

SELF-SERVICE PASSWORD RESET GUIDE

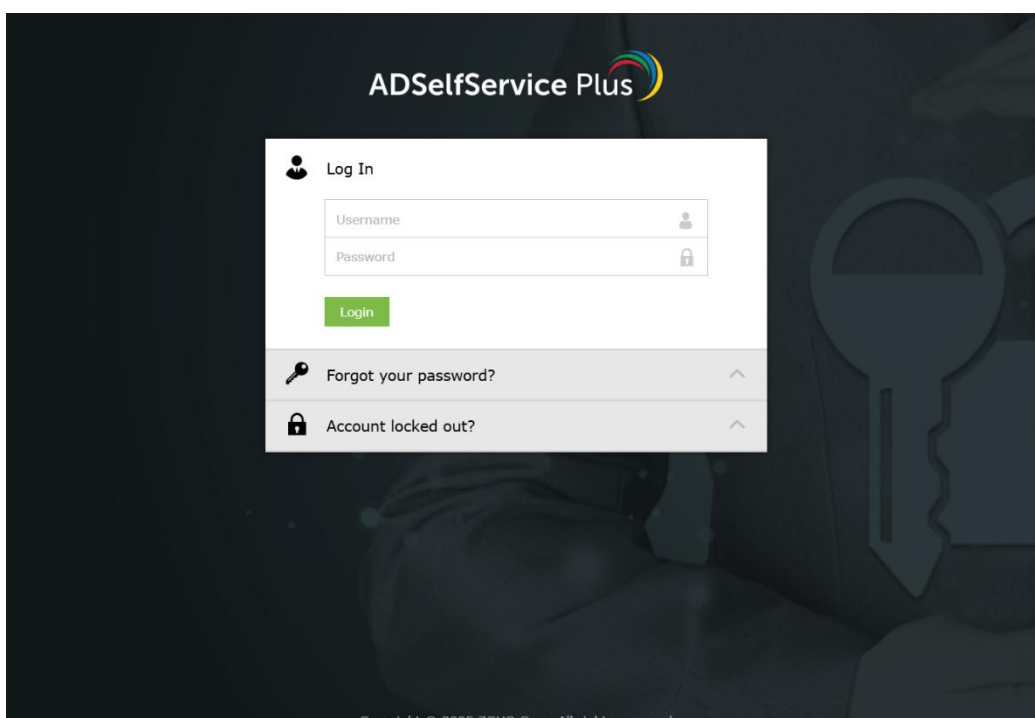
I. Introduction

The Trust IT team is introducing self-service password reset (SSPR) for user accounts.

This new feature will allow users to reset their own password without having to go through the IT Helpdesk, which is the current method for requesting user password resets. SSPR will improve security, while providing more flexibility for Trust users.

II. SSPR Enrolment Steps

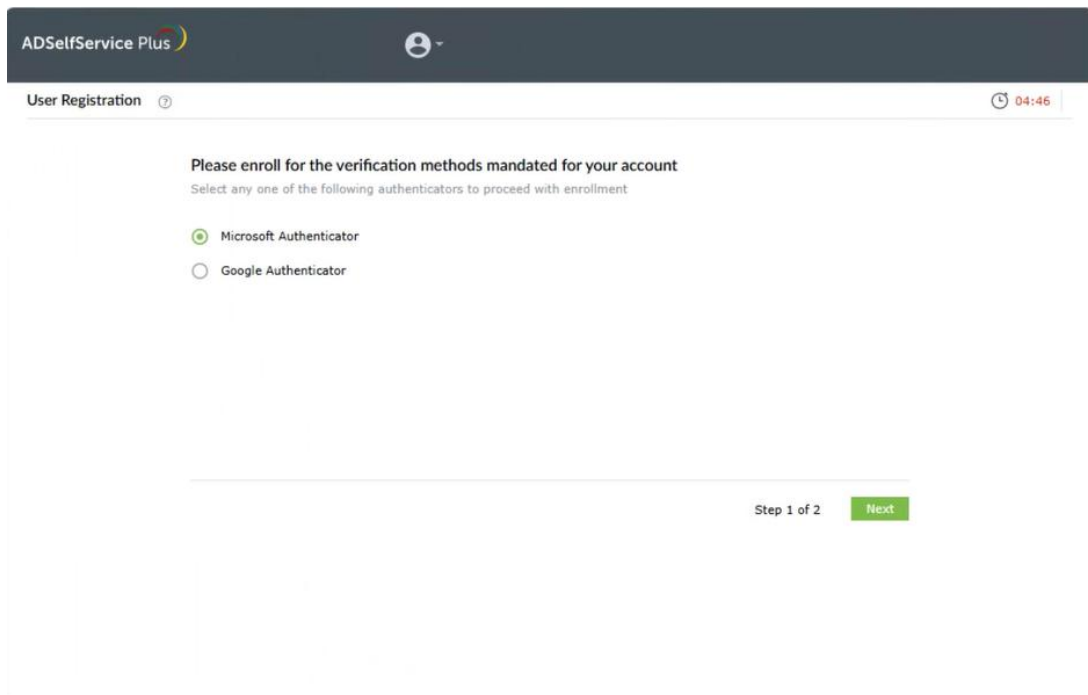
1. To enrol for SSPR, access this URL <https://sspr.nmh.nhs.uk/>; the following login page will appear.



