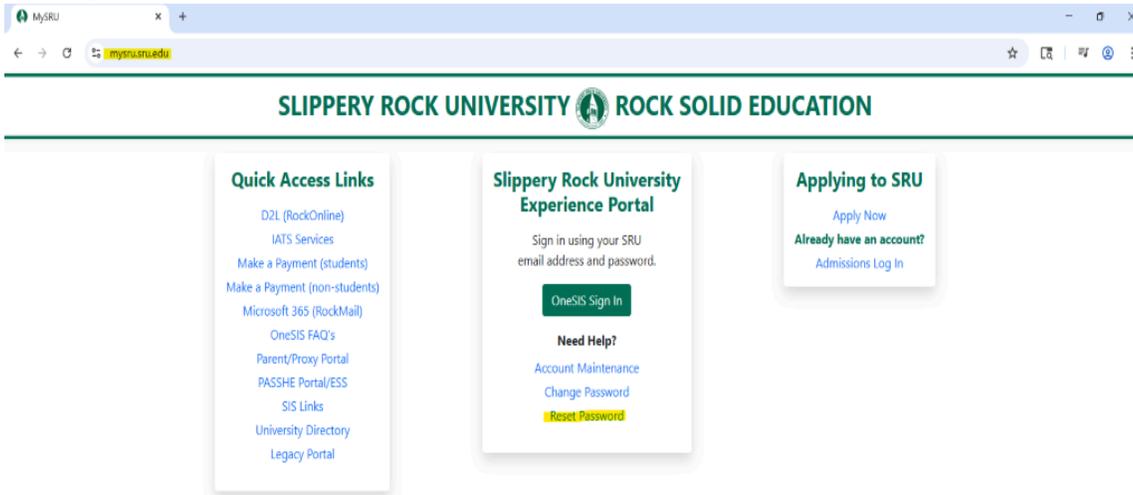


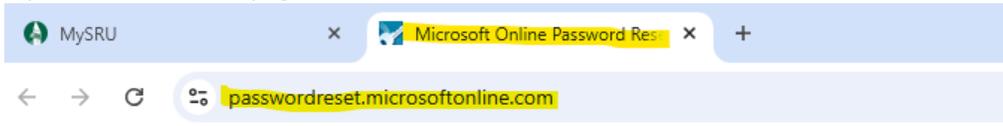
# Self Service Password Reset

How to reset your password using SRU self service option on mysru.sru.edu

Go to mysru.sru.edu and then click on "Reset Password".



A new tab will open. Enter your SRU email and complete the captcha. Then you will need to click on Next. If captcha isn't correct – try again.



## 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.

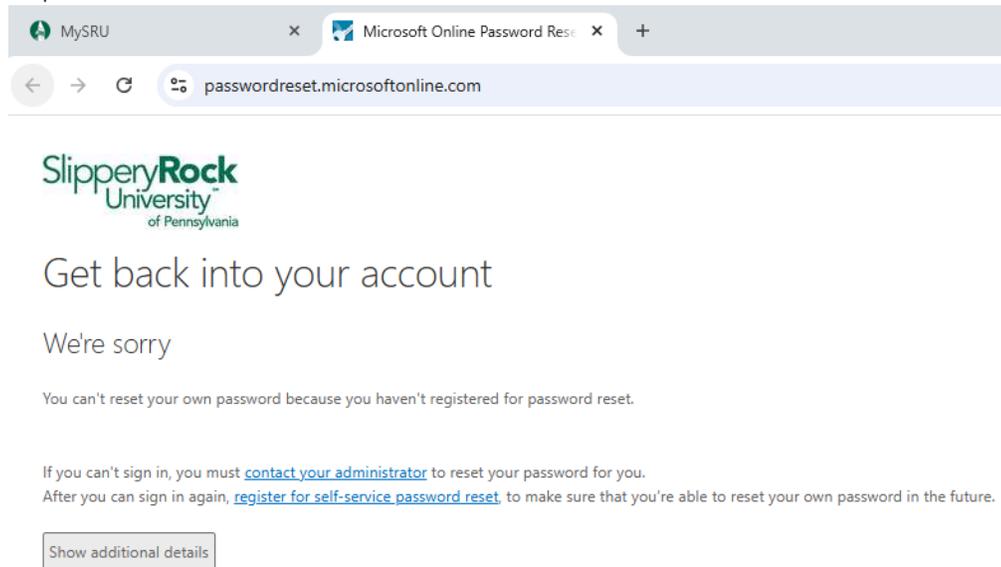
Email or Username: \*

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



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

If you have not registered for password reset the following will be the message – you will need to contact the Help Desk.



MySRU x Microsoft Online Password Rese x +

passwordreset.microsoftonline.com

**SlipperyRock**  
University  
of Pennsylvania

## Get back into your account

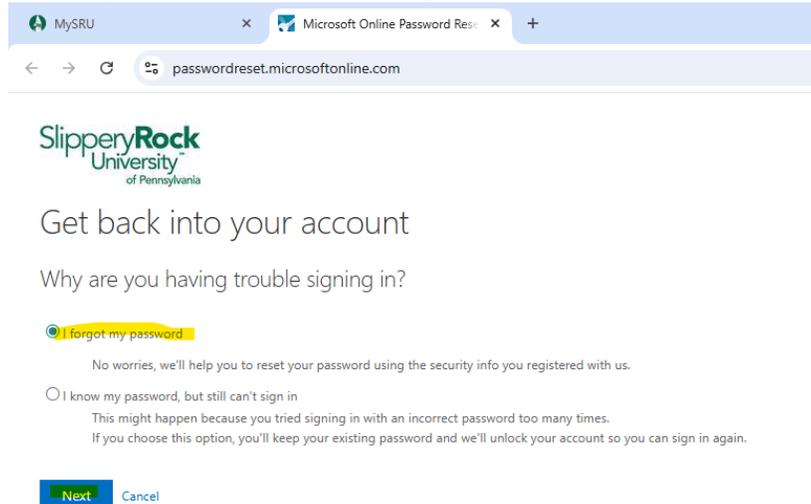
We're sorry

You can't reset your own password because you haven't registered for password reset.

If you can't sign in, you must [contact your administrator](#) to reset your password for you.  
After you can sign in again, [register for self-service password reset](#), to make sure that you're able to reset your own password in the future.

Show additional details

If you forgot your password use the "I forgot my password" button and click next.



MySRU x Microsoft Online Password Rese x +

passwordreset.microsoftonline.com

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## Get back into your account

Why are you having trouble signing in?

I forgot my password  
No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in  
This might happen because you tried signing in with an incorrect password too many times.  
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

You will have to verify your identity by using MFA. You will need select an option that you are able to access.



## 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:

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*93) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Cancel

The next screen will have the text boxes to enter a new password and to verify. Once you enter the new password – click Finish.



## Get back into your account

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

\* Enter new password:

\_\_\_\_\_

\* Confirm new password:

\_\_\_\_\_

Finish Cancel