Users can self-register for Self Service Password Reset (SSPR) using these instructions.

A self-service password reset option allows VBCPS staff and students the ability to reset their network password or unlock their account remotely from a web browser of their choice using Office 365.

1. Open browser and navigate to https://login.microsoftonline.com/

2. Type your school email address
3. Click Work or school account (Proceed to step 4 if you do not see this screen)

4. Click Can't access your account?
5. Click Work or school account

Can’t access your account?  
What kind of account do you have?  
Personal account  
Work or school account

6. Type VBCPS email address in the User ID field
7. Type the characters in the picture and click NEXT

8. Choose I forgot my password if you wish to reset your password and click NEXT OR  
Choose I know my password, but still can’t sign in if you wish to keep your existing password and just need to unlock your account then click NEXT
9. Select your method of verification and choose one of the following:

*(Not all these options will show. It depends how the SSPR was initially set up by each user)*

- Email My Alternate Email
- Text My Mobile Phone
- Call My Mobile Phone
- Answer My Security Questions

10. A verification code will be sent to the device and method you chose.

[Image of verification code email]
11. Type the verification code and click **NEXT**

12. Enter new password, confirm and click **Finish**
13. If Answer my security questions was chosen
14. Enter answers and click NEXT

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Answer my security questions

Verification step 1 > choose a new password

Contact your administrator

15. Choose a new password
16. Enter new password, confirm and click Finish

Get back into your account

Verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish Cancel