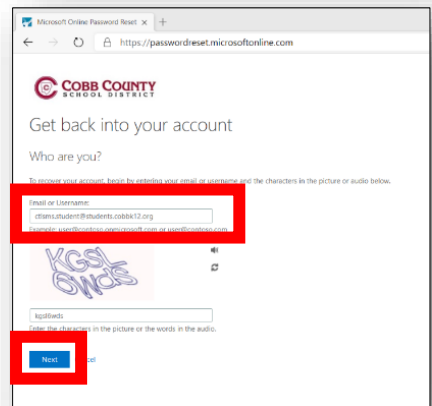
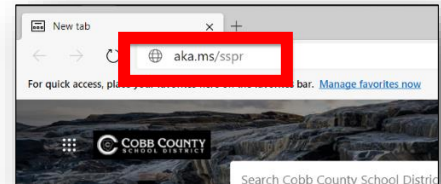


# Microsoft 365 Self-Service Password Reset

These directions explain how to change your Microsoft 365 password.

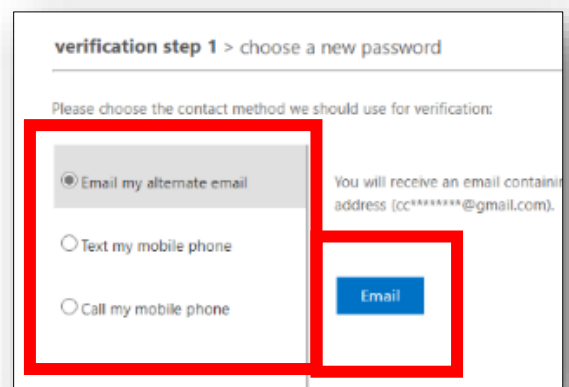
*Note: The directions will only work if you previously registered for the self-service password reset.*

1. Open a web browser and type the following URL: <https://aka.ms/sspr>
2. Type your **CCSD e-mail address**:
  - (Staff) [firstname.lastname@cobbk12.org](mailto:firstname.lastname@cobbk12.org)
  - (Student) [firstname.lastname@students.cobbk12.org](mailto:firstname.lastname@students.cobbk12.org)
3. Click **Next**.



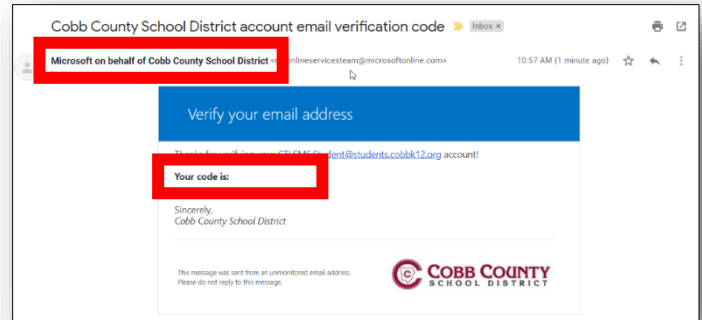
4. Choose **how you want to be contacted** for verification purposes and complete contact information.
 

*Note: In this example, the Email my alternate email feature is demonstrated.*
5. Leave the **browser window open**.

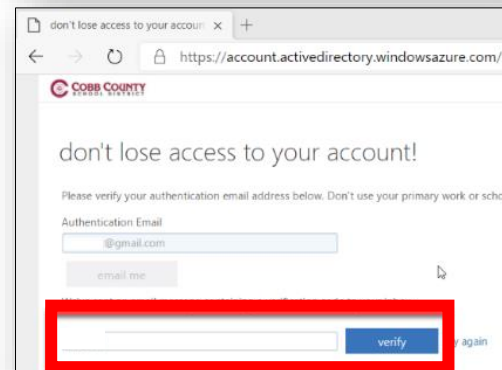




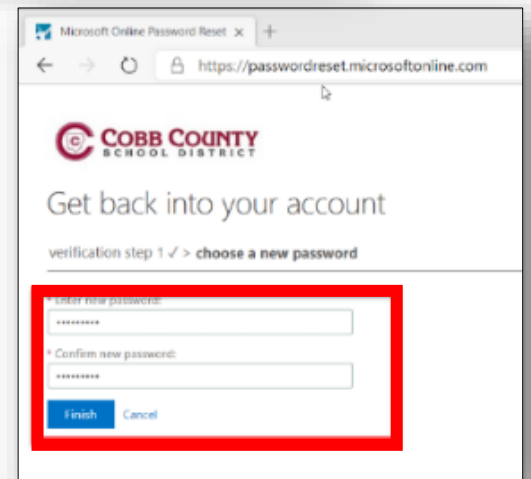
6. **Log in to the email address** you used when you set up your self-service password reset.
7. Open e-mail from *Microsoft on behalf of Cobb County School District* and retrieve the **verification code**.



8. Enter the **verification code**.
9. Click **Verify**.



10. Type in your **new password**.  
*Note: Staff will need to use a complex password with the following requirements:*
  - *Minimum length – 8 characters*
  - *At least one Capital Letter*
  - *At least one number*
  - *At least one special character such as: !, @, #, \$*



11. Click **Finish**.

You have now reset your password and can now log in to Microsoft 365.