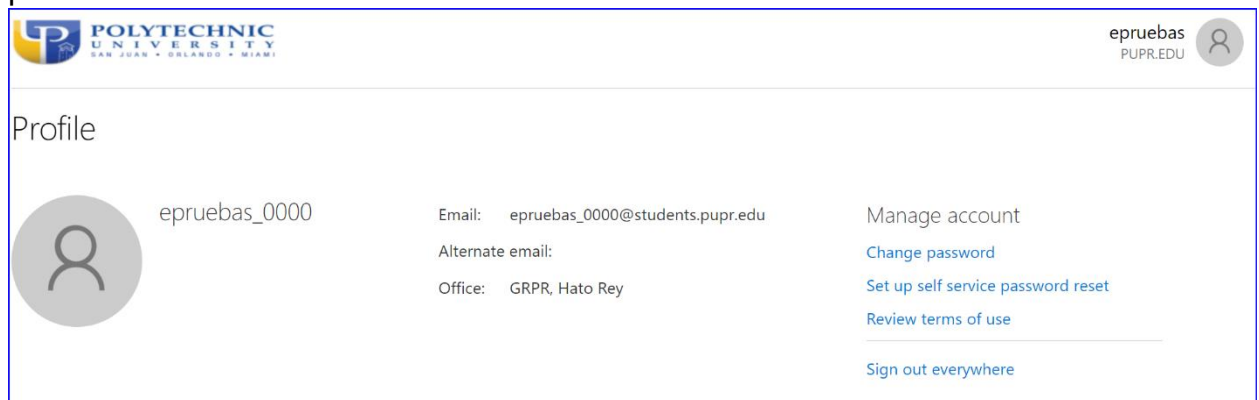
3. Enter your current password in the first field.
   Then, enter your new password in the second field.
   You must confirm your password in the third field.
   A strong password is required for your account's security.
   You can find more information about strong passwords here Create and use strong passwords (microsoft.com).
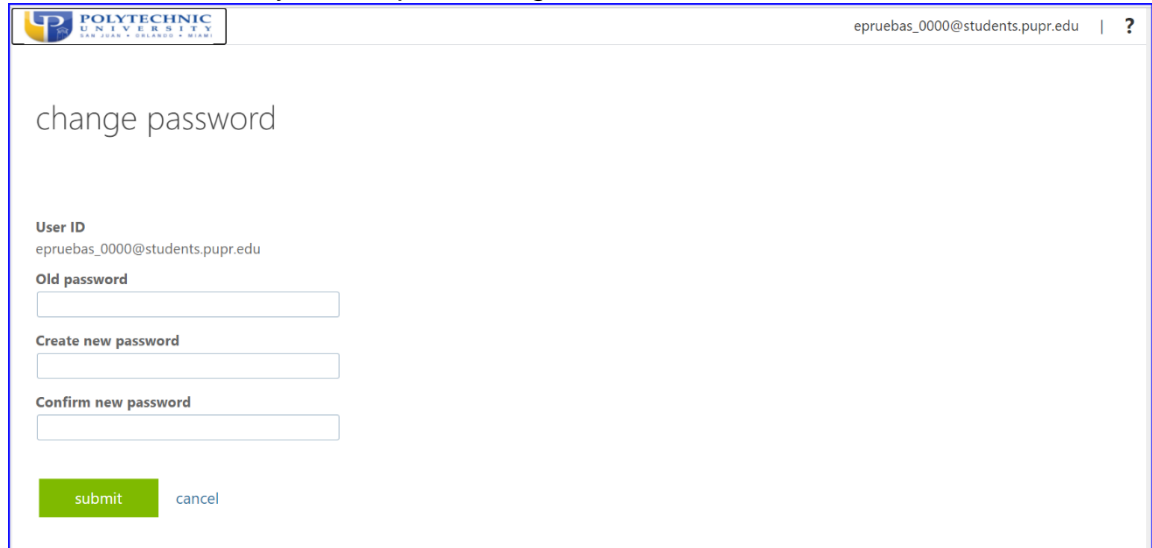
   Click submit when you complete filling the form.