2. Log in with your AD credentials. You will be then prompted to set up multi-factor authentication for your account if you have not previously done so.

**You will have the option to choose between Microsoft Authenticator and Google Authenticator. The recommended Trust authenticator is Microsoft Authenticator.*

***You have 5 minutes to complete this step.*



The screenshot shows the 'User Registration' page in ADSelfService Plus. The page title is 'User Registration' with a help icon. A timer in the top right corner shows '04:46'. The main heading is 'Please enroll for the verification methods mandated for your account' with a sub-heading 'Select any one of the following authenticators to proceed with enrollment'. There are two radio button options: 'Microsoft Authenticator' (which is selected) and 'Google Authenticator'. At the bottom right, there is a 'Next' button and the text 'Step 1 of 2'.

3. Scan the QR code with your authenticator application. Once done, please enter the code, generated by your application.

Please enroll for the verification methods mandated for your account

 Microsoft Authenticator

1. Install Microsoft Authenticator.
2. Go to the Microsoft Authenticator app. Select Add account > Other (Google, Facebook, etc.).
3. Scan the displayed QR code. A one-time-passcode is generated in the app.



[Can't scan the QR code?](#)

4. Enter the code generated by the Microsoft Authenticator app

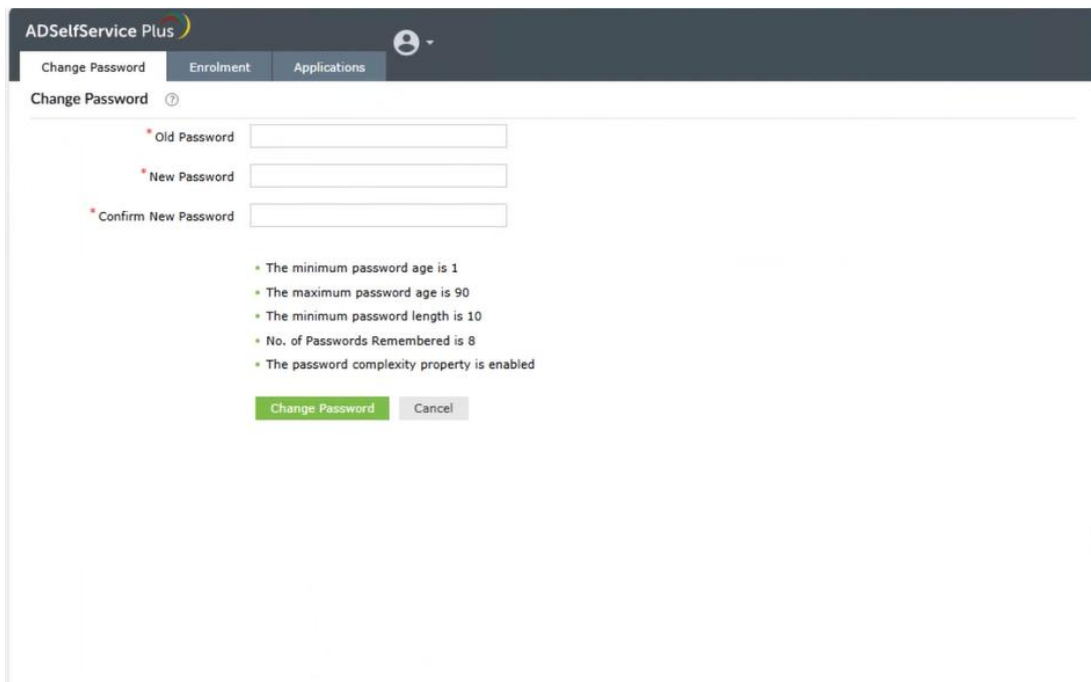
[Try another way](#)

Step 2 of 2

[Next](#)

4. Once you complete the MFA setup process, you will see the following screen.

Please note that you are not required to change your password right away unless you would like to make use of self-service password reset.



ADSelfService Plus

Change Password Enrolment Applications

Change Password ?

* Old Password

* New Password

* Confirm New Password

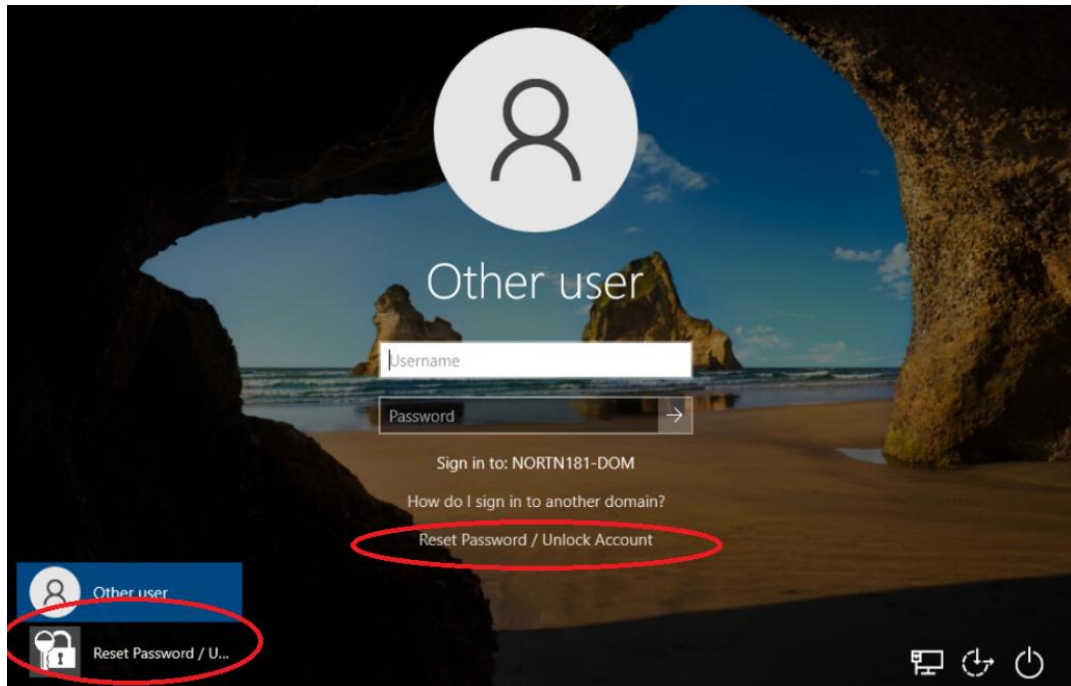
- The minimum password age is 1
- The maximum password age is 90
- The minimum password length is 10
- No. of Passwords Remembered is 8
- The password complexity property is enabled

[Change Password](#) [Cancel](#)

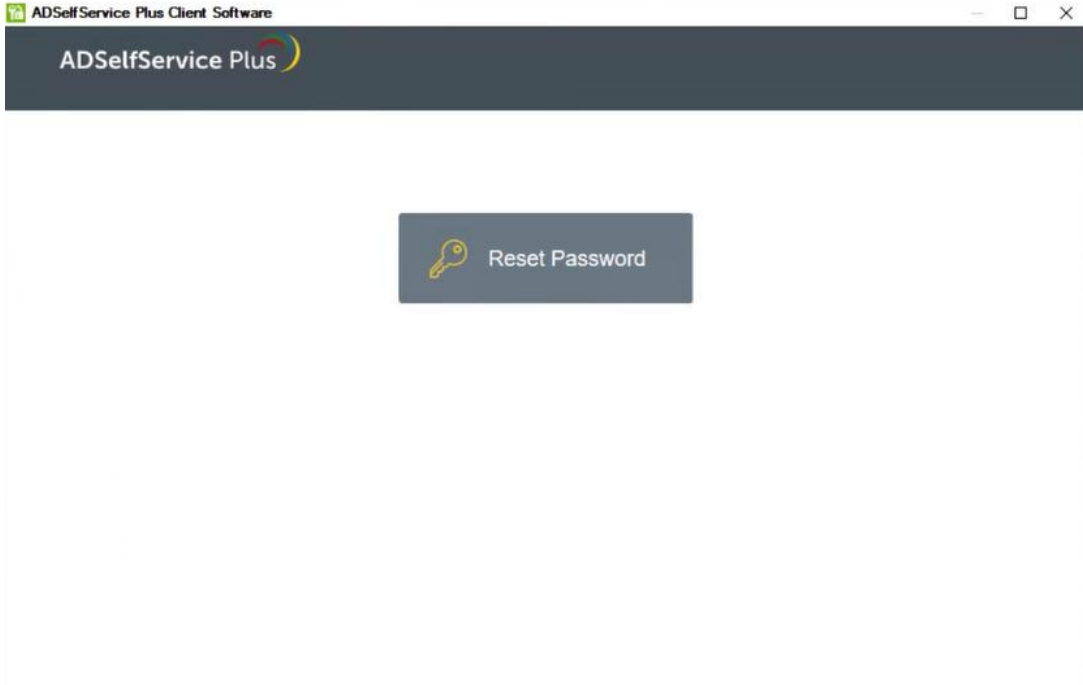
III. Use of SSPR once setup process is complete

