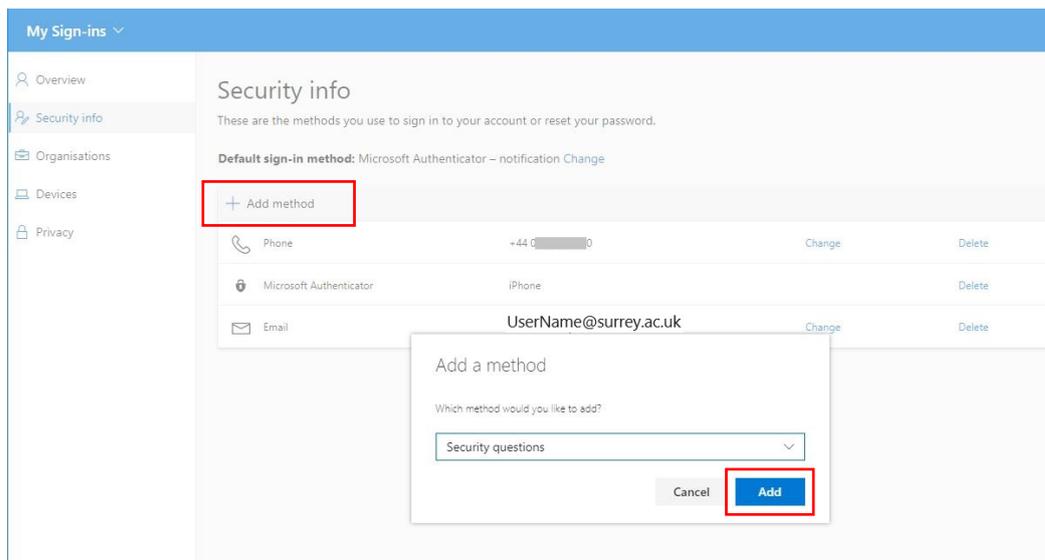


Instructions for setting up Self-service Password Reset

1. Visit: aka.ms/setupsecurityinfo
2. If prompted, please enter your username followed by @surrey.ac.uk and your password. Otherwise, please go straight to step 3.
3. Please set up at least two additional methods for resetting your password (e.g. an access code sent to your phone (it will come from Microsoft), an alternative email address or you can create security questions). Please ensure you have set up [Microsoft MFA](#) first.

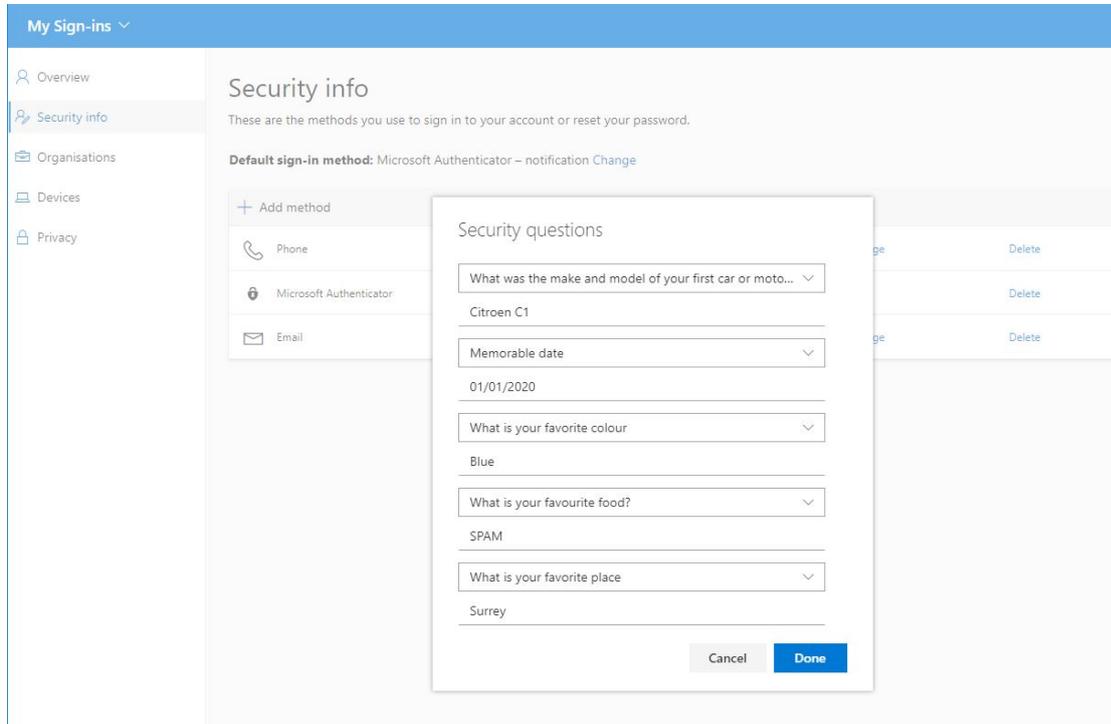
Click on '+ Add method' and choose an additional method from the drop-down menu e.g. security questions.

