



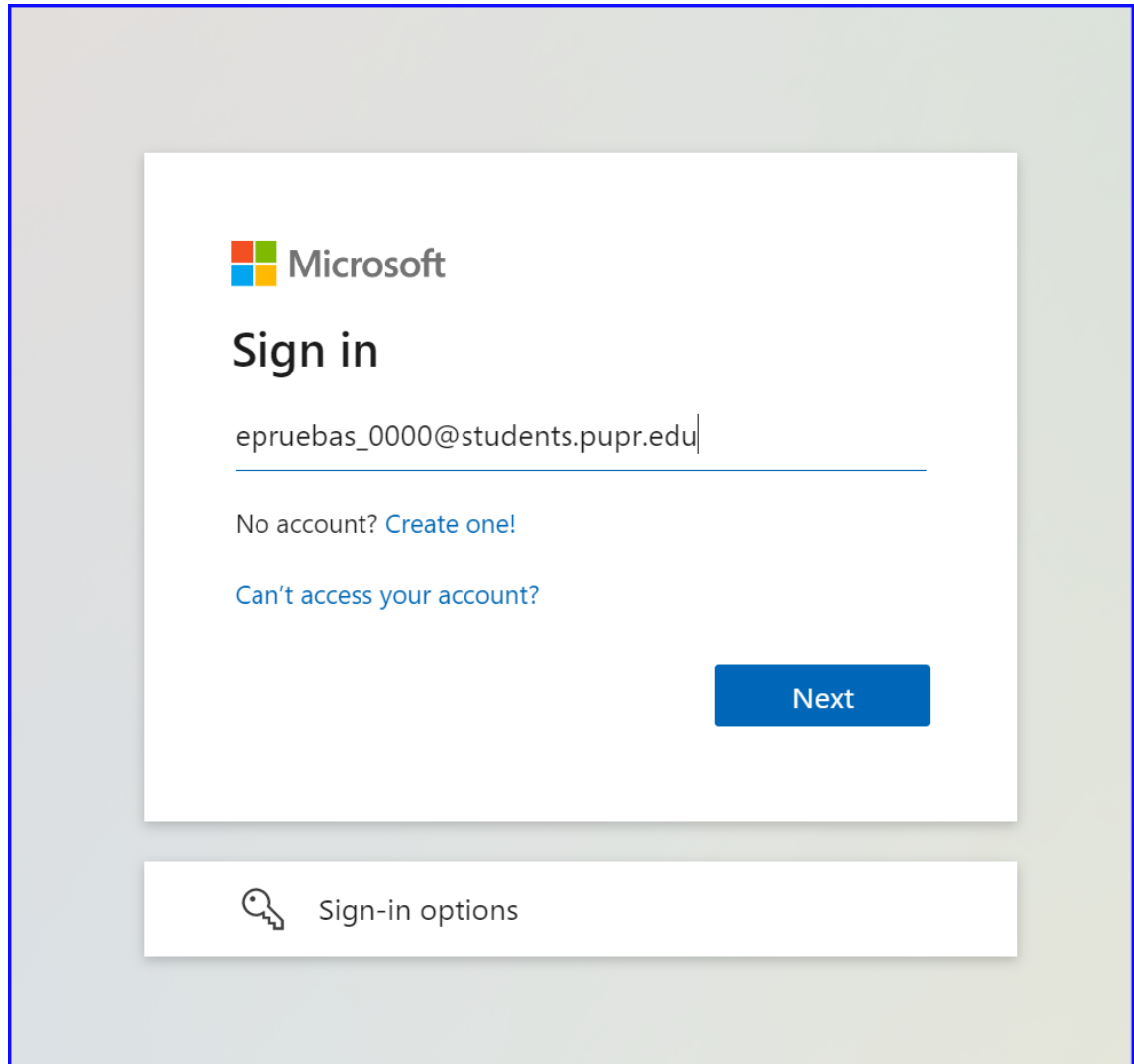
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How to register for self-service password reset

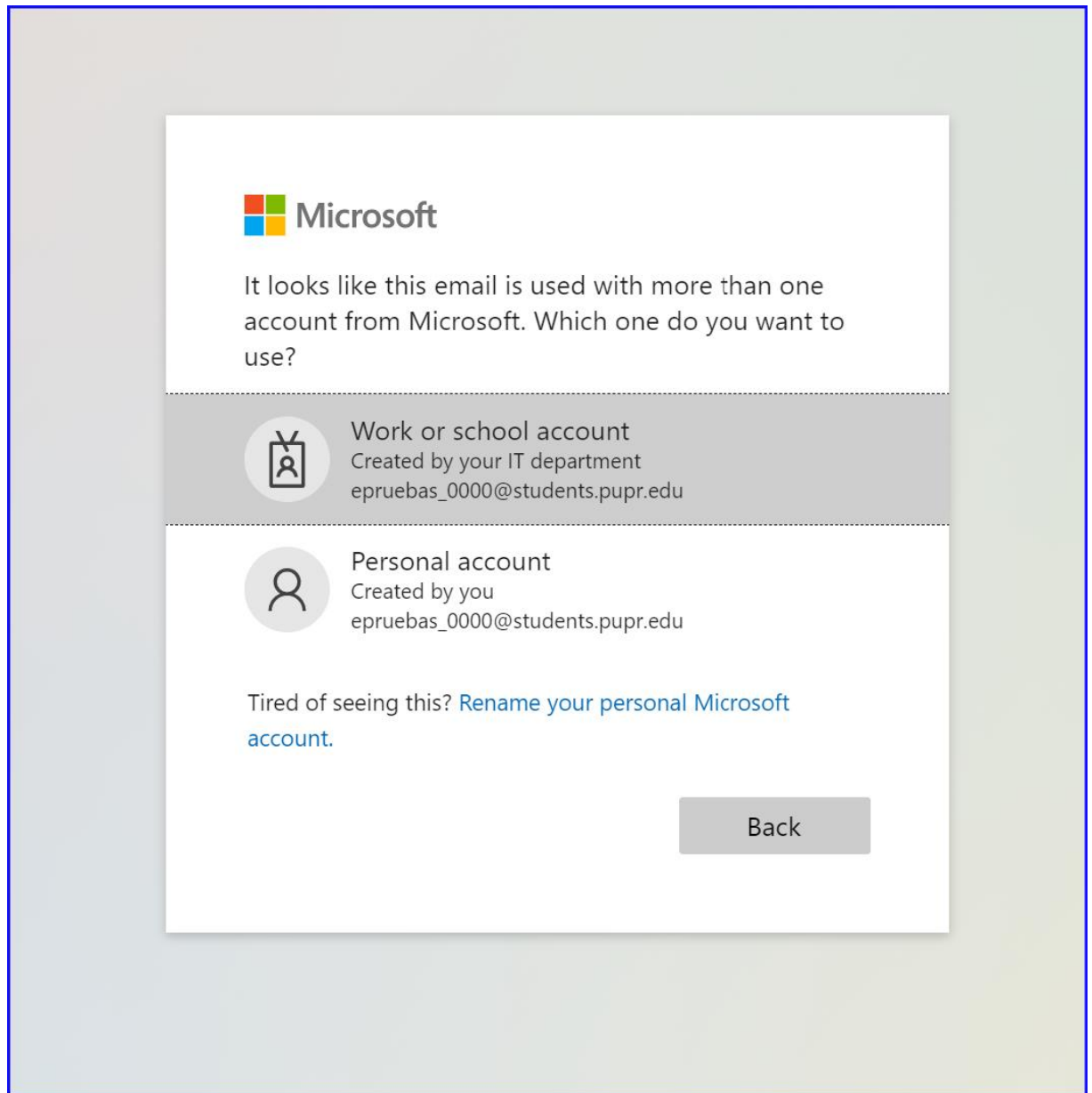
If you need assistance, please contact us at 787-622-8000 extension 611 or HelpDesk@pupr.edu

