

Enrolling for the Password Reset System

To enrol in Microsoft's Password Reset System, Lifelong Learning Users need to follow the below steps:

1. First open a new Browser window in Incognito (Google Chrome) / InPrivate (MS Edge) mode
2. Go to <https://aka.ms/ssprsetup> and the below screen is shown:

Microsoft

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

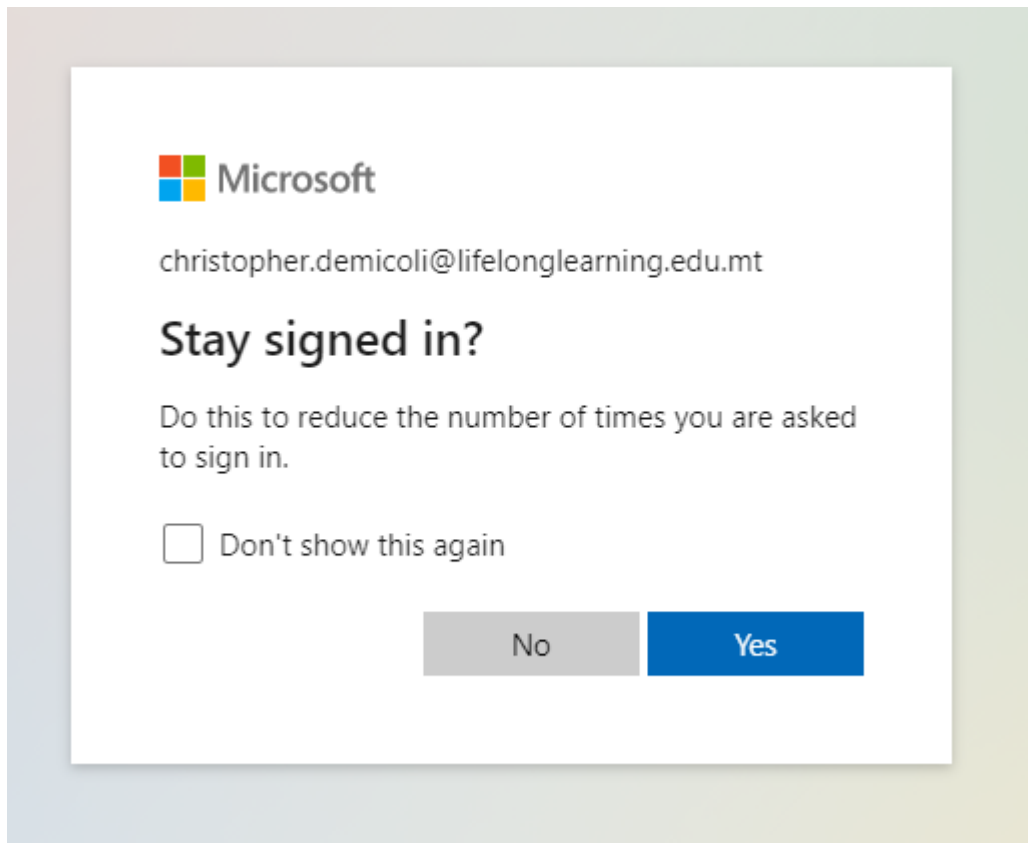


Enter the characters in the picture or the words in the audio.

