Azure Self Service Password Reset (SSPR) - User Guide

Introduction

Registering in Azure
SSPR Portal

Changing the Password
in SSPR Portal

Reset/Unlock User
Account in SSPR
Portal

Introduction

This guide is intended to assist the users to register for Azure Self Service Password Reset Portal, changing the Password, resetting or unlocking the account with Azure Self Service Password Reset Portal.

Prerequisites

- The user must have active internet connection in order to use the Azure SSPR Services.

- The user should be connected to Cognizant network (LAN/VPN) for updating the new password to your machine.

- If user's laptop/desktop password does not update, user can refer the steps to set up temporary VPN at the end of this User Guide to update the machine with the new password.

Registering for Azure SSPR Services

- Browse through the webpage http://mysignins.microsoft.com/ which is the website for Azure SSPR Services. This website will be accessible from anywhere. With this webpage, users can register for SSPR Services.

- User will be presented with the Microsoft login page where the user needs to enter the username in UPN format (UserID@cognizant.com).
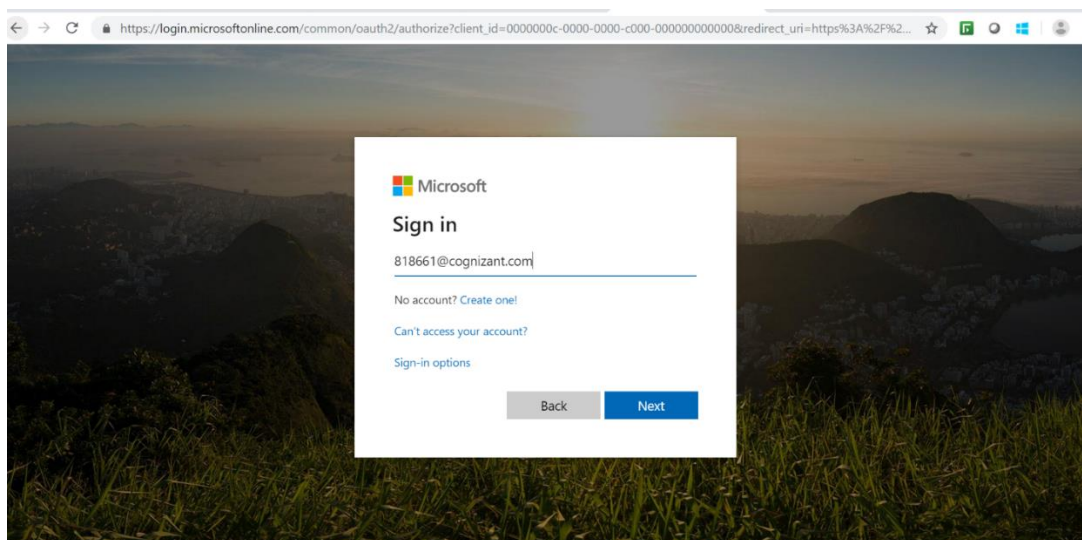