Note: [Watch this short video for an overview of the SSPR process.](#)

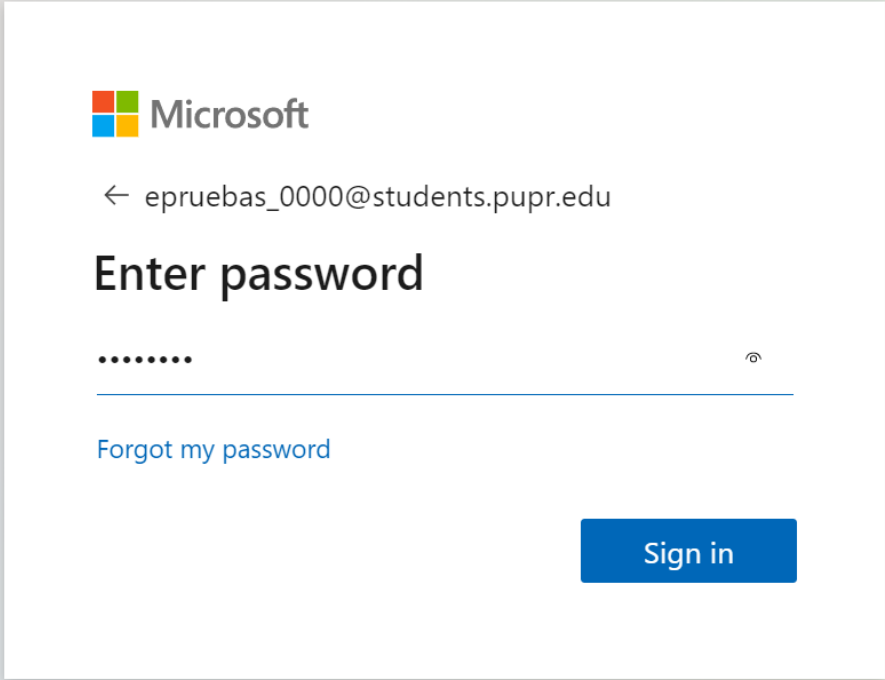
1. Visit the self-service password reset portal here [SSPR](#) and enter your institutional email.

A screenshot of the Microsoft Sign in page. The page has a light gray background. In the center, there is a white rectangular box. At the top of this box is the Microsoft logo (four colored squares: red, green, blue, yellow) followed by the word "Microsoft" in a dark gray sans-serif font. Below the logo is the text "Sign in" in a large, bold, dark gray sans-serif font. Underneath "Sign in" is a text input field containing the email address "epruebas_0000@students.pupr.edu". Below the input field are two links: "No account? [Create one!](#)" and "[Can't access your account?](#)". At the bottom right of the white box is a blue rectangular button with the word "Next" in white. Below the white box, there is a white rectangular box with a key icon on the left and the text "Sign-in options" on the right.

2. Click on "Work or school account" as shown below.



3. Enter the password your account's password.



The image shows a Microsoft login interface. At the top left is the Microsoft logo. Below it is a back arrow followed by the email address 'epruebas_0000@students.pupr.edu'. The main heading is 'Enter password'. Below this is a password input field with seven dots and a visibility icon on the right. Under the input field is a link that says 'Forgot my password'. At the bottom right is a blue 'Sign in' button.

Microsoft

← epruebas_0000@students.pupr.edu

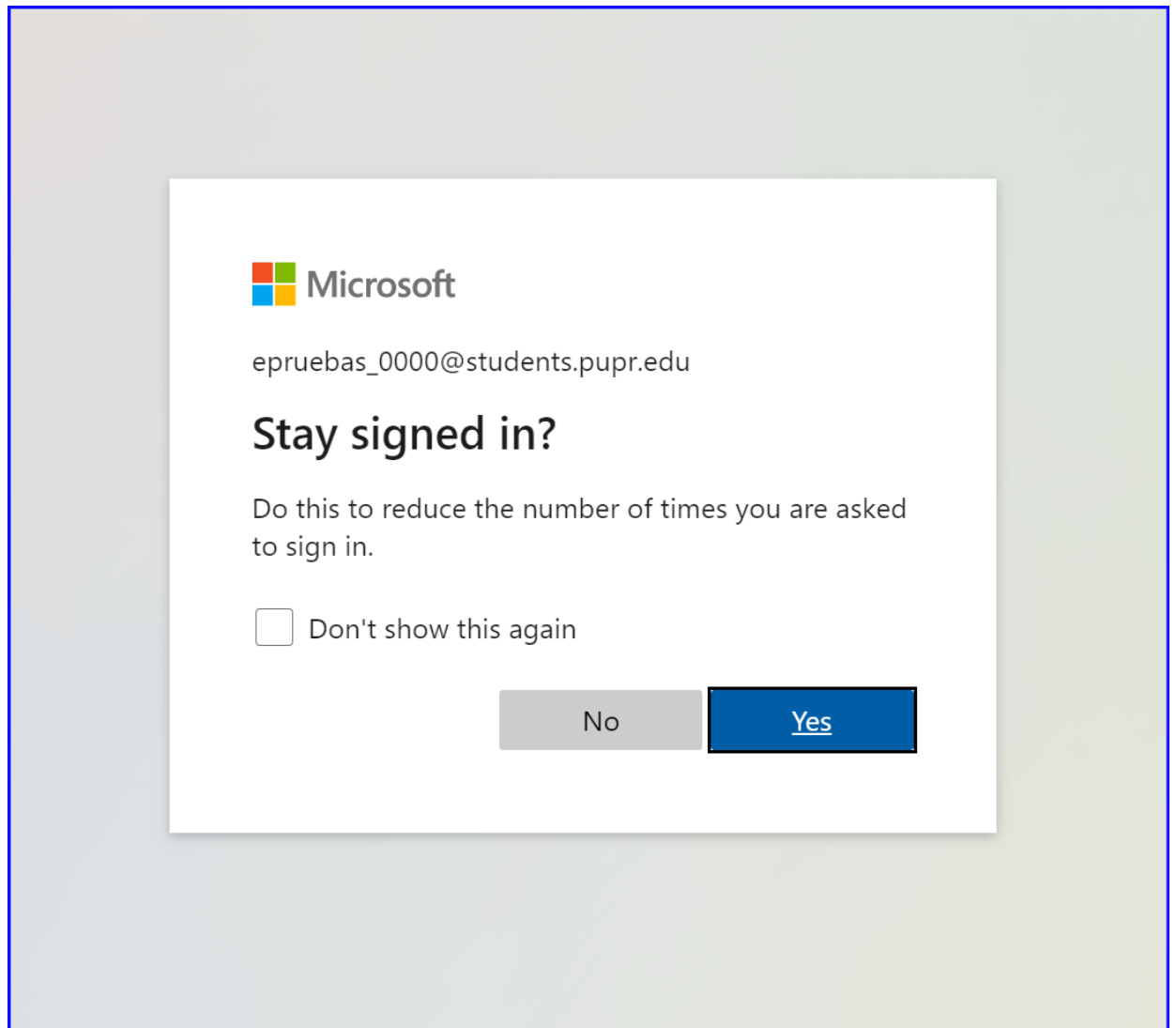
Enter password

.....


[Forgot my password](#)

[Sign in](#)

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.

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epruebas_0000@students.pupr.edu | ?

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 2 of the options below.