Click 'Add'.

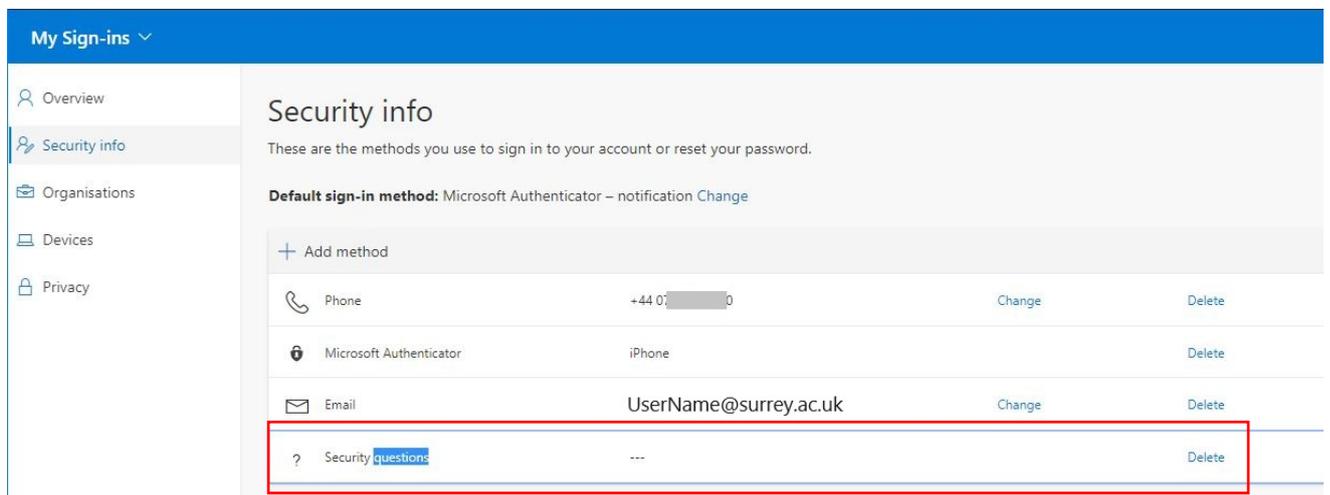


4. Choose 5 security questions from the drop-down boxes and choose answers that you will remember. Please note the answers are case sensitive.

Click 'Done'

