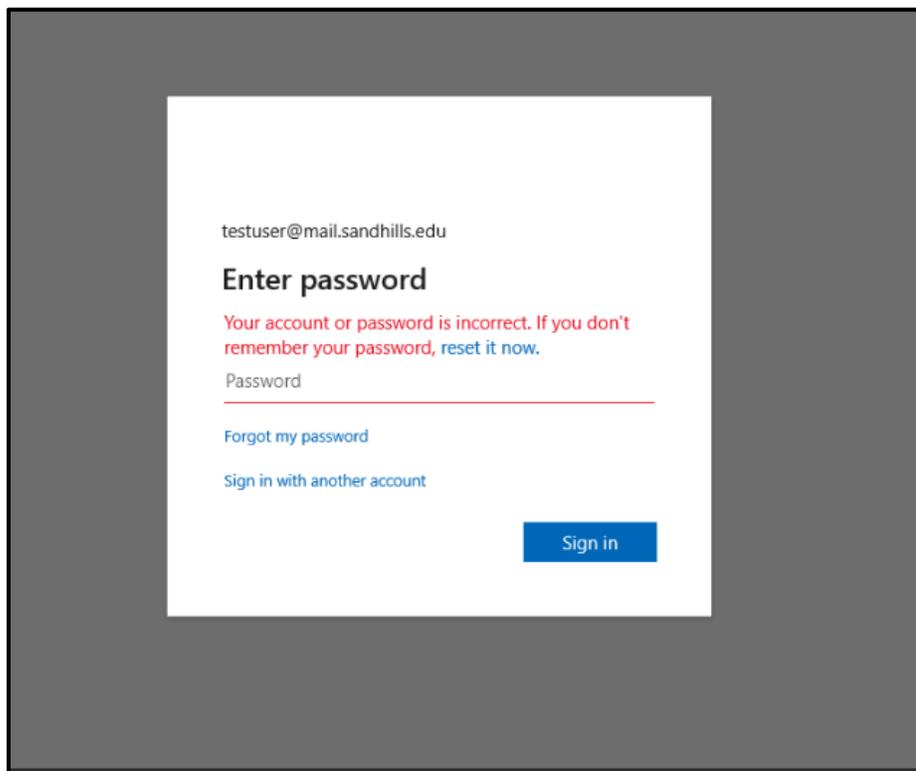


How to Unlock your Account with SSPR

If you have been locked out of your account, you can use your security info and your mobile device to reset your work or school password.

If you know your password, but your account is locked out and you need to unlock it. Follow the steps below:

1. Click on **reset it now**.



The screenshot shows a login page with the email address testuser@mail.sandhills.edu. The main heading is "Enter password". Below this, a red error message states: "Your account or password is incorrect. If you don't remember your password, reset it now." There is a "Password" input field with a red underline. Below the input field are three links: "Forgot my password", "Sign in with another account", and a blue "Sign in" button.

2. In the **Get back into your account** screen, type your work or school User ID (for example, your email address), prove you aren't a robot by entering the characters you see on the screen, and then select **Next**.



Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



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

3. In the **Get back into your account** screen, check the **I know my password, but still can't sign in** and click **Next**.

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Get back into your account

Why are you having trouble signing in?