- ! Authentication Phone is not configured. [Set it up now](#)
- ! Authentication Email is not configured. [Set it up now](#)


finish

cancel

©2021 Microsoft Legal Privacy

Your session will expire in 14:55

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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don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

123-456-7890

text me

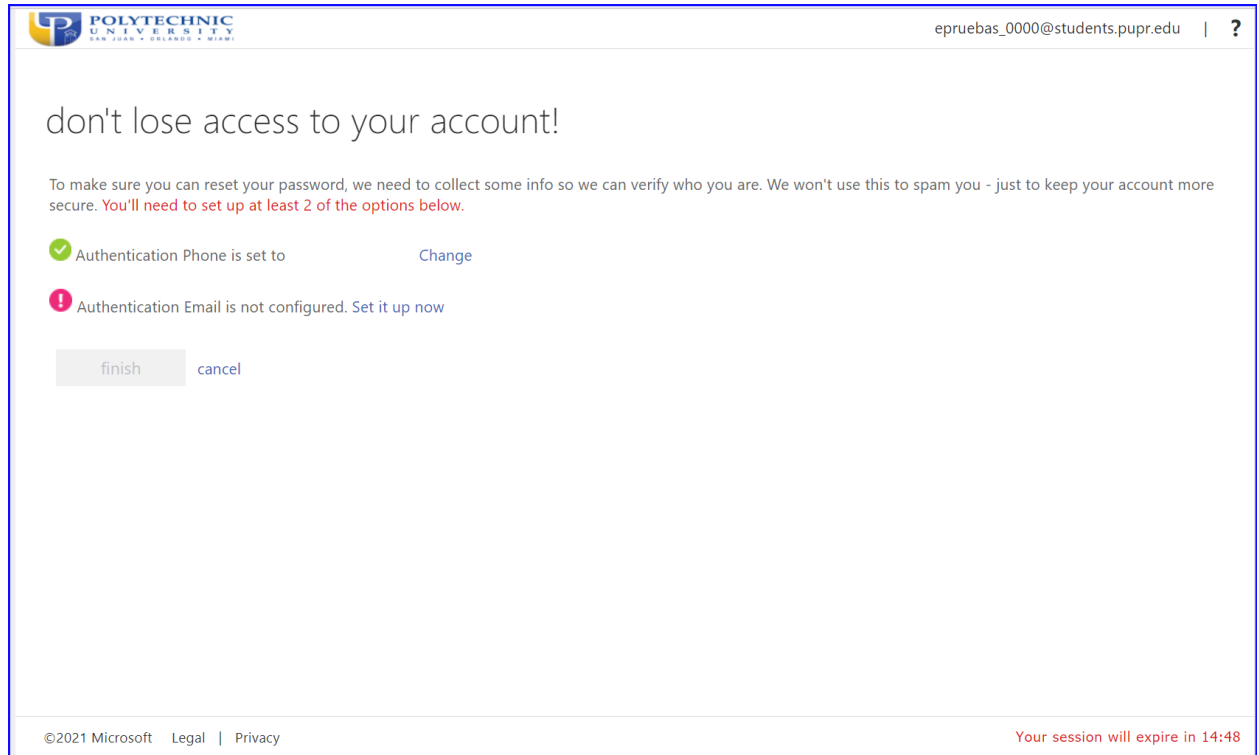
call me

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.



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epruebas_0000@students.pupr.edu | ?

don't lose access to your account!

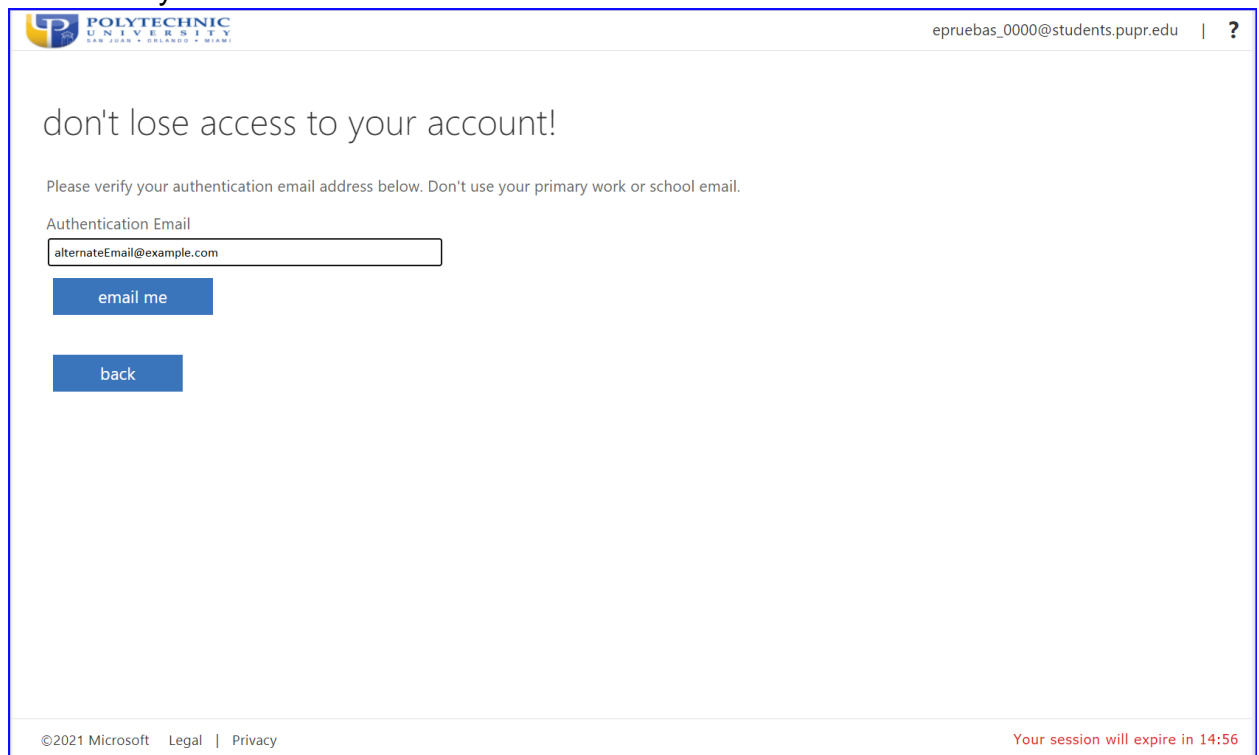
To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. **You'll need to set up at least 2 of the options below.**

- ✓ Authentication Phone is set to [Change](#)
- ! Authentication Email is not configured. [Set it up now](#)

[finish](#) [cancel](#)

©2021 Microsoft Legal | Privacy Your session will expire in 14:48

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



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epruebas_0000@students.pupr.edu | ?

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

[email me](#)

[back](#)

©2021 Microsoft Legal | Privacy Your session will expire in 14:56

8. After validating your phone and alternate email press “Finish”.

don't lose access to your account!