- Then the user will be presented with a Microsoft login page to enter the password.
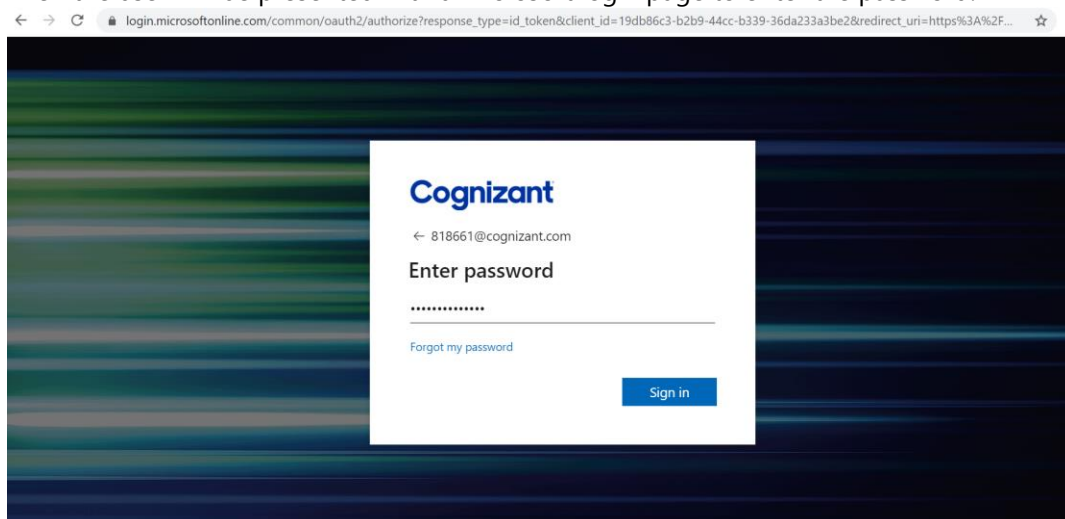
- Then the user will be redirected to the url https://mysignins.microsoft.com/security-info?tenant=de08c407-19b9-427d-9fe8-edf254300ca7.
- If the user had already registered for MFA, those options will be already present in the Security info option or else security info screen will be blank as below:
- Minimum 2 MFA authentication method should be configured in order to consume SSPR features (from the available 3 options. 1) Mobile 2) Personal email 3) Microsoft Authenticator app)
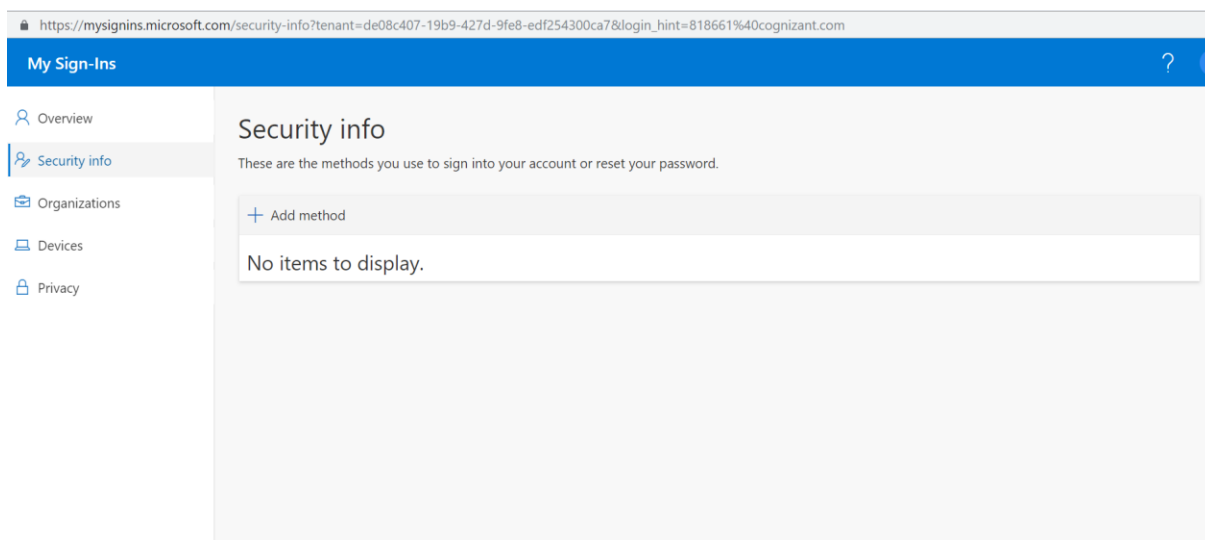
- Here the user will be provided with several security options like Phone, Authenticator App and Email.
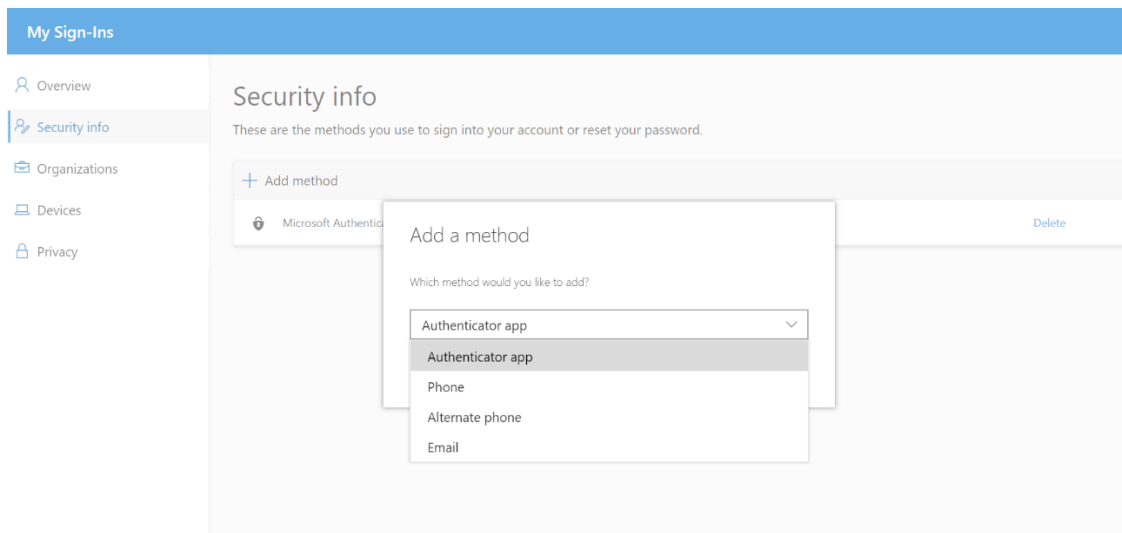
- While specifying authentication Phone details, the user will be asked to enter the code sent to the specified Phone number as below :