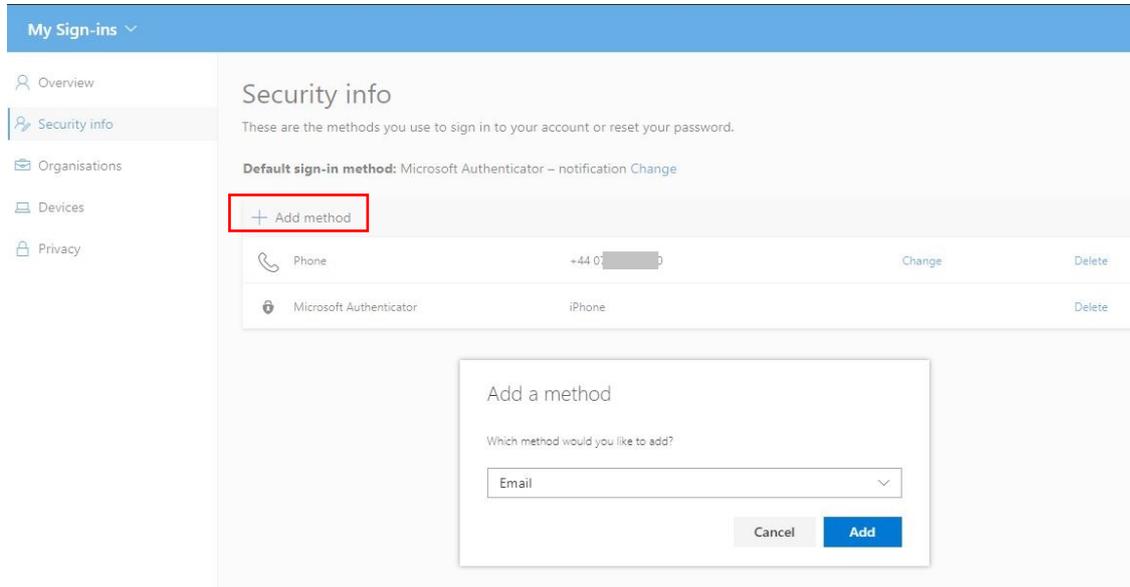


5. Your screen will now show this additional method has been added.

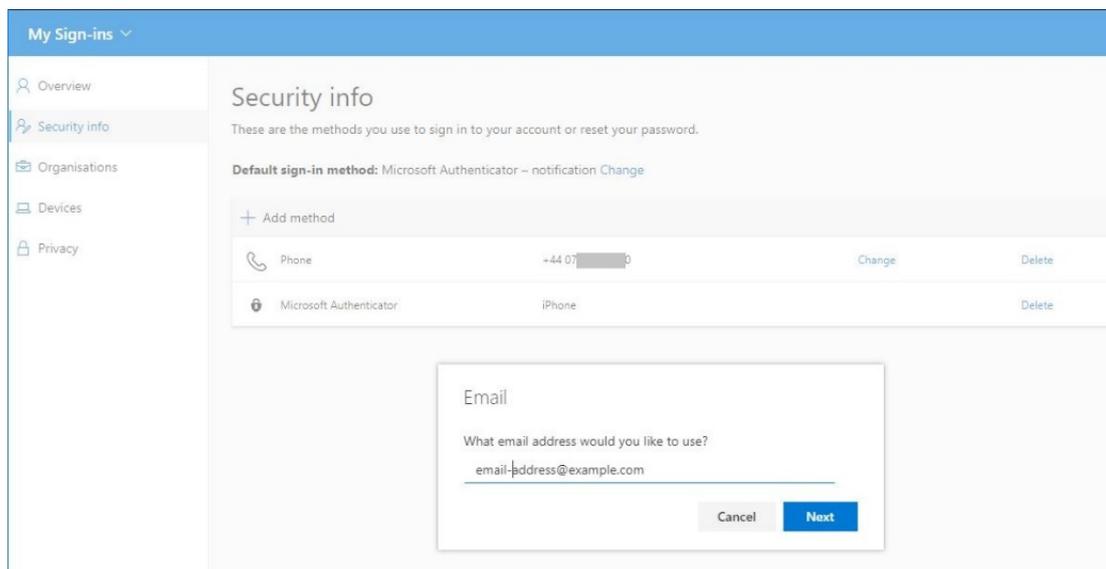


- Please set up another method such as a personal email address. Click on '+ Add method' and choose your second additional method e.g. Email.