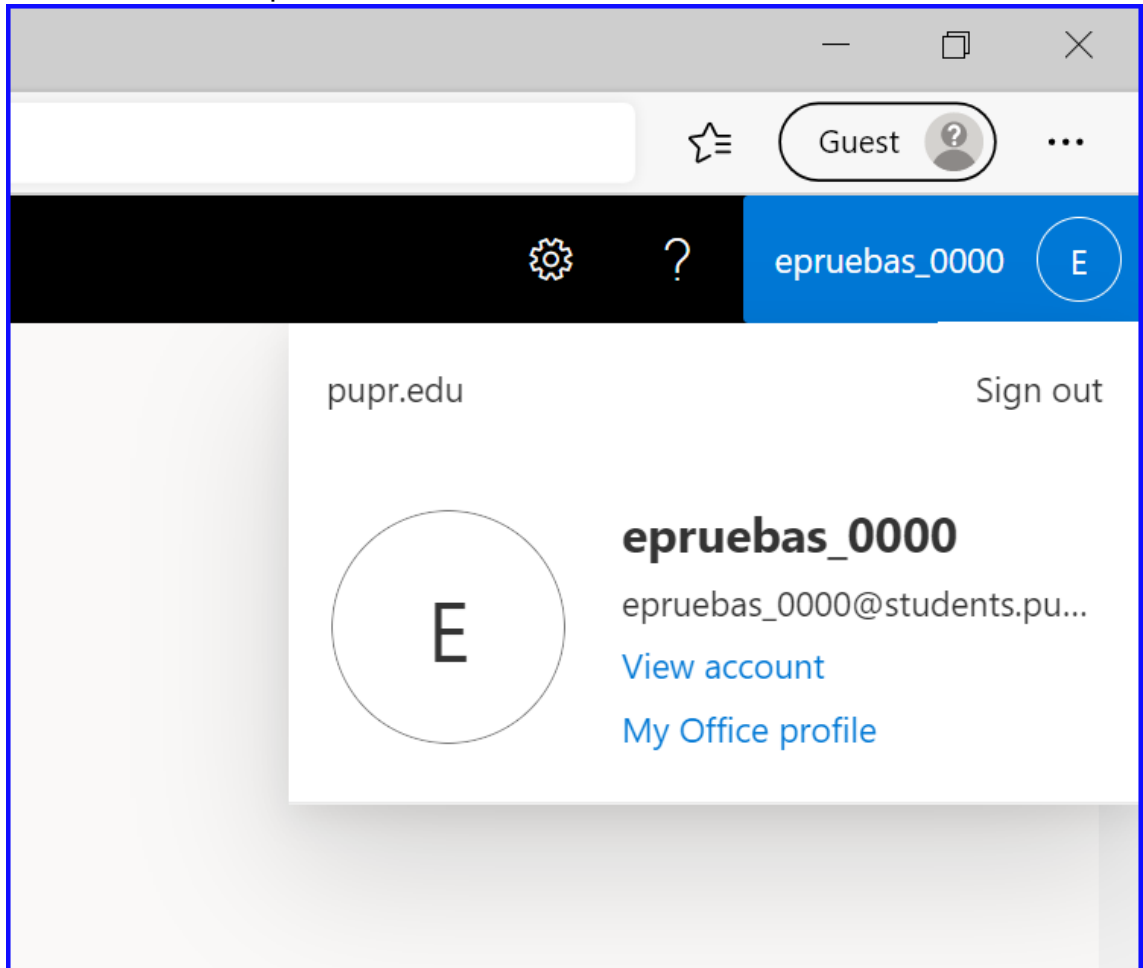
Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

- ✓ Authentication Phone is set to [Change](#)
- ✓ Authentication Email is set to [Change](#)

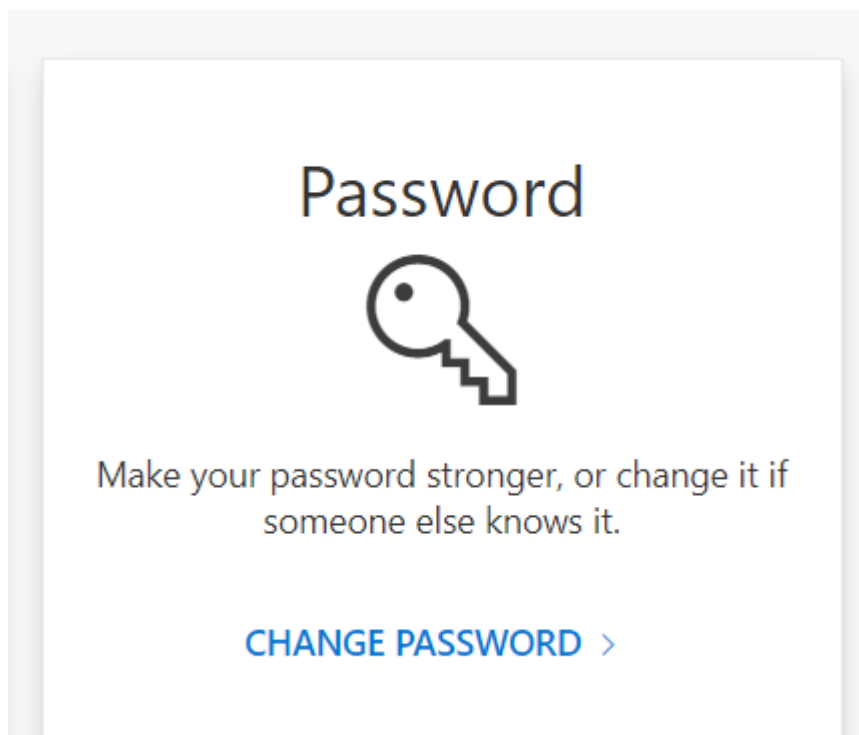
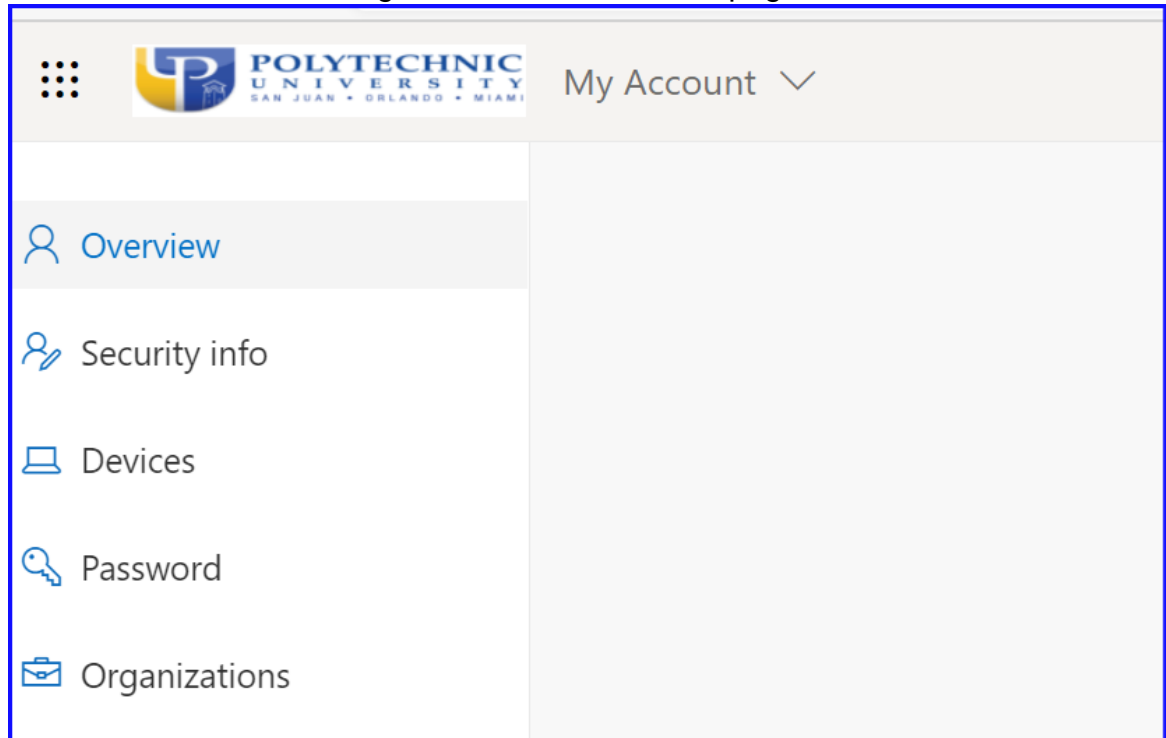
[finish](#)[cancel](#)

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.

