

# GUIDELINE FOR SELF SERVICE PASSWORD RESET (SSPR)





**What is SSPR?**

Self Service Password Reset (SSPR) is a web-based password management solution

Eliminates the users' dependency on administrators to change their passwords.

Ensure that all passwords in the organization comply with the established policies

It reduces the workload of the ITD help desk and in turn reduces the cost

Users can change their own passwords and reset forgotten password





**How to access DHU's SSPR?**

① Visit SSPR site at <https://selfservice.dhu.edu.my>

② Enter Student ID and the current password



**DRB-HICOM  
UNIVERSITY**  
OF AUTOMOTIVE MALAYSIA

Please Sign in  
Self Service Password Reset




Sign in

 **Reset Password**

Regain access to your account if you have forgotten your password.

**3**

Click **Setup Security Questions**

 <p><b>Change Password</b> Change your current password.</p>	 <p><b>Setup Security Questions</b> Security questions and answers allow you to recover a forgotten password.</p>	 <p><b>My Account</b> Information about your password and password policies.</p>
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**4**

Setup Security Question and answers and once done, **Save Answers**

If you forget your password, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Your answers meet the requirements. Click **Save Answers** when ready.

What is the name of your favorite pet?

What is your favorite vehicle?

What is the name of the main character in your favorite book?

What food do you dislike the most?

If you could meet someone from history, who would it be?

**Save Answers** **Cancel**

5


Security Questions setup successful.  
Click **Continue**


Thank you. Your secret questions and answers have been successfully saved. If you ever forget your password, you can use the answers to these questions to reset your password.


[Continue](#)

6

Click **Change Password** to set a new password

- 

Change Password  
Change your current password.
- 

Setup Security Questions  
Security questions and answers allow you to recover a forgotten password.
- 

My Account  
Information about your password and password policies.

7

Enter the current password and click **Continue**

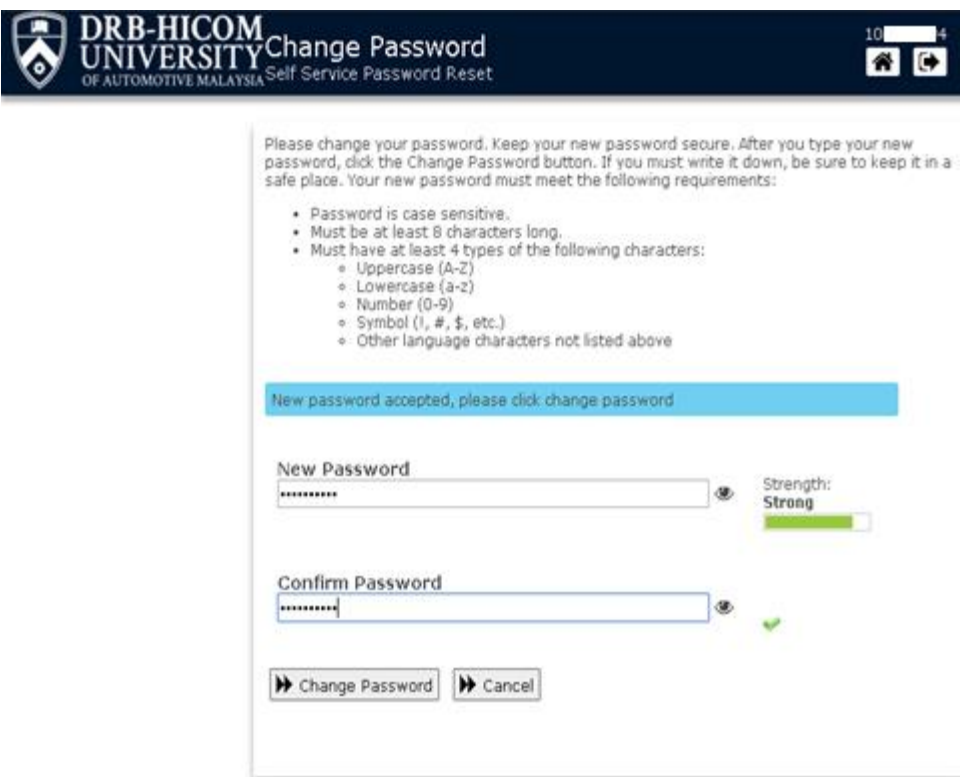
Please enter the following data. This is required to verify your identity before you can change your password.