- After successfully registration of Phone number, User will get the above message of "SMS Verified. Your Phone was Registered successfully"

- While specifying authentication email details, the user will be asked to enter the code sent to the specified email address and user should make sure to specify personal email address here other than the work account.

- After configuring both the phone and email details, Your user profile will look like below :

My Sign-Ins

- Overview
- Security info
- Organizations
- Devices
- Privacy

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - text +91 9884067842 Change

+ Add method

	Phone	+91 9884067842	Change	Delete
	Email	santhosh2293@gmail.com	Change	Delete

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- If the user wants to configure Microsoft Authenticator APP for SSPR registration, below steps have to be followed :

- In the mobile phone, user should download Microsoft Authenticator App and while configuring it, they should scan their QR code as above.

- After registration of phone, email and Microsoft Authenticator App details , the user profile should look like below :

- Overview
- Security info
- Organizations
- Devices
- Privacy

Security info

These are the methods you use to sign into your account or reset your password.

**Default sign-in method:** Phone - text +91 9884067842 Change

+ Add method

📞 Phone	+91 9884067842		Change	Delete
🔒 Microsoft Authenticator				Delete
✉ Email	santhosh2293@gmail.com		Change	Delete

Changing the Password in SSPR Portal

- User should browse through the webpage https://account.activedirectory.windowsazure.com/ChangePassword.aspx to change the password of user account using Azure SSPR Portal.