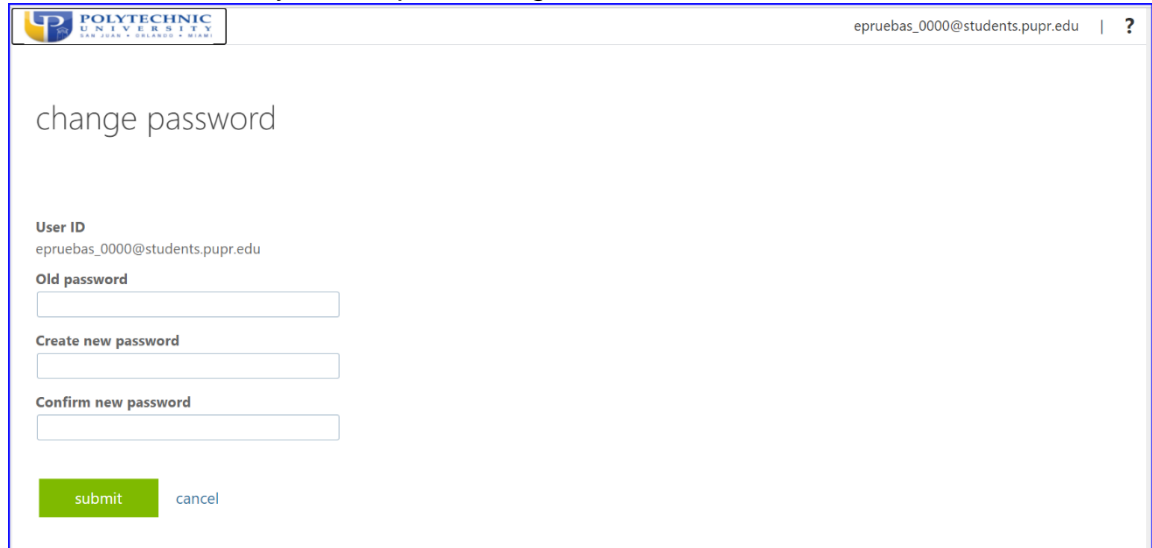


2. In the account Overview page click either on the Password link in the left menu or the Password tile on the right side of the Overview page.



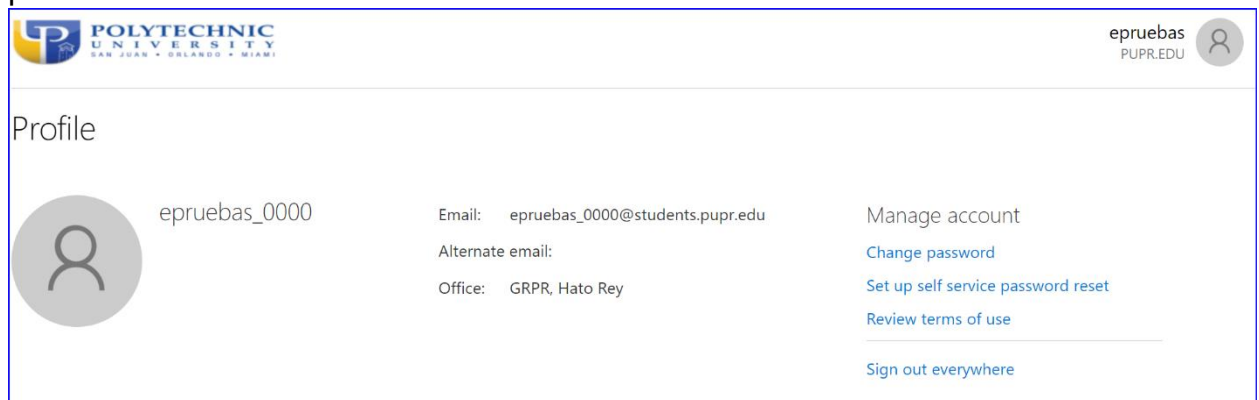
3. Enter your current password in the first field.
Then, enter your new password in the second field.
You must confirm your password in the third field.
A strong password is required for your account's security.
You can find more information about strong passwords here [Create and use strong passwords \(microsoft.com\)](#).

Click submit when you complete filling the form.



The screenshot shows a web browser window with the Polytechnic University logo in the top left and the user email 'epruebas_0000@students.pupr.edu' in the top right. The main heading is 'change password'. Below this, the 'User ID' is displayed as 'epruebas_0000@students.pupr.edu'. There are three password input fields: 'Old password', 'Create new password', and 'Confirm new password'. At the bottom, there are two buttons: a green 'submit' button and a blue 'cancel' button.

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

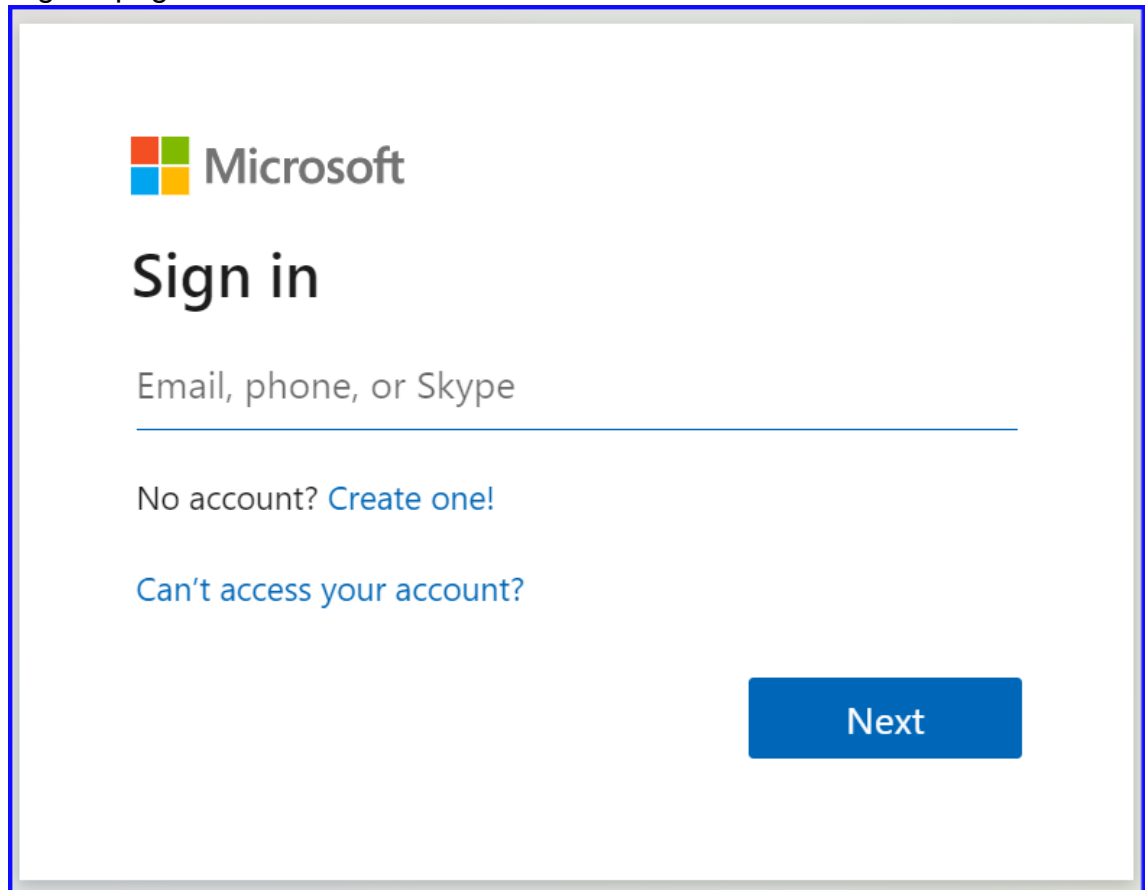


The screenshot shows a user profile page. The top left features the Polytechnic University logo. The top right shows the user email 'epruebas PUPR.EDU' next to a profile icon. The main heading is 'Profile'. Below this, there is a large circular profile picture placeholder. To the right of the profile picture, the username 'epruebas_0000' is displayed. Further right, the email 'Email: epruebas_0000@students.pupr.edu' is shown, followed by 'Alternate email:' and 'Office: GRPR, Hato Rey'. On the far right, under the heading 'Manage account', there are four links: 'Change password', 'Set up self service password reset', 'Review terms of use', and 'Sign out everywhere'.


