



Eastern Cape Department of Education

Self-Service Password Reset (SSPR) User Guide

A guide on how to Self-reset a password on work accounts

3-18-2026

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Document Control

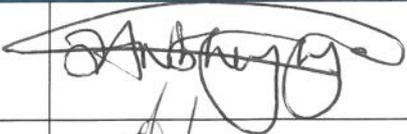
Document Information

	Information
Document ID	2026_02_ServiceDesk_ProjectDoc_SSPRGuide_v1.0
Document Owner	Director: ICT
Issue Date	18 March 2026
Last Saved Date	18 March 2026
File Name	ECDOE SSPR Guide

Document History

Version	Issue Date	Changes
[1.0]	[Date]	[Section, Page(s) and Text Revised]

Document Approvals

Role	Name	Signature	Date
Project Manager	F. Ntshenyi		18/03/26
Project Sponsor	L. Ndzube		18/3/2020

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1. Introduction to Self-Service Password Reset (SSPR)

Self-Service Password Reset (SSPR) allows users to reset or change their passwords without assistance from the Service Desk or System Administrator.

SSPR helps users regain access to their accounts if they:

- Forget their password
- Have their account locked
- Need to update their password

This solution reduces Service Desk workload and improves productivity by allowing users to resolve password-related issues independently.

2. Prerequisites for SSPR

Before using SSPR, users must:

- Be registered for Multi-Factor Authentication (MFA)
- Have access to a registered mobile device
- Have the Microsoft Authenticator App configured

Users must ensure their security information is updated by visiting:

<https://aka.ms/mysecurityinfo>

3. Using SSPR

3.1 Accessing the SSPR Portal

1. Using any computer or mobile device, navigate to: <https://aka.ms/sspr>
2. Enter your ECDoe username
3. Complete the human verification process by entering the code displayed on screen
4. Click **Next**

Get back into your account

Who are you?

To recover your account, begin by entering your email address 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

3.2 Verifying Your Identity

1. Select your preferred authentication method
2. Approve the verification request using the Microsoft Authenticator App or other configured method
3. Follow the on-screen instructions to continue

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Approve a notification on my authenticator app

Enter a code from my authenticator app

Send a notification to your authenticator app on your mobile device.

Send Notification

3.3 Creating a New Password

1. Enter your new password
2. Confirm the new password
3. Ensure the password meets the organisation's password complexity requirements
4. Click **Finish**

Get back into your account

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

* Enter new password:

Password strength

* Confirm new password:

Finish

Cancel

3.4 Password Reset Completion

Your password reset will now be completed.

You may log in to Microsoft 365 services using your new password.

Important: To update your laptop login password, ensure that you are:

- Connected to the ECDoE office network, OR
- Connected through VPN

Get back into your account

 Your password has been reset