I forgot my password

I know my password, but still can't sign in

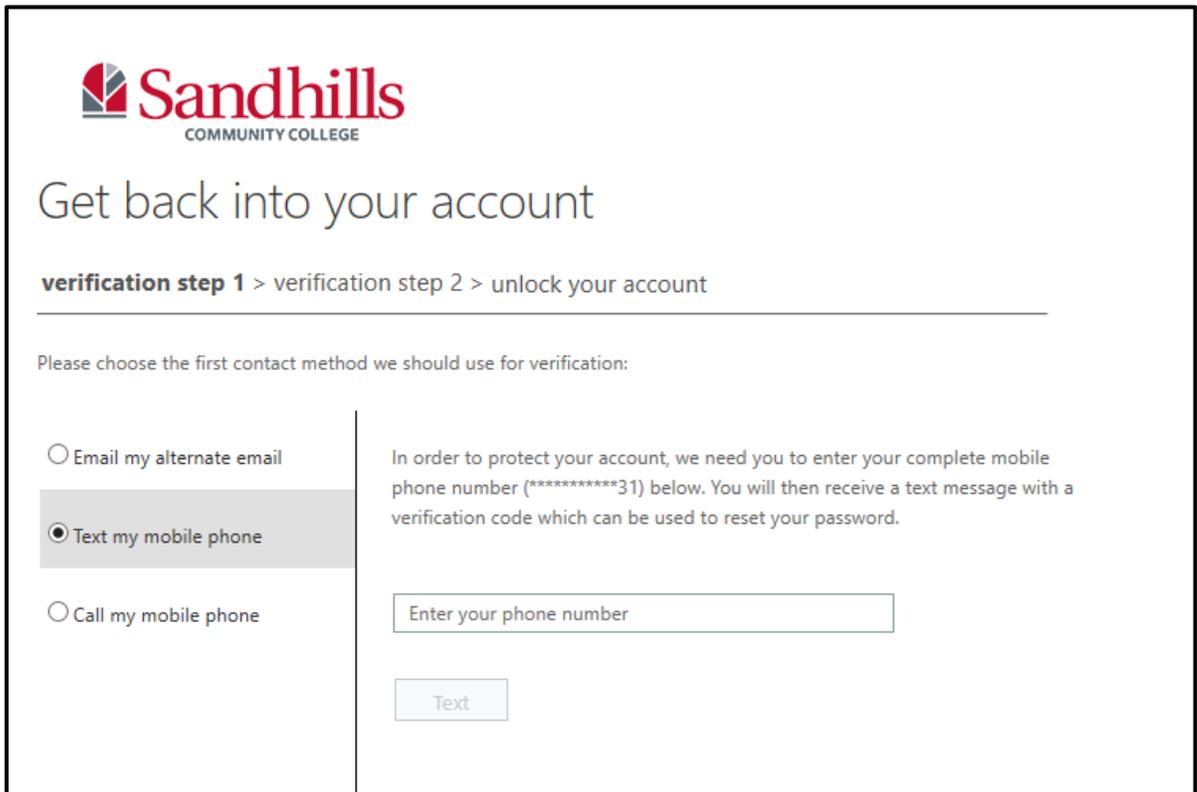
This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

[Next](#) [Cancel](#)

4. Next, you can either click on **Text my mobile phone** or **Call my mobile phone**. Enter your phone number associated with you account.

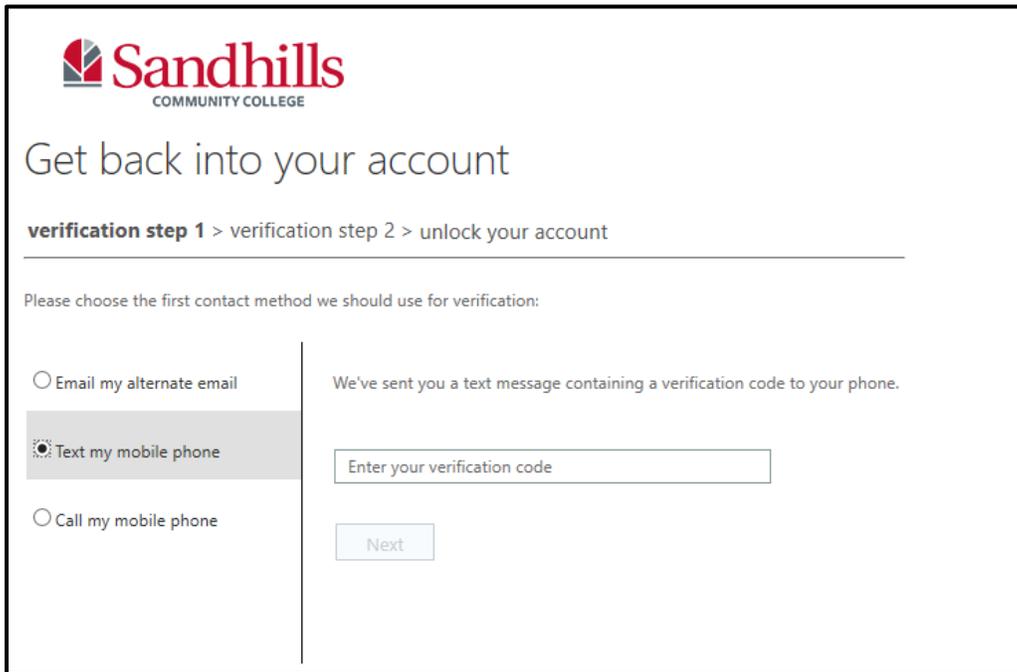
Note: You must have previously set up your mobile device for verification using at least one of these methods.