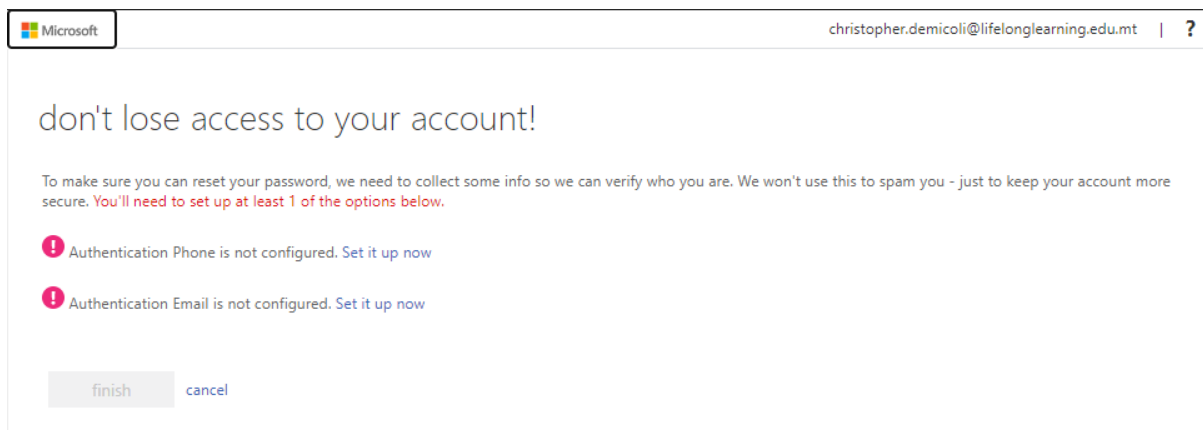
Next

Cancel

3. Enter the **Lifelong Learning email address** in the first field named 'Email or Username' and then enter the characters in the picture in the second field box.
4. Click **Next**.
5. The below window is shown and click **Yes**.



6. The below window is shown and you will be asked to choose from two authentication methods as per below:



7. It is suggested that you set up both methods.
8. Click on **Set it up now** next to the Phone authentication method and the below window is shown:

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Select your country or region

Enter your authentication phone number

text me

call me

back

9. Select the country (Malta) and enter your mobile number in the respective fields
10. Choose whether you wish to receive a SMS by clicking **Text Me** or a call by clicking **Call Me** through the provided mobile number.

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Malta (+356)

79

text me

call me

back

Microsoft christopher.demicoli@lifelonglearning.edu.mt | ?

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Malta (+356)

text me call me

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

verify

back

11. Once done, the sign next to the Phone authentication method will turn into a green circle as per below:

Microsoft christopher.demicoli@lifelonglearning.edu.mt | ?

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 +356 79295018. [Change](#)
- ! Authentication Email is not configured. [Set it up now](#)

finish cancel

12. Then proceed to clicking on **Set it up** now next to the Email authentication method and the below window is shown:

Microsoft christopher.demicoli@lifelonglearning.edu.mt | ?

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

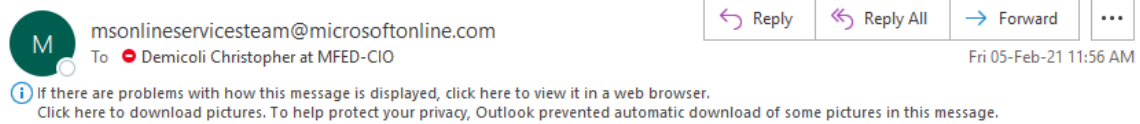
christopher.demicoli@gov.mt

email me

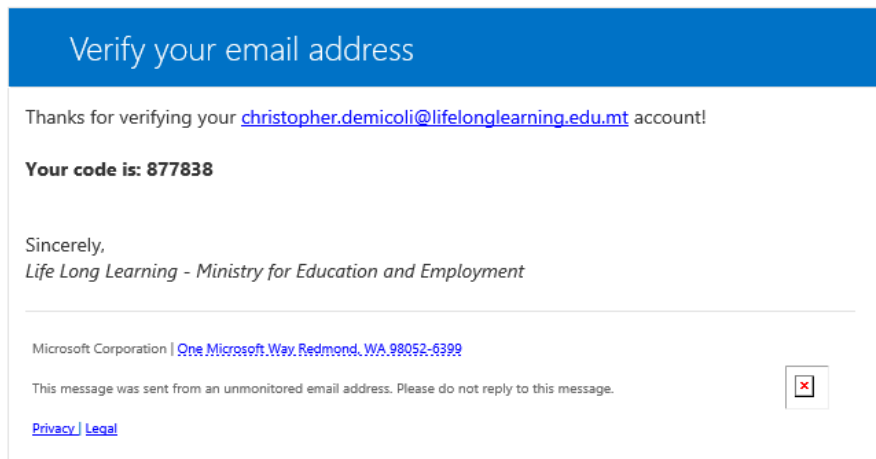
back

13. In the Authentication Email field, enter a personal email address (different from the Lifelong Learning email address) where a code will be sent and click on **Email me**.
14. The user will receive the below email on the provided email address:

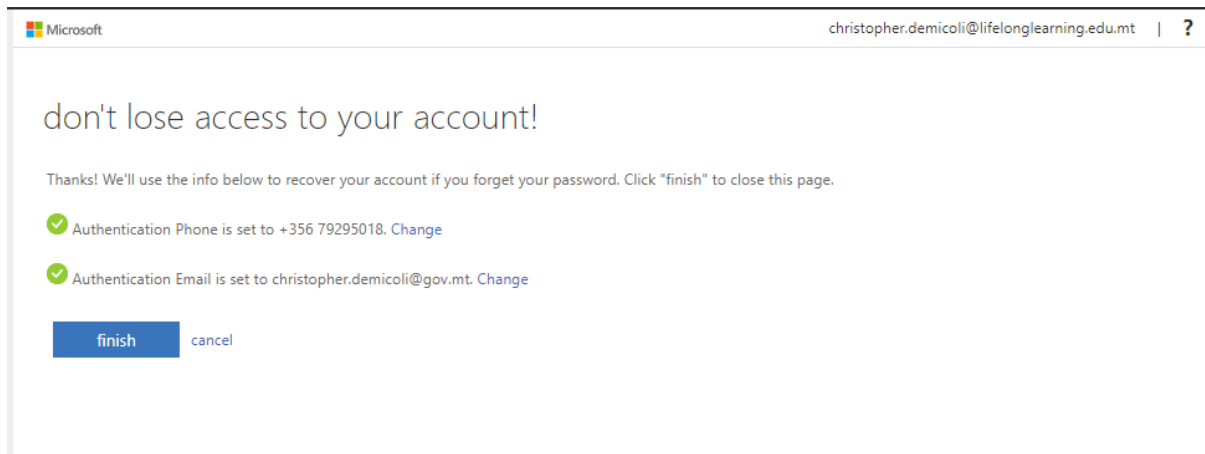
Life Long Learning - Ministry for Education and Employment account email verification code



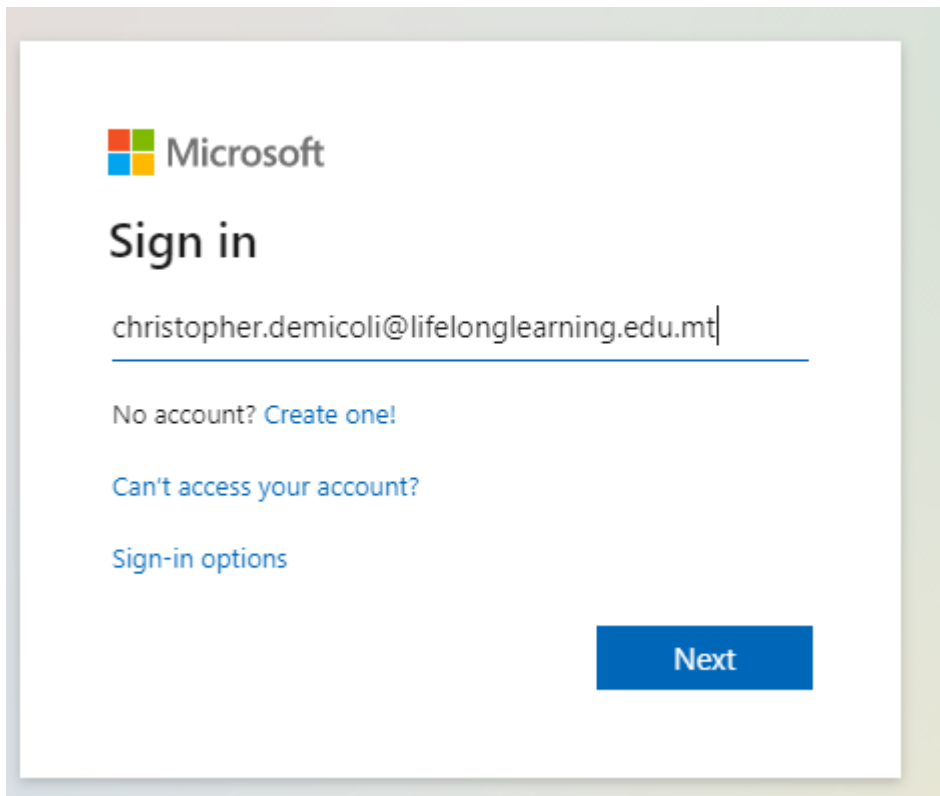
CAUTION: This email originated from OUTSIDE the Government Email Infrastructure. DO NOT CLICK LINKS or OPEN attachments unless you recognise the sender and know the content is safe.



15. Once done, the sign next to the Email authentication method will turn into a green circle as per below:



16. Congratulations! You have enrolled in the Password Reset System.
17. To confirm this process, you can check by going to **myapps.microsoft.com** in incognito mode



18. Click **Next**
19. Click on **Forgot my password** from the below screen and choose one of the authentication methods that you have enrolled with in the previous steps:

