



HAYDOCK HIGH SCHOOL

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>

Log in with your email address and password when prompted, then provide a personal phone number or personal email address.

HAYDOCK HIGH SCHOOL [redacted]@haydockhigh.sthelens.org.uk | ?

don't lose access to your account!

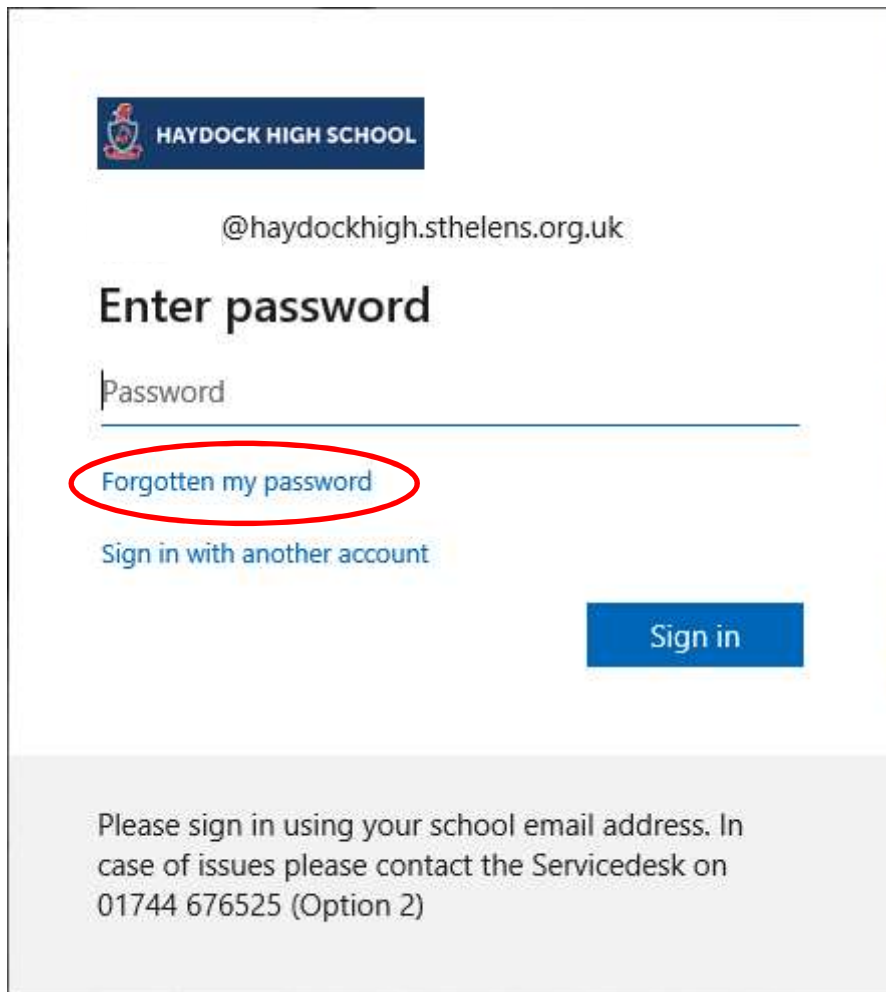
To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We won't use this to spam you – we'll just use it to make your account more secure. **You'll need to set up at least 1 of the options below.**

- ! Authentication Phone is not configured. Set it up now
- ! Authentication Email Address is not configured. Set it up now

Finish Cancel

Once registered, you can access the following website to begin a reset, or alternatively select the Forgotten my password link on the login page.

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



HAYDOCK HIGH SCHOOL

@haydockhigh.sthelens.org.uk

Enter password

Password

[Forgotten my password](#)

[Sign in with another account](#)

Sign in

Please sign in using your school email address. In case of issues please contact the Servicedesk on 01744 676525 (Option 2)

A code will be sent to your registered phone number 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 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.