5. Click on **Text** or **Call**.



The screenshot shows the Sandhills Community College logo at the top left. Below it, the heading "Get back into your account" is displayed. A breadcrumb trail reads "verification step 1 > verification step 2 > unlock your account". A horizontal line separates this from the instruction: "Please choose the first contact method we should use for verification:". On the left, there are three radio button options: "Email my alternate email", "Text my mobile phone" (which is selected and highlighted with a grey background), and "Call my mobile phone". To the right of these options, a text box explains: "In order to protect your account, we need you to enter your complete mobile phone number (*****31) below. You will then receive a text message with a verification code which can be used to reset your password." Below this text is a text input field with the placeholder "Enter your phone number" and a "Text" button.

6. You will receive a verification code on your phone. Enter the code and click **Next**.



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Get back into your account

verification step 1 > verification step 2 > unlock your account

Please choose the first contact method we should use for verification:

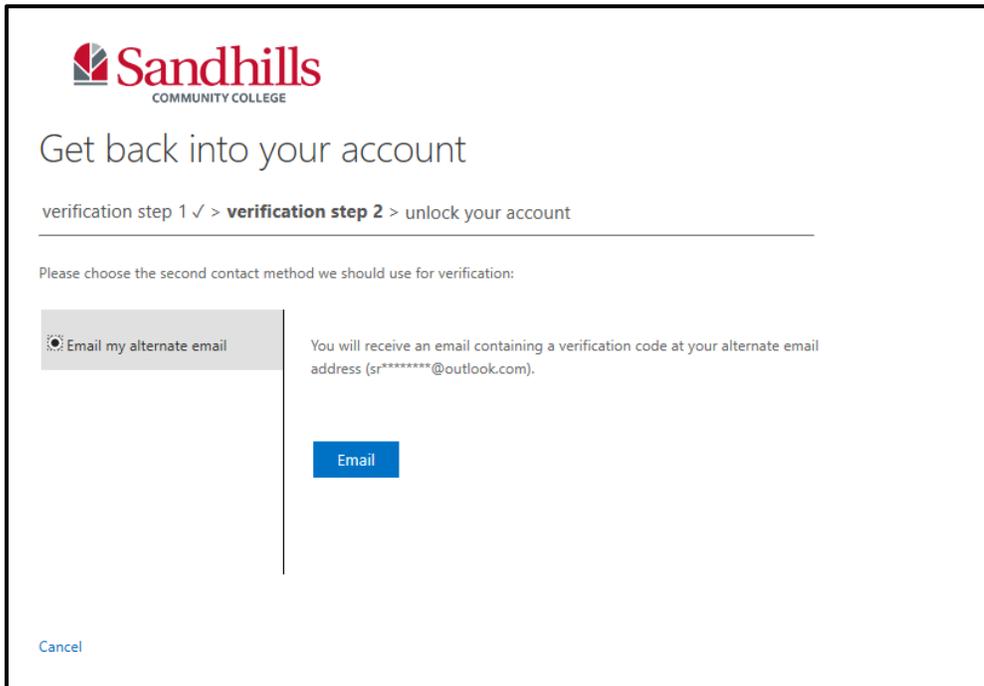
- Email my alternate email
- Text my mobile phone
- Call my mobile phone

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

Enter your verification code

Next

7. Next, email a verification code to your alternative email account.
8. Click **Email**.



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Get back into your account

verification step 1 ✓ > **verification step 2** > unlock your account

Please choose the second contact method we should use for verification:

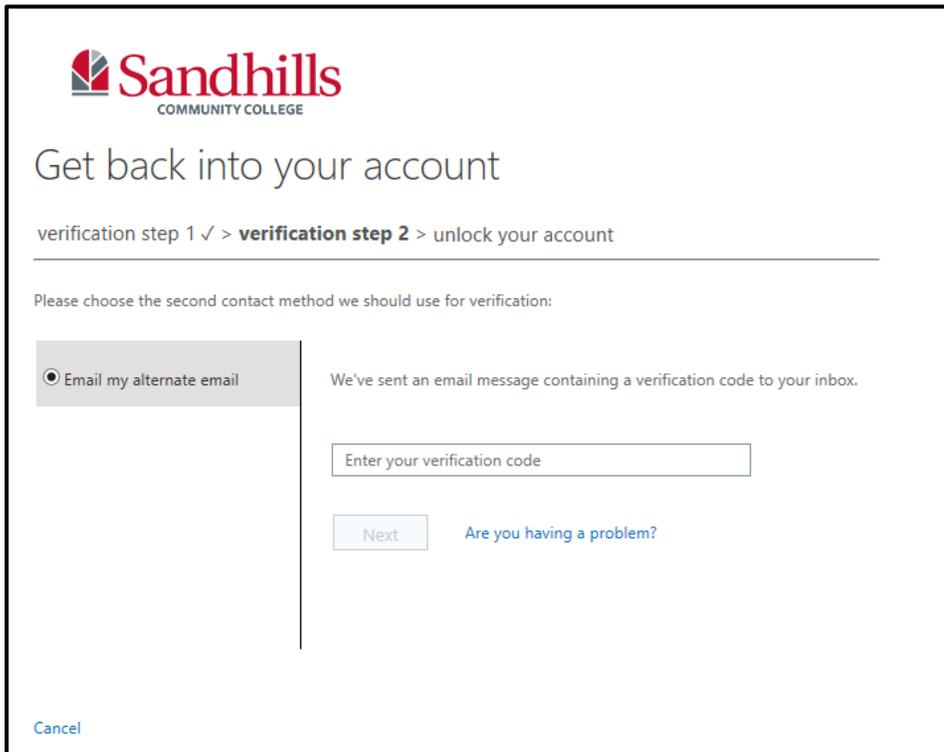
- Email my alternate email

You will receive an email containing a verification code at your alternate email address (sr*****@outlook.com).

Email

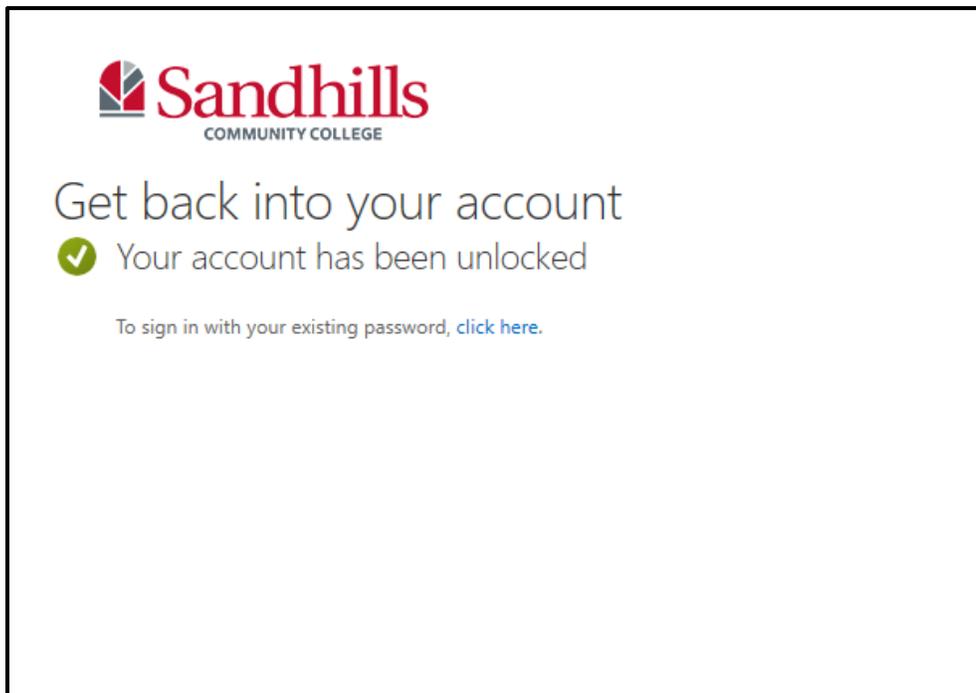
Cancel

9. Enter the verification code you received in your alternative email account.
10. Click **Next**.



The screenshot shows the Sandhills Community College logo at the top left. Below it, the heading "Get back into your account" is displayed. A progress indicator shows "verification step 1 ✓ > verification step 2 > unlock your account". The main instruction reads: "Please choose the second contact method we should use for verification:". On the left, a radio button is selected for "Email my alternate email". To the right, a message states: "We've sent an email message containing a verification code to your inbox." Below this is a text input field with the placeholder "Enter your verification code". At the bottom left is a "Next" button, and at the bottom right is a link "Are you having a problem?". A "Cancel" link is located at the bottom left of the page.

11. Your account has now been unlocked!



The screenshot shows the Sandhills Community College logo at the top left. Below it, the heading "Get back into your account" is displayed. A green checkmark icon is followed by the text "Your account has been unlocked". Below this, a link is provided: "To sign in with your existing password, [click here](#)."