If the password change is successful you will be redirected to your account's profile in Microsoft 365.

How to recover access to your PUPR account

Note: To recover access to your account you must be registered for Self-Service Password Reset (SSPR). If you have not registered for SSPR you need to contact PUPR's IT Help Desk at 787-622-8000 extension 611 or at HelpDesk@pupr.edu.

9. Visit this link to recover access to your account.
   Alternatively, you can click "Can't access your account?" below the Microsoft 365 Sign in page.

10. You must choose "Work or school account".

11. Enter your institutional email in the first field.
    In the second field enter the characters displayed.
    Then Click 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:

epruebas_0000@students.pupr.edu

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

NVLL

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

Next   Cancel

12. You will be prompted to choose verification steps.
Note: Both the alternate and mobile phone must be verified for the system to allow you to recover access to your account.

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Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

◉ Email my alternate email

○ Text my mobile phone

○ Call my mobile phone

You will receive an email containing a verification code at your alternate email address (   ).

Email

Cancel

13. After both verification steps have been validated you will be allowed to change your password.
    Enter your new password in the first field.
    You must confirm your password in the second field.
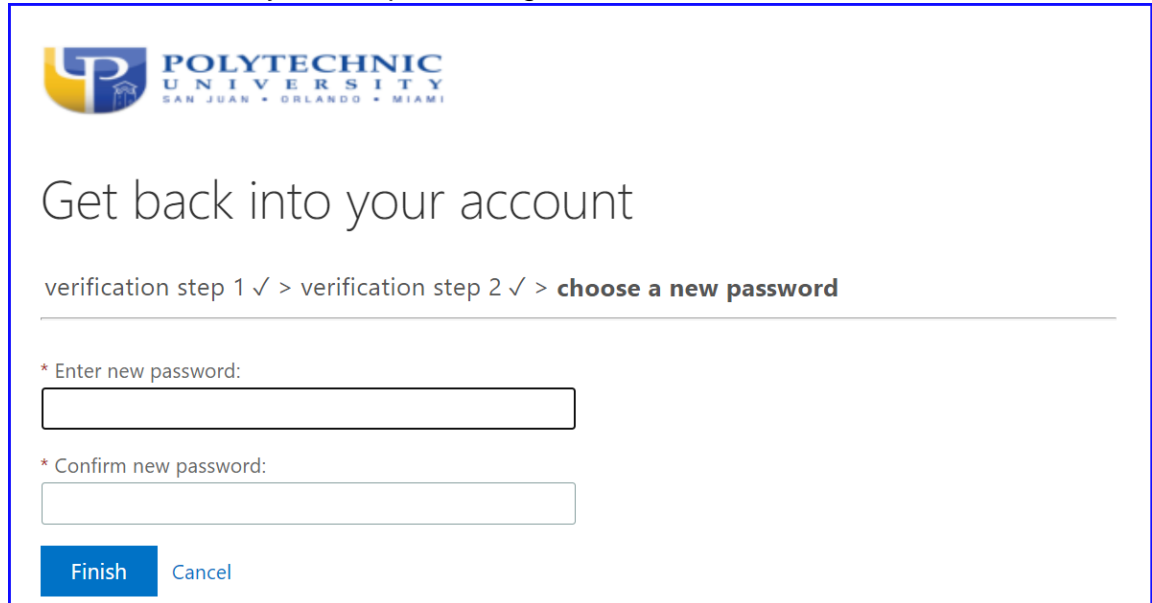   A strong password is required for your account's security.
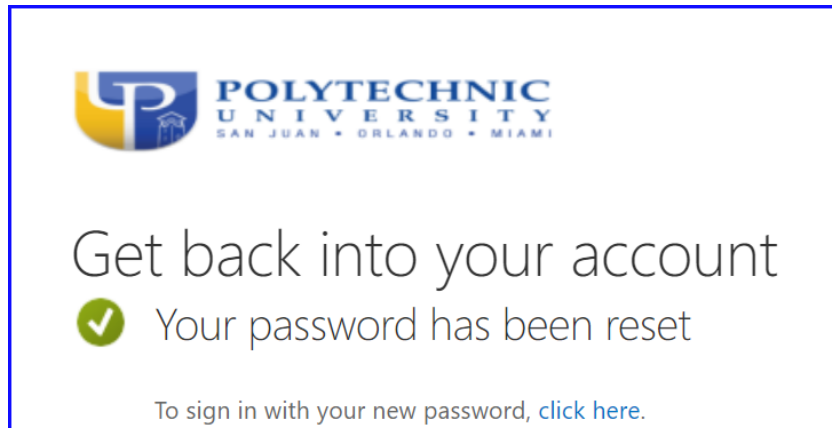   You can find more information about strong passwords here Create and use strong passwords (microsoft.com).