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.

A screenshot of the Microsoft 365 Sign in page. The page has a white background with a blue border. At the top left is the Microsoft logo, consisting of four colored squares (red, green, blue, yellow) followed by the word "Microsoft" in a sans-serif font. Below the logo is the text "Sign in" in a large, bold, black font. Underneath "Sign in" is a text input field with the placeholder text "Email, phone, or Skype" in a light gray font. Below the input field is a horizontal line. Under the line are two links: "No account? Create one!" and "Can't access your account?", both in a blue font. At the bottom right of the page is a blue rectangular button with the word "Next" in white text.


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

 Microsoft

Which type of account do you need help with?



Work or school account
Created by your IT department



Personal account
Created by you

Back

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:

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




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.

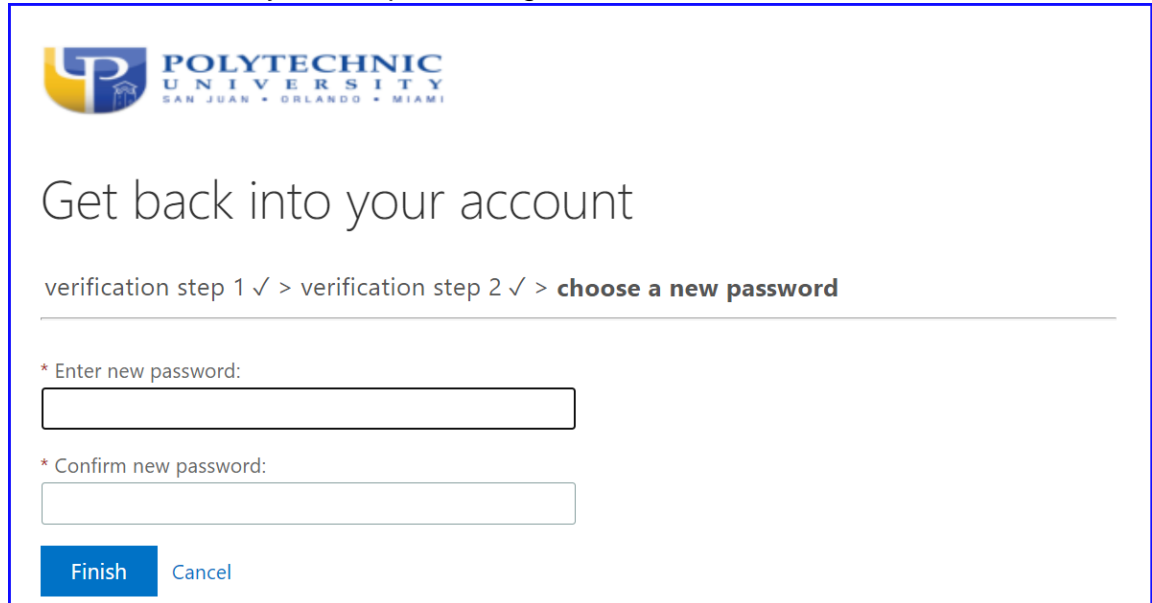
Enter your new password in the first field.

You must confirm your password in the second field.

A strong password is required for your account's security.

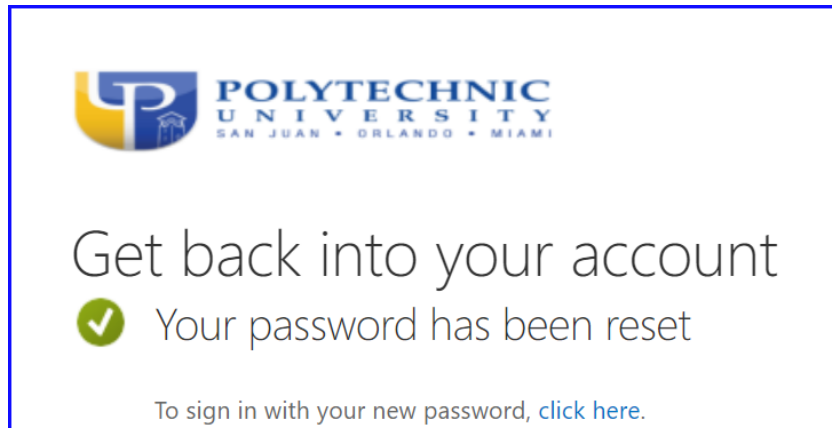
You can find more information about strong passwords here [Create and use strong passwords \(microsoft.com\)](#).

Click Finish when you complete filling the form.



The screenshot shows the Polytechnic University logo at the top left. Below it, the text "Get back into your account" is displayed. A progress bar indicates the current step: "verification step 1 ✓ > verification step 2 ✓ > **choose a new password**". Below the progress bar, there are two input fields. The first field is labeled "* Enter new password:" and the second field is labeled "* Confirm new password:". At the bottom of the form, there are two buttons: "Finish" (in blue) and "Cancel" (in grey).

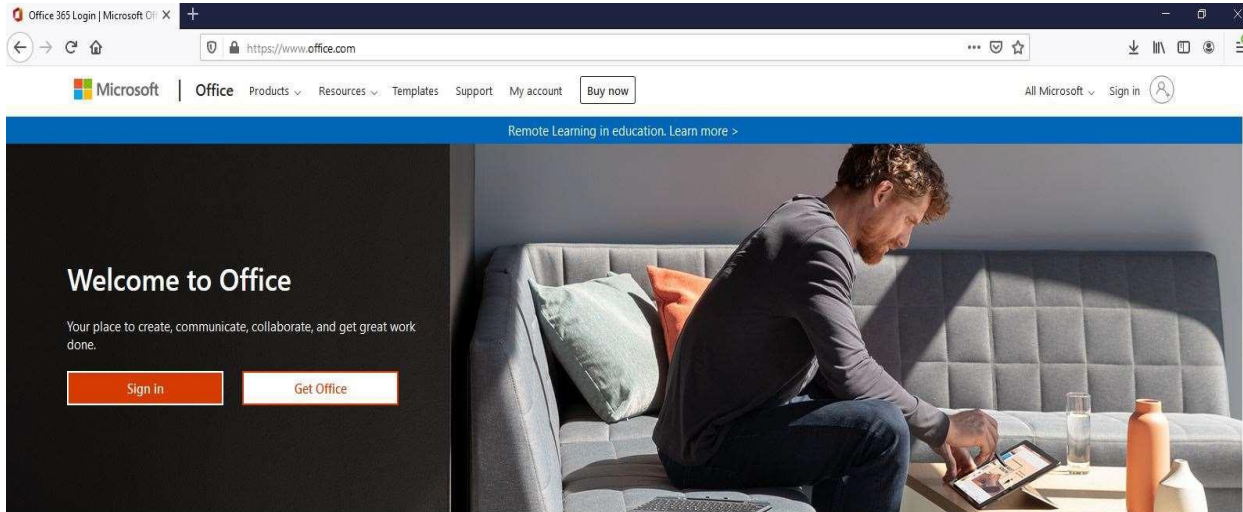
If the password change is successful you will be to your account's profile in Microsoft 365.