- User will be presented with the Microsoft login page where the user needs to enter the username in UPN format (UserID@cognizant.com).
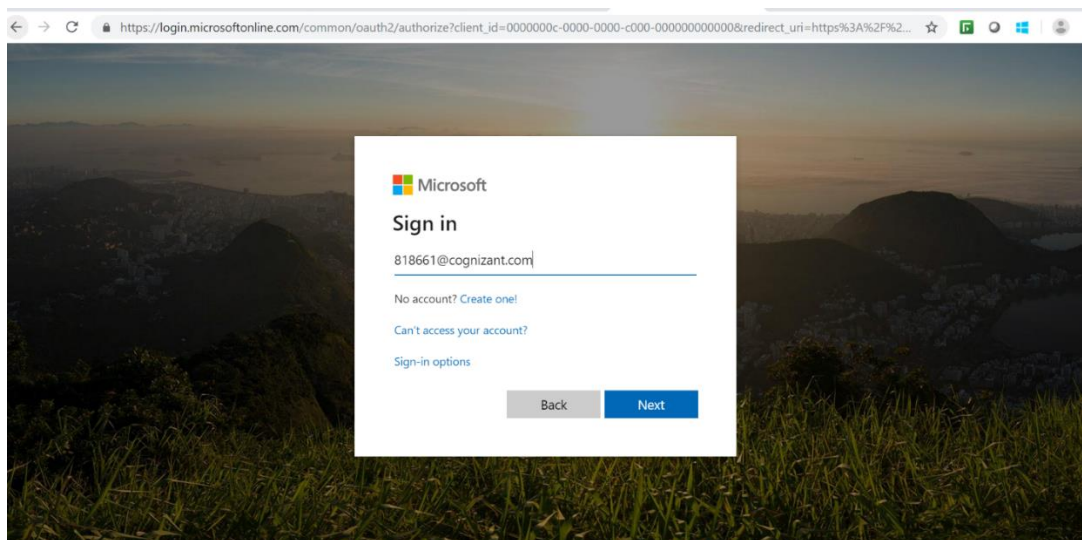
- Then the user will be presented with a Microsoft login page to enter the password.
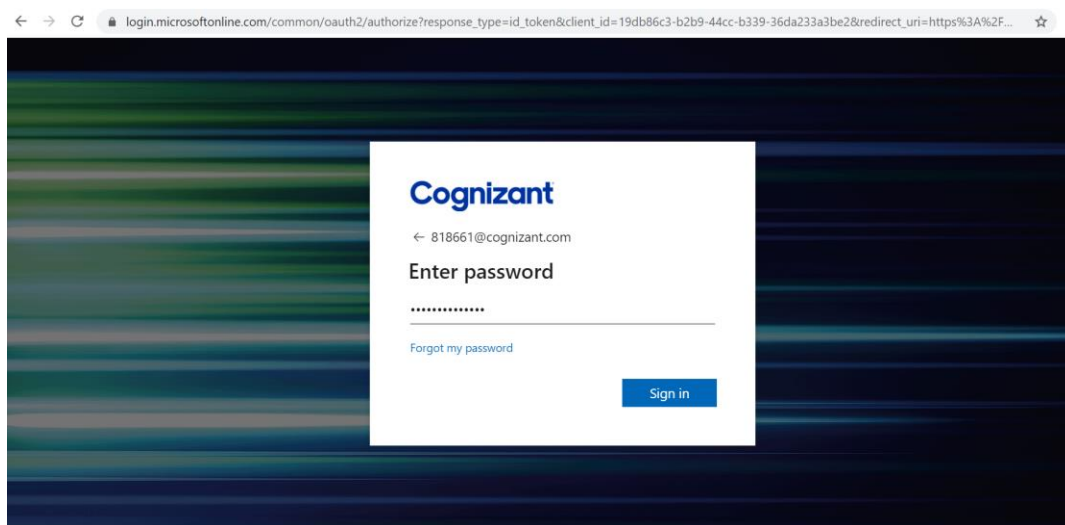
- Then the user will be presented with the options to enter the old and new passwords.

Cognizant   818661@cognizant.com | **?**

change password

User ID
818661@cognizant.com

Old password
••••••••••••

Create new password
•••••••

Confirm new password
•••••••

submit   cancel

- Then the User should try logging in with the new password to verify the changes.

Password Reset in Azure SSPR Portal

- User should browse through the webpage https://passwordreset.microsoftonline.com/ to unlock or reset user account using Azure SSPR Portal and then Reset/Unlock Option.

- The User will be asked to enter the User ID in UPN Format (**UserID@cognizant.com** or the email address) and enter the displayed captcha.
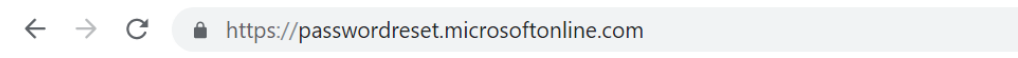
- Then the user will be presented with two options.

1. I forgot my password - If the users forget their password or if their password is expired and wants to reset this password.

2. I know my Password but still can't log in - If the user needs to use the existing password and unlock their accounts.

- Select the first option to reset the password.

← → C 🔒 https://passwordreset.microsoftonline.com

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Get back into your account

Why are you having trouble signing in?

◉ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

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

[Next] Cancel

- Then the user will be presented with the below two verification methods which is registered earlier.

1. Email my Alternate email.

2. Text My mobile phone.

3. Call My mobile phone.

The above options will be configured with the data that the user provided while registering for Azure SSPR Services.

- Enter the registered mobile number and then the code sent to the registered Mobile Number for the first Verification step.

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https://passwordreset.microsoftonline.com

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Get back into your account

verification step 1 > verification step 2 > choose a new password

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

○ Email my alternate email

● Text my mobile phone

○ Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (************42) below. You will then receive a text message with a verification code which can be used to reset your password.

9884067842

[Text]

https://passwordreset.microsoftonline.com

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Get back into your account

verification step 1 > verification step 2 > choose a new password

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.

489667

[Next]   Try again   Contact your administrator

- Click the Email option and then enter the code sent to the registered Email ID for the second verification step.