    Click Finish when you complete filling the form.

If the password change is successful you will be to your account's profile in Microsoft 365.

Access your student email account

1. Open your preferred browser and go to office.com. Choose the Sign in option.
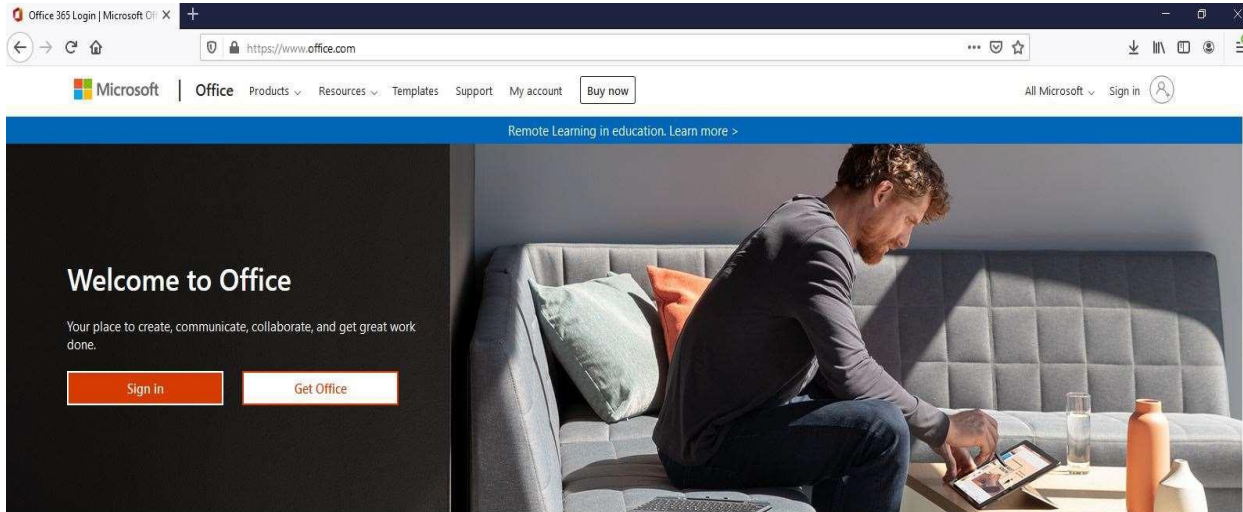
2. Enter your email address and click Next. You will choose the Work of school account option. Enter your password and choose the Sign in option. A message will appear, asking if you want to keep your account signed in. You can choose yes or no. You are now logged in into Office365 where you can see all your available applications.

Microsoft

Sign in

robles_12345@students.pupr.edu

No account? Create one!

Can't access your account?

Sign-in options

Next

Microsoft

It looks like this email is used with more than one account from Microsoft. Which one do you want to use?