Current Password

[Continue](#) [Cancel](#)

8

Enter the new password and click **Change Password**



DRB-HICOM UNIVERSITY OF AUTOMOTIVE MALAYSIA Change Password Self Service Password Reset

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must have at least 4 types of the following characters:
  - Uppercase (A-Z)
  - Lowercase (a-z)
  - Number (0-9)
  - Symbol (!, #, \$, etc.)
  - Other language characters not listed above

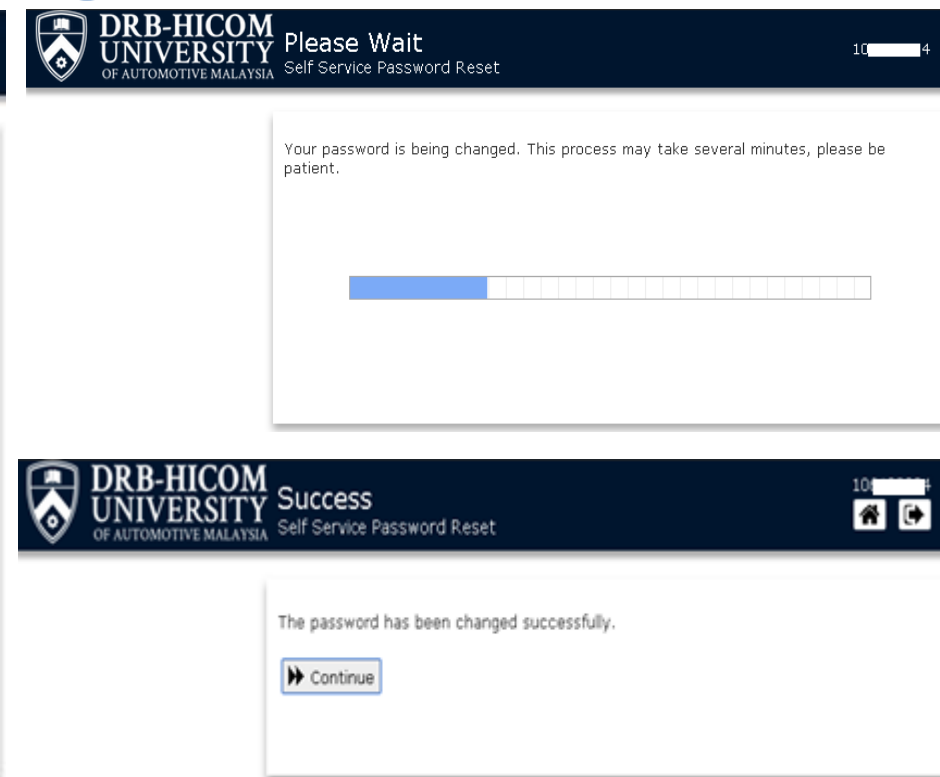
New password accepted, please click: change password

New Password  Strength: **Strong**

Confirm Password

9

Wait for the password changing and click **Continue** once done



DRB-HICOM UNIVERSITY OF AUTOMOTIVE MALAYSIA Please Wait Self Service Password Reset

Your password is being changed. This process may take several minutes, please be patient.

DRB-HICOM UNIVERSITY OF AUTOMOTIVE MALAYSIA Success Self Service Password Reset

The password has been changed successfully.





## How to reset password in SSPR?



**I FORGET  
MY PASSWORD**

1

Click on **Reset Password**

Please Sign in  
Self Service Password Reset

User Name

Password

Regain access to your account if you have forgotten your password.

2

Enter Student ID and click **Search**

Reset Password  
Self Service Password Reset

If you have forgotten your password, follow the prompts to reset your password.

Username\*

Forgotten Password  
Self Service Password Reset

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

What is the name of the main character in your favorite book?

What is your favorite vehicle?