As of July 14th, 2025, users will see this new button appear on their logon screens.

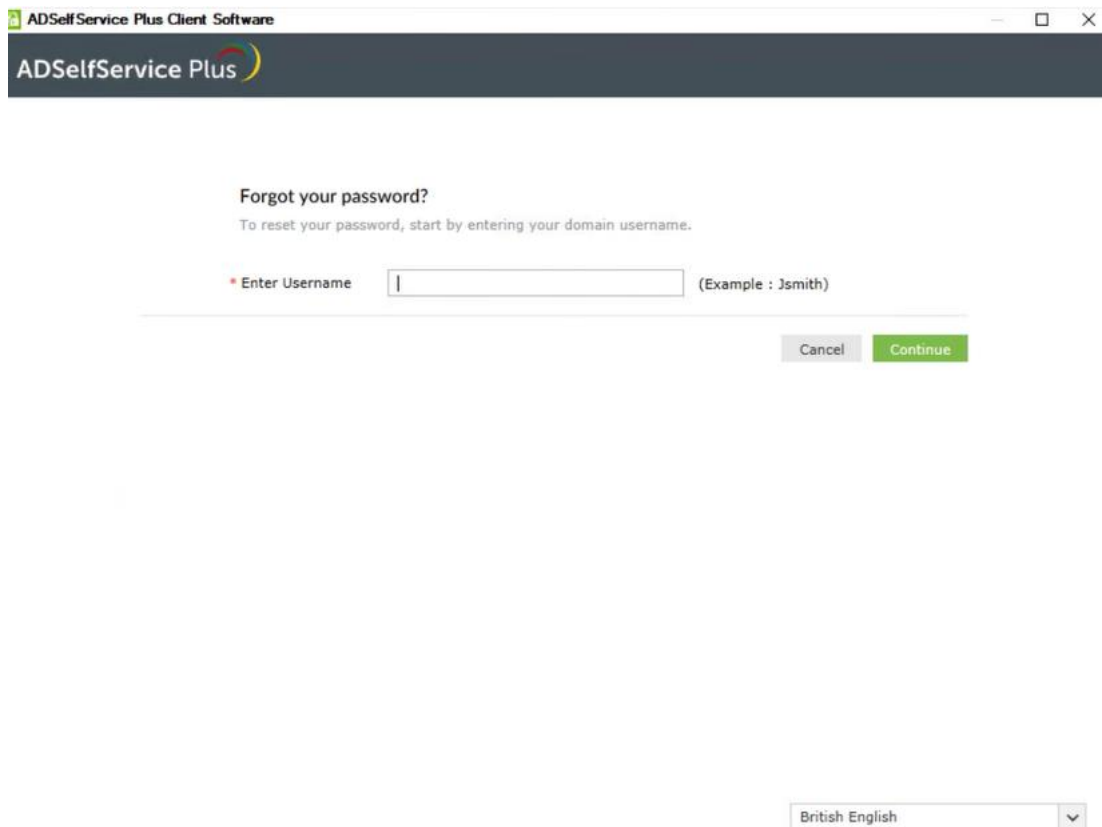
To reset your password, please click on **Reset Password / Unlock Account**. This will help you reset your account password without having to raise a ticket or call the IT helpdesk.



1. Once you click on **Reset Password / Unlock Account**, you will see the screen below. Click on **Reset Password**.



2. Enter your AD username.



3. Use MFA and verify your identity using your MFA application.

Please check your Microsoft Authenticator App

Enter the code that appears on your app

Cancel Continue

4. You are now ready to reset your password.

ADSelfService Plus Client Software

ADSelfService Plus

{NORTN181-DOM} 04:57

Reset Password

*New Password

*Confirm New Password

- The minimum password age is 1
- The maximum password age is 90
- The minimum password length is 10
- No. of Passwords Remembered is 8
- The password complexity property is enabled

Cancel Reset Password