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**.
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**.
3. In the **Get back into your account** screen, check the **I know my password, but still can’t sign in** and click **Next**.
4. Next, you can either click on **Text my mobile phone** or **Call my mobile phone**. Enter your phone number associated with your 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**.
6. You will receive a verification code on your phone. Enter the code and click Next.

7. Next, email a verification code to your alternative email account.
8. Click Email.
9. Enter the verification code you received in your alternative email account.
10. Click Next.

11. Your account has now been unlocked!