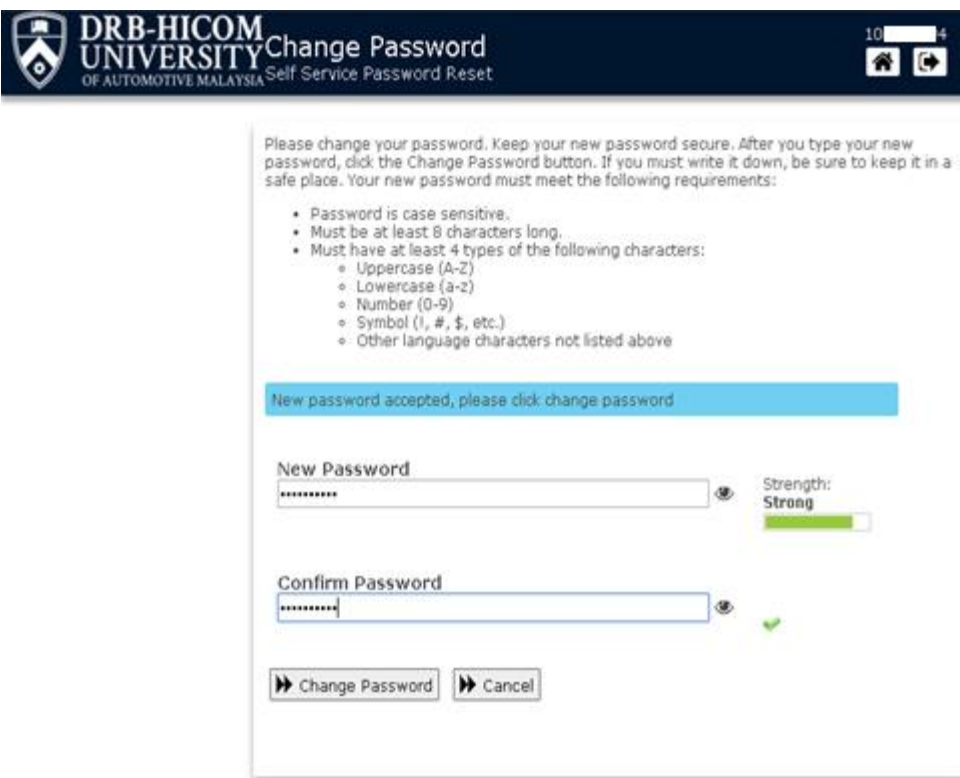
What is your favorite food?

3

Answer all the Security Question and once done, click **Check Answers**

4

Enter the new password and click  
**Change Password**



**DRB-HICOM UNIVERSITY OF AUTOMOTIVE MALAYSIA** Change Password  
Self Service Password Reset

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

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  - Number (0-9)
  - Symbol (!, #, \$, etc.)
  - Other language characters not listed above

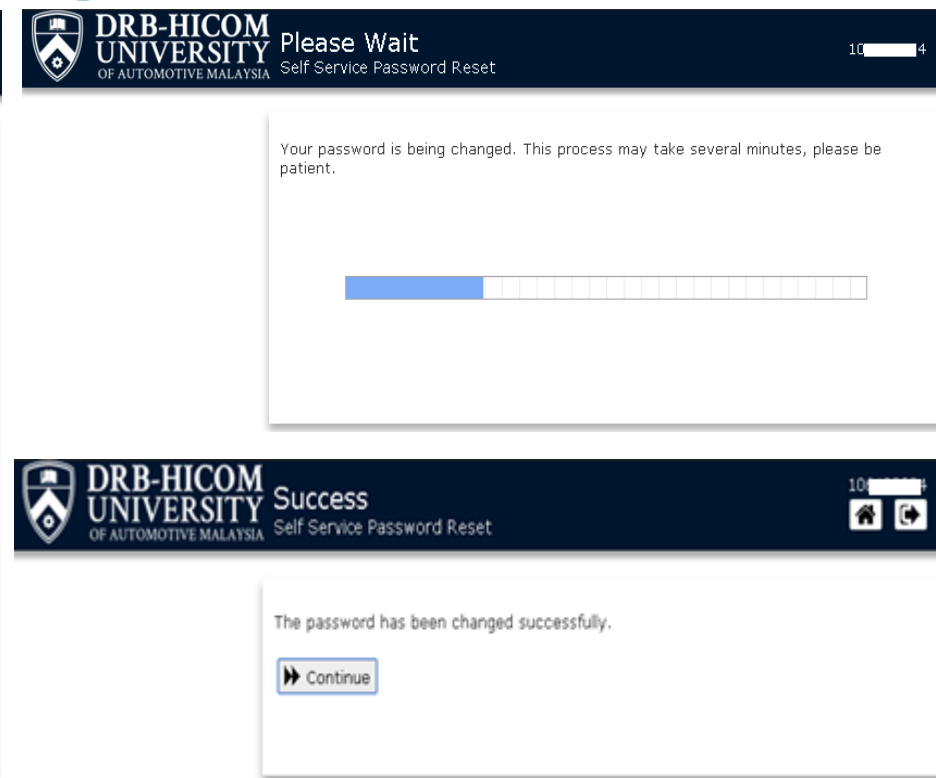
New password accepted, please click: change password

New Password  Strength: Strong

Confirm Password  ✓

5

Wait for the password changing and  
**click Continue once done**



**DRB-HICOM UNIVERSITY OF AUTOMOTIVE MALAYSIA** Please Wait  
Self Service Password Reset

Your password is being changed. This process may take several minutes, please be patient.

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**DRB-HICOM UNIVERSITY OF AUTOMOTIVE MALAYSIA** Success  
Self Service Password Reset

The password has been changed successfully.

The  
end.



Thank you



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