



# St Helens Schools ICT Support

## Self-Service Password Reset FAQ

### **What is Self-Service Password Reset?**

Self-Service Password Reset is a tool that allows you to reset your school password without needing to contact the ICT support team. This can be useful if you've forgotten your password and the ICT service desk is closed (such as at the weekend).

### **How does it work?**

To use Self-Service Password Reset you must first register your telephone number (ideally a personal mobile phone number) and/or a personal email address (not your school one). To register, go to the following website,

<https://account.activedirectory.windowsazure.com/PasswordReset/Register.aspx?regref=ssprsetup>

Enter your password when asked, then provide a personal phone number and personal email address. Once registered, you can access the following website to begin a reset,

<https://passwordreset.microsoftonline.com/>

A code will be sent to your registered phone number and/or personal email address.

### **Is my personal information secure?**

Yes it is. We take data security and your privacy very seriously. We follow St Helens Council's data protection code of conduct when dealing with your phone number and personal email address. Your data is dealt with in accordance with GDPR. But in short,

- Your telephone number and personal email address is stored within your email account.
- No other member of staff in your school or any other school in St Helens can view this.
- Selected members of the St Helens Schools ICT Support team can view this data, but would only do so at your request.
- Your personal telephone number and personal email address will never be disclosed to any other person.

If after registering, you wish to remove your phone number and email address. Please contact the St Helens Schools ICT Team.