Work or school account
Created by your IT department
robles_12345@students.pupr.edu

Personal account
Created by you
robles_12345@students.pupr.edu

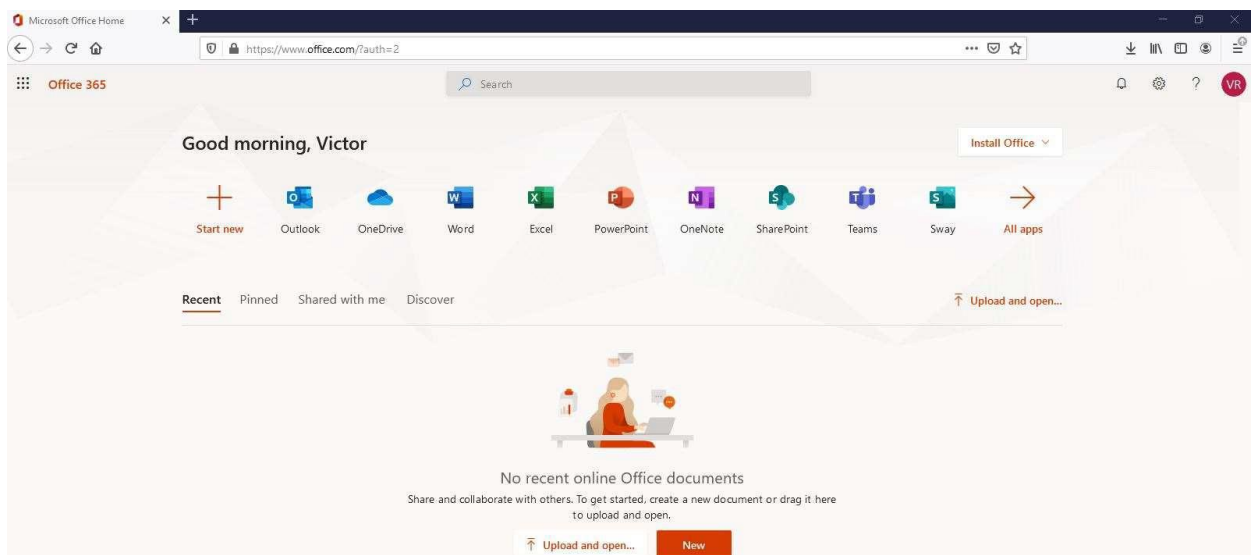Tired of seeing this? Rename your personal Microsoft account.

