



SELF HELP GUIDE

Setting up self-service password recovery options

This is a one-off task that will allow you to reset your password without having to contact the IT Service Desk. You must have a valid password before being able to set up your password recovery options and they can be modified at any time.

Note for New Students: For all new students joining Bucks, the self-service password recovery option is already set to your email address provided in the enrolment form. You must use the “Reset Forgotten/Expired Password” instructions to create your password and activate your IT account to gain access to University PCs and other resources like Blackboard. The new students can setup additional recovery options following the below instructions.

Once you click the link to start the process, you will be directed to a Microsoft page to begin set up.

- 1) Go to <https://mypassword.bucks.ac.uk> and choose the option to set up self-service password recovery options.

Sign in using one of the below formats:

For Students (including Partner College students): <StudentID>@bucks.ac.uk (e.g. 23456789@bucks.ac.uk)

For Bucks Staff: <FirstName.LastName>@bucks.ac.uk (e.g. Joe.Bloggs@bucks.ac.uk)

For Partner College Staff: <FirstName.LastName>@partner.bucks.ac.uk (e.g. Joe.Bloggs@partner.bucks.ac.uk and NOT Joe.Bloggs@londoncollege.bucks.ac.uk)

Partner college staff don't need a Bucks email to reset their password, the above UPN will be set up to allow access.

Please ensure you are logged out of any Microsoft linked account before commencing setup (Outlook, Hotmail, Live, college or other organisational account)



Sign in

Email address, phone number or Skype

No account? [Create one!](#)

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

Next

- 2) Enter the appropriate above format of username and password when prompted.

Buckinghamshire New University

Sign in with your organizational account

someone@example.com

Password

Sign in

- 3) You will be presented with three options. You'll need to set up at least one option, but we strongly recommend all are set up in the event of any issues.

Microsoft

@bucks.ac.uk | ?

don't lose access to your account!

To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We won't use this to spam you – we'll just use it to make your account more secure. **You'll need to set up at least 1 of the options below.**

- Authentication Phone is not configured. [Set it up now](#)
- Authentication Email is not configured. [Set it up now](#)
- Security Questions have not been configured. [Set them up now](#)

looks good Cancel

- 4) To set-up your phone as recovery option, choose your country and enter your mobile number. You can choose to receive a text or phone call with a verification code which you need to enter to complete verification.

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United Kingdom (+44)

text me

call me

We've sent a text message containing a verification code to your phone.

989898

verify

Try again

Back

- 5) To set-up your email as recovery option, enter your email address and enter the code to complete verification.

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 Address

email me

We've sent an email message containing a verification code to your inbox.

verify

Back

- 6) To set-up security questions, please choose questions from the drop down menu and save your answers when completed.

don't lose access to your account!

Please select questions to answer below. **Your admin requires you to set up 4 questions, and answers must be at least 3 characters long.**

Security question 1



Security question 2



Security question 3



Security question 4



save answers

- 7) Once options have been set up, please click Finish to complete the process.

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 [redacted] [Change](#)

✔ Authentication Email Address is set to [redacted] [Change](#)

✔ 4 Security Questions have been configured. [Change](#)

Finish

Cancel



Your account is now set up for the self-service portal from where you can reset your password at any time.

If you need to change or add options, once you have a valid password, navigate to <https://aka.ms/ssprsetup> to make the necessary changes.

If you experience any issues setting up your recovery options, please contact the IT Service Desk by emailing IT@bucks.ac.uk, calling 01494-605000 (Option 1) or visiting us on Level 2 in the Gateway Building.