

Register for Self Service Password Reset

Self Service Password Reset allows you to reset your own password when not in school, to register please follow these instructions, you must do this when not in school if using a mobile phone.

Browse to: <https://login.microsoftonline.com/>

Enter your school email address and click **Next**.

Enter your usual password and click **Sign in**.

When asked for **More information** click **Next**.

 Ulverston Victoria High School

23test@pupil.uvhs.org.uk

More information required

Your organisation needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)


Next

You can follow the instructions to setup **Microsoft Authenticator** or choose **I want to set up a different method**.

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

Next

[I want to set up a different method](#)Skip setup

You will now be asked to setup at least one method of account recovery, you can choose:

Authenticator app

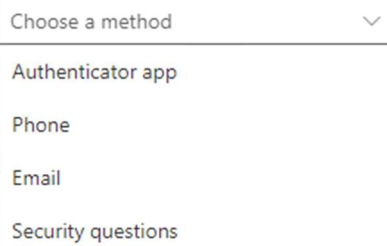
Phone

Email

Security Questions

Choose a different method ✕

Which method would you like to use?

A screenshot of a web interface showing a dropdown menu. The dropdown is open, displaying four options: 'Authenticator app', 'Phone', 'Email', and 'Security questions'. The text 'Choose a method' is visible at the top of the dropdown, and a downward arrow is on the right. The background is a blurred image of a person's face.

Choose a method

Authenticator app

Phone

Email

Security questions

You can setup multiple methods if you wish.

Authenticator App

This will take you back to the **Microsoft Authenticator** screen.

Phone

Select your country or region, enter your phone number, and choose **Call me**

You can prove who you are by answering a call on your phone.

What phone number would you like to use?

A screenshot of a web form for selecting a phone number. It features a dropdown menu with 'United Kingdom (+44)' selected, followed by a text input field labeled 'Enter phone number'.

United Kingdom (+44)

Enter phone number

☒ Call me

Message and data rates may apply. Choosing **Next** means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

You will receive a call on your phone. Enter the verification code and click **verify**.

Email

Enter an email address for account recovery, this cannot be your school account.

What email would you like to use?

A screenshot of a web form showing a single text input field with the placeholder text 'Enter email'.

Enter email

Next

A code will be sent to this alternative email for verification.

Security Questions

You will be asked to choose four security questions.

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

Back

Use the drop down list to choose which questions you want to use and choose your answers

Security question 1

- What is your father's middle name?
- What is your favourite food?
- What is your mother's middle name?
- What is your oldest sibling's middle name?
- What is your youngest sibling's middle name?
- What was the name of the first school that you attended?
- What was the name of your first pet?
- What was your favourite sport in secondary school?
- Who is the most famous person that you have ever met?
- What was the first concert you attended?
- Where did your parents meet?



Example:

Security question 1



When you have chosen your questions and answers click **save answers**

save answers

Once you have entered your recovery options click **Finish**

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 +44 07 [REDACTED] [Change](#)

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

Finish

[Cancel](#)

Self Service Password Reset has now been enabled on your account; you can now reset your password from the internet when you are not in school.

If in school, please ask your Teacher or Form Tutor to reset your password.