Back

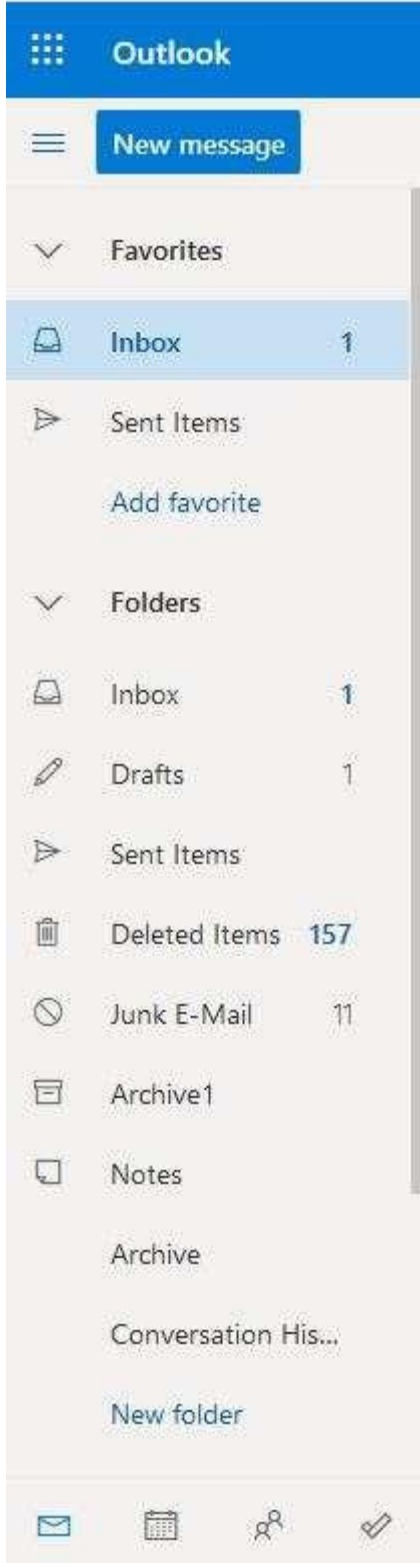**Microsoft**

← robles_12345@students.pupr.edu

Enter password

••••••••••

Forgot my password

Sign in

3. You can now choose Outlook to access your emails.

New message

Favorites

Inbox 1

Sent Items

Add favorite

Folders

Inbox 1

Drafts 1

Sent Items

Deleted Items 157

Junk E-Mail 11

Archive1

Notes

Archive

Conversation His...

New folder

Access Blackboard

1. Choose your preferred browser and go to https://virtualcampus.pupr.edu.
   Enter your user account and password, to log in to blackboard.
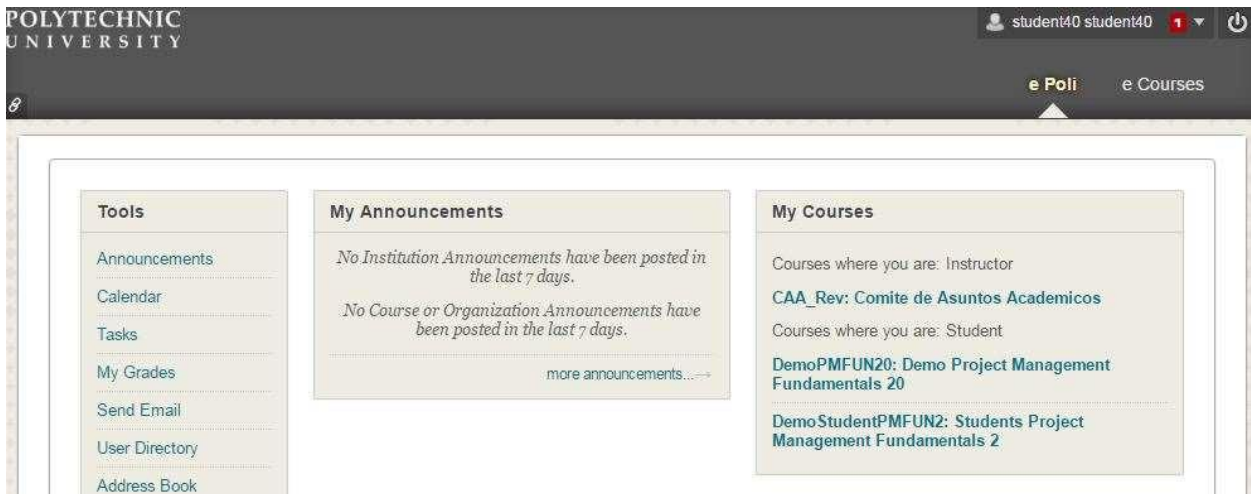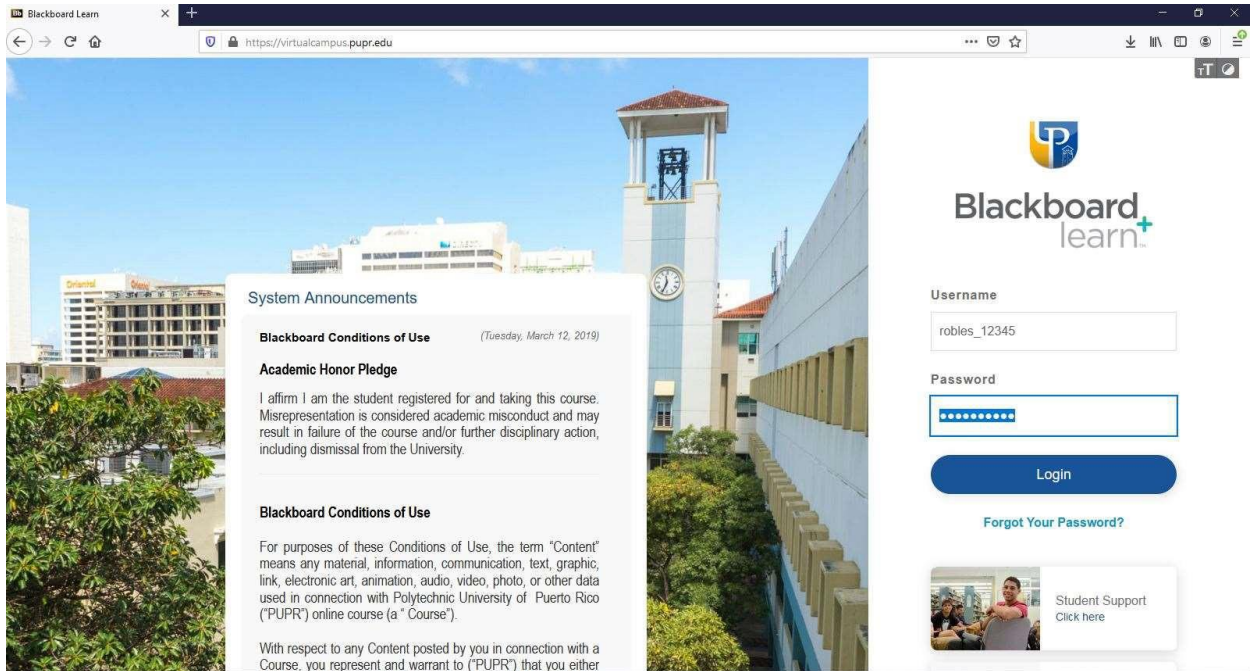
Access Mypoly Portal

1. Choose your preferred browser and go to https://mypoly.pupr.edu
2. Enter your username and password, then click Login.
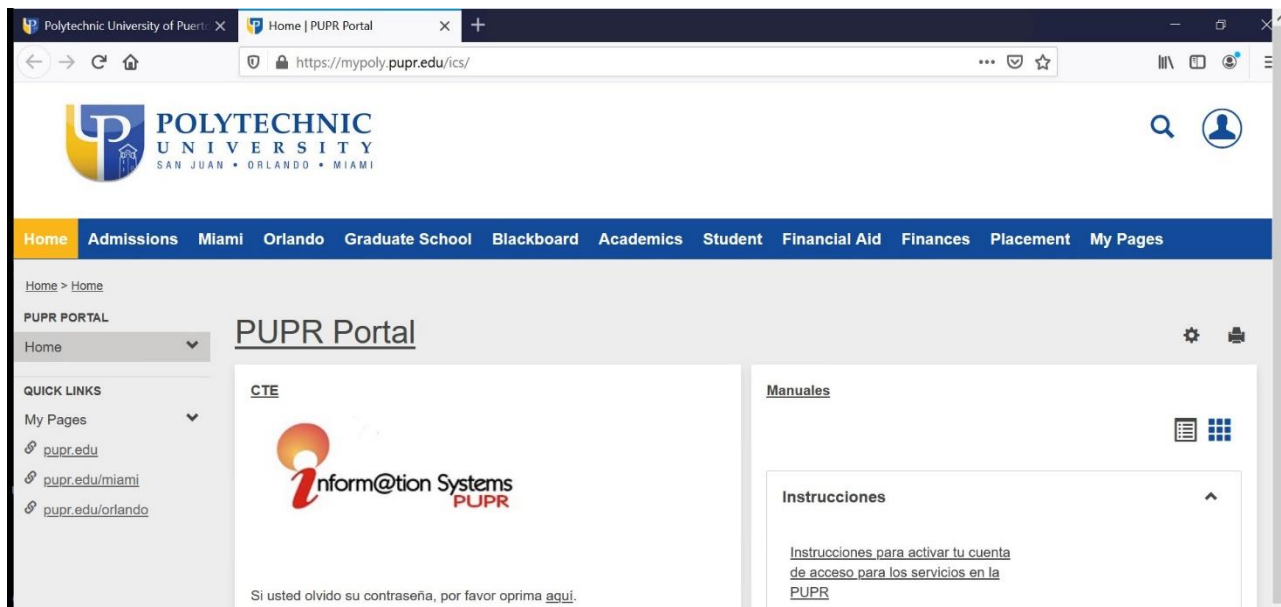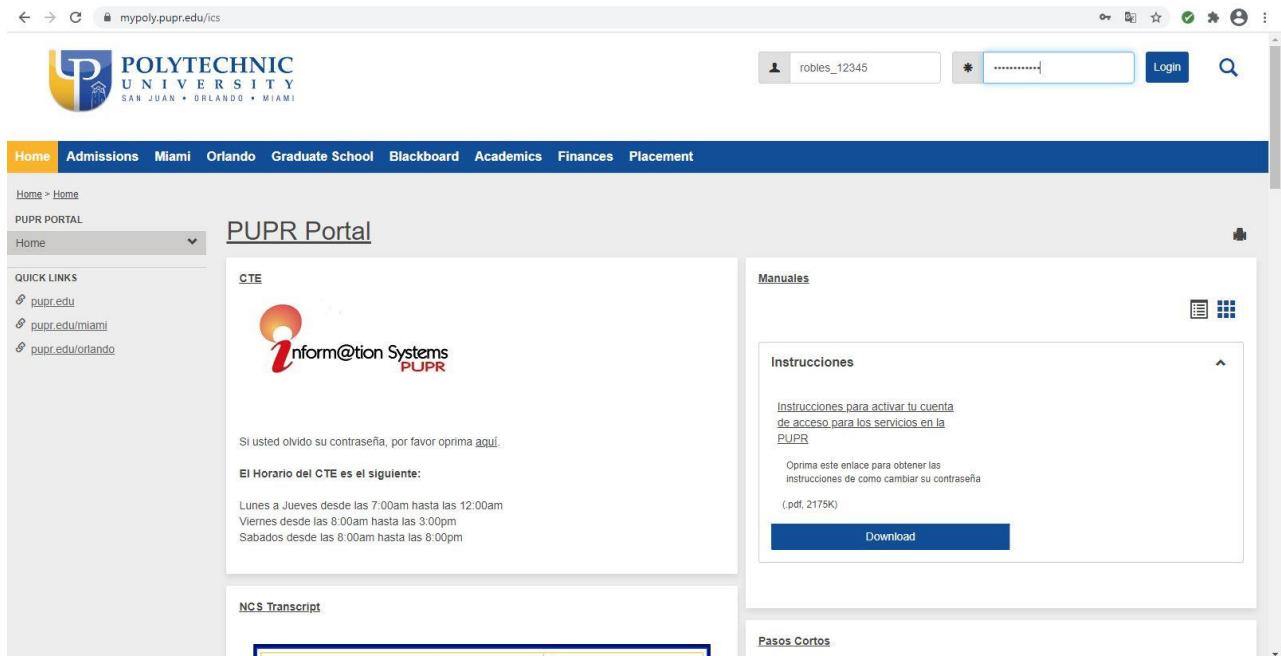
If you need assistance, please contact us at 787-622-8000 extension 611 or
HelpDesk@pupr.edu