The screenshot shows the Polytechnic University logo at the top left. Below it, the text "Get back into your account" is displayed. A green checkmark icon is followed by the text "Your password has been reset". At the bottom, there is a link that says "To sign in with your new password, [click here](#)."

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.



Sign in

robles_12345@students.pupr.edu

No account? [Create one!](#)

[Can't access your account?](#)

[Sign-in options](#)

Next



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



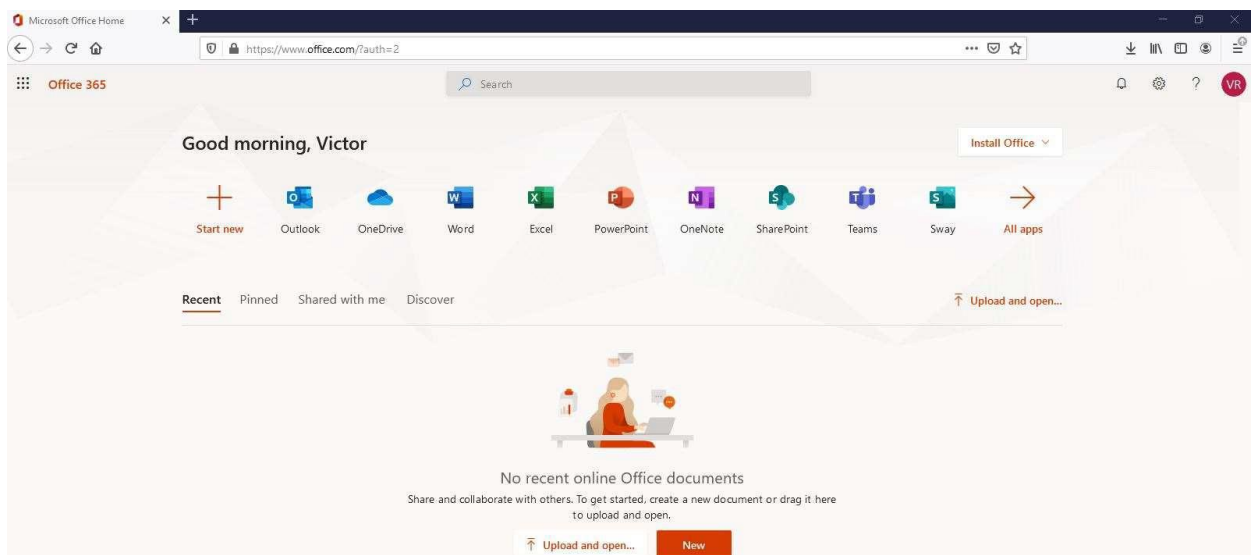
← robles_12345@students.pupr.edu

Enter password

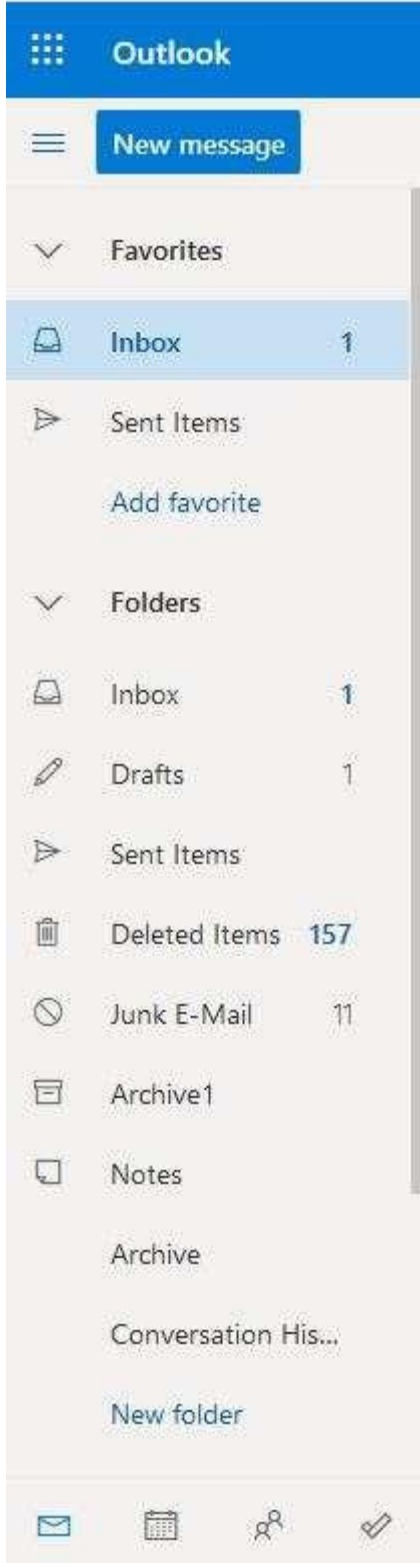
.....|

[Forgot my password](#)

Sign in

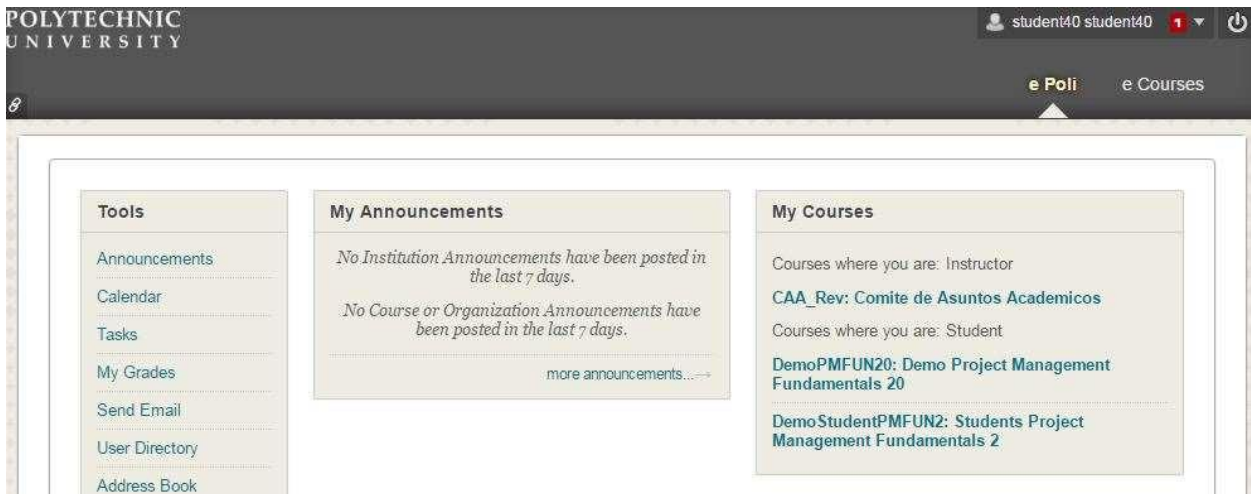
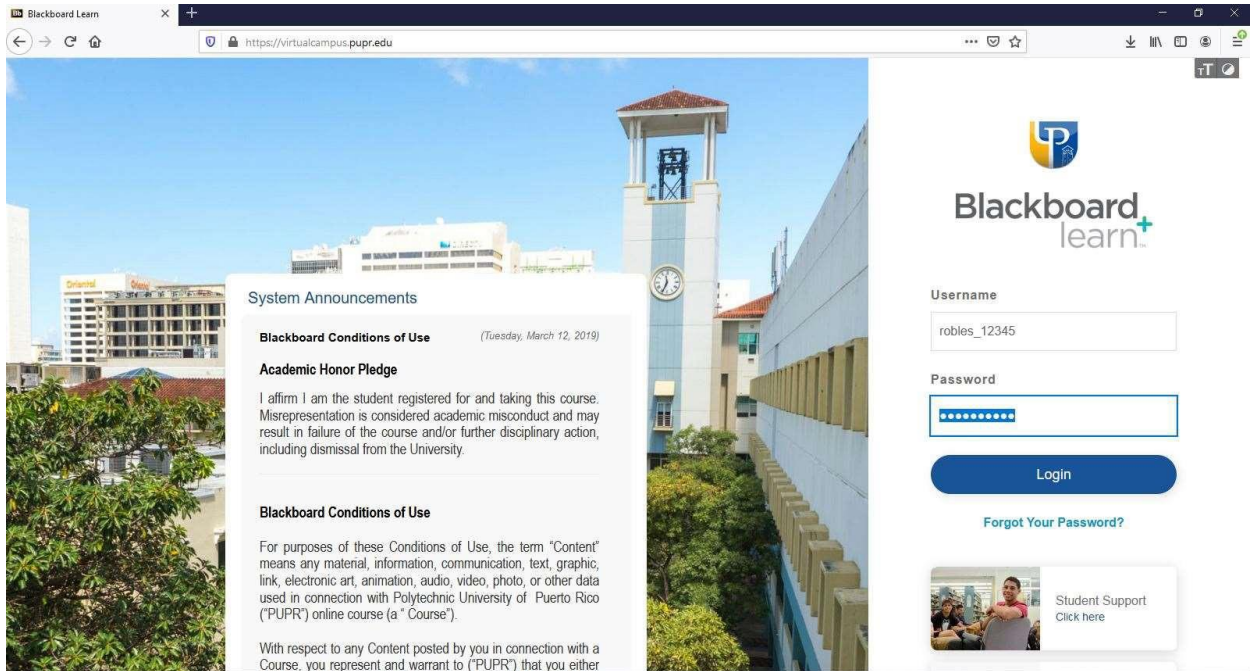