- The user will be asked to enter the new Password and after clicking finish, the user will see a message that "Your Password has been Reset"

- The user will be asked to enter the new Password and after clicking finish, the user will see a message that "Your Password has been Reset"

Unlocking User Account in SSPR Portal

- For unlocking the account, select the second option of "I know my Password but still can't log in" in the https://passwordreset.microsoftonline.com/ webpage.

https://passwordreset.microsoftonline.com

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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

- Then again the user will be presented with two verification steps similar to resetting the password.

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- After completing the Phone and Email Verification steps, the user will see a message that "Your Account has been unlocked".

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## Get back into your account
✓ Your account has been unlocked

Note: When the user selects unlock option even if their account is not locked, they will see the message "Your Account has been unlocked" and this is with respect to the default behavior of Azure SSPR Services.
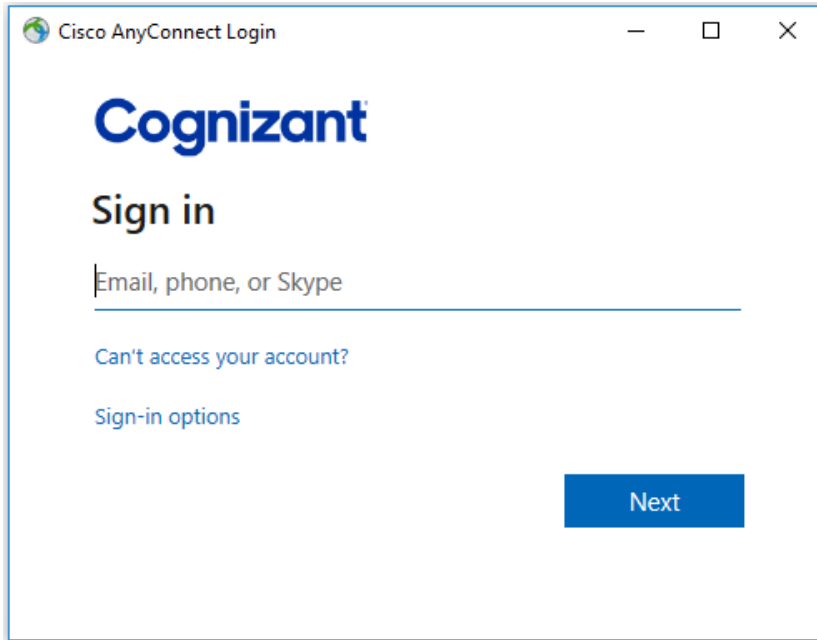
Guide to set-up Temporary VPN for password Update

Steps to setup Temporary VPN

1. Launch "Cisco AnyConnect" from system tray or from "Start->Programs->Cisco->Cisco AnyConnect Secure Mobility Client" and enter the profile name as below
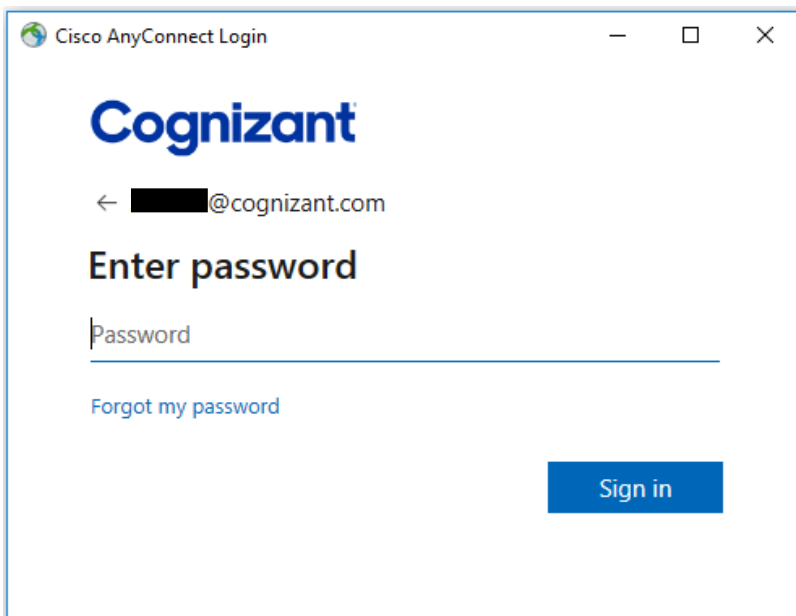
connect-hyd1.cognizant.com/ONBOARDING
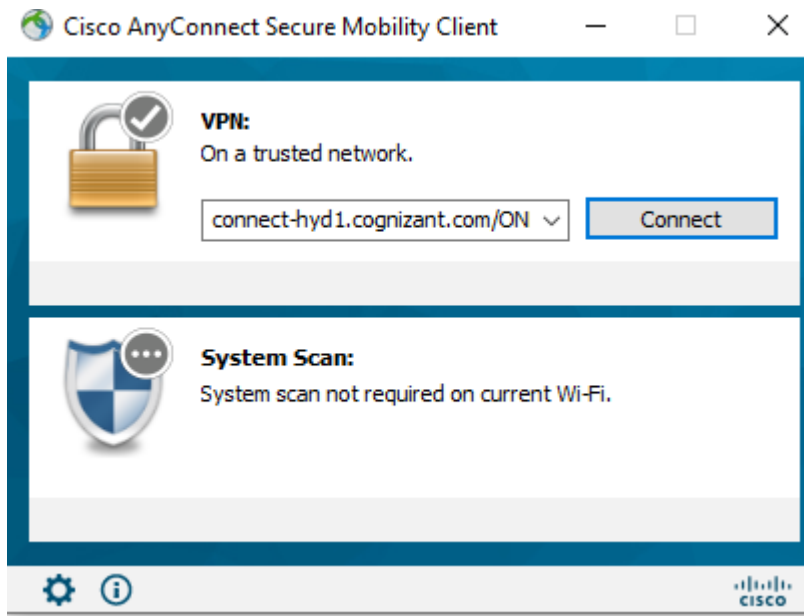
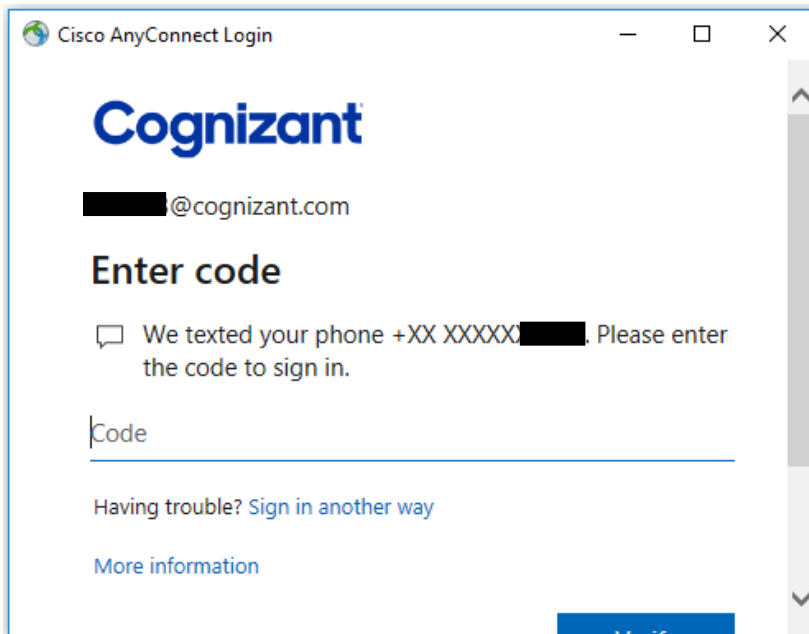2. Click connect and you will be prompted to Sign in. Enter <USERID>@cognizant.com to sign in.

3. Enter your domain password to authenticate

4. Enter the MFA(Multi Factor Authentication) code to complete authentication.

5. The below popup appears on right hand bottom corner above system tray
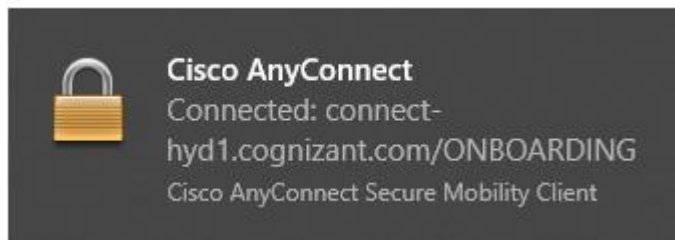
6. You can also verify the connectivity in Control Panel ☐ Network and Internet ☐ Network and Sharing Center --

7.

8. Use Ctrl+Alt+Del screen and change the password

9. After successful password change, Press (Windows + L) Key to lock and unlock the machine with the new password once to sync new password with local cache

10. Disconnect the VPN