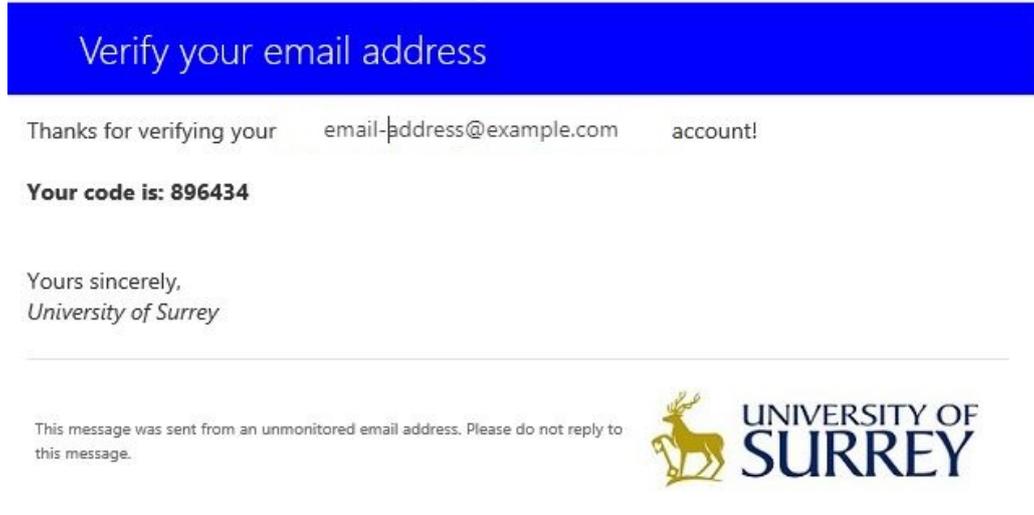
Click 'Add'.



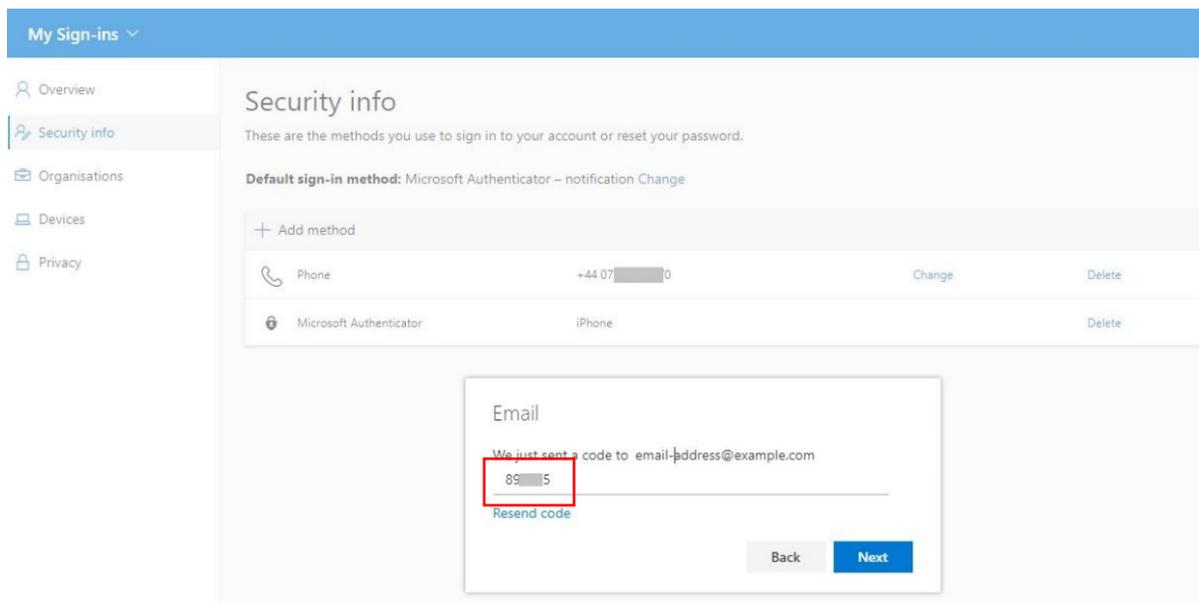
- Enter a personal email address and click 'Next'.



8. A verification code will be sent to your personal email address.



9. Please enter the code into the box on your screen as shown below and click 'Next'.



10. You have now set up self-service password reset. The security information you have entered will not be accessible by IT Services or Microsoft. You will now be able to change or reset your password at any time, both on or off campus by visiting: passwordreset.microsoftonline.com.