3. You can now choose Outlook to access your emails.



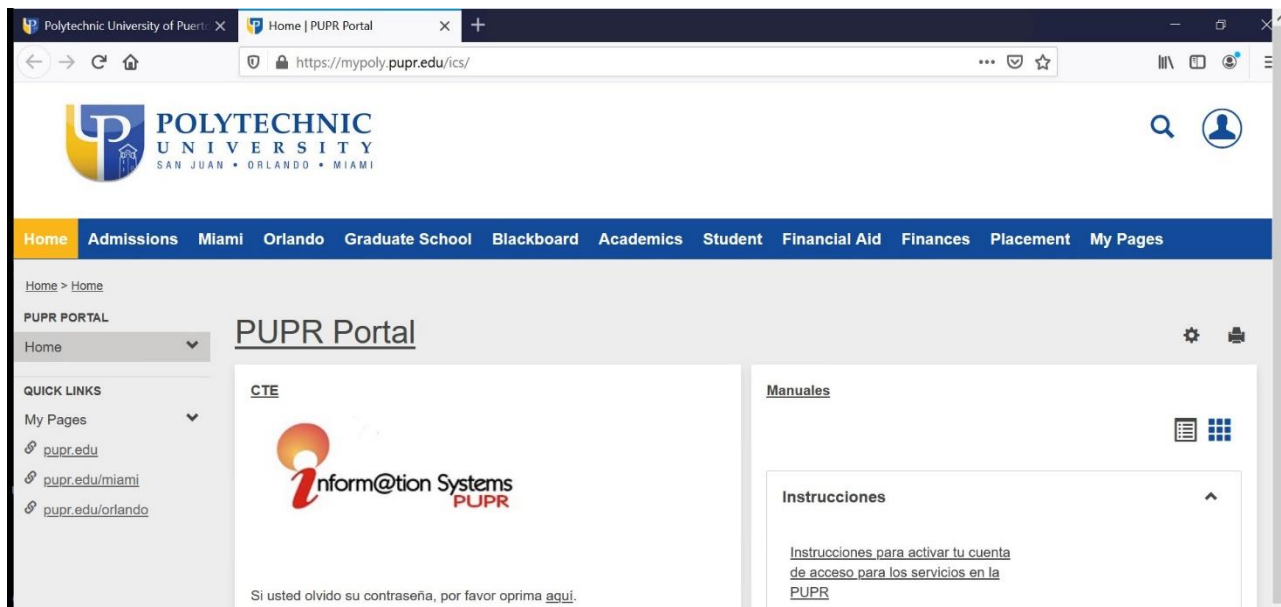
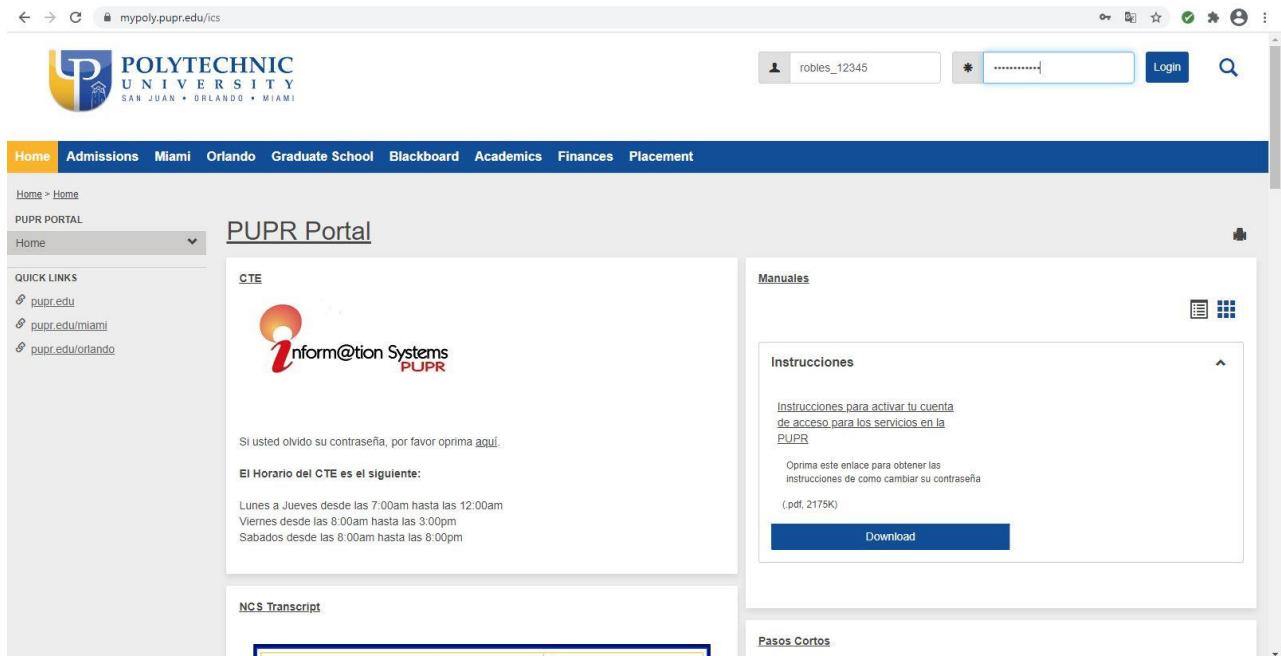
Access Blackboard

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