

# Register Now for Self Service Password Reset

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Go to <https://aka.ms/ssprsetup> to register

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Enter your current City email and network password when prompted

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Follow the instructions and set up your verification options

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Contact the IT Service Desk at **612-673-2525** for help. Agents are available to assist you 5:45 a.m.-midnight Monday-Friday and 9 a.m.- 7 p.m. on weekends.

## Verification options to set up:



Mobile phone – Provide your mobile phone number to get a code by phone or text message to reset your password.



Email – Provide an alternate email address to get a code by email.



Security questions – Provide answers to five security questions. Three will be used for verification if you need to reset your password.

**Once you've registered**, if you forget your password or are locked out of your City network or email account go to the Microsoft site at <https://aka.ms/sspr> from an internet-connected device, like your smartphone, and follow the instructions so you can reset it yourself.

You can reset your password yourself only once in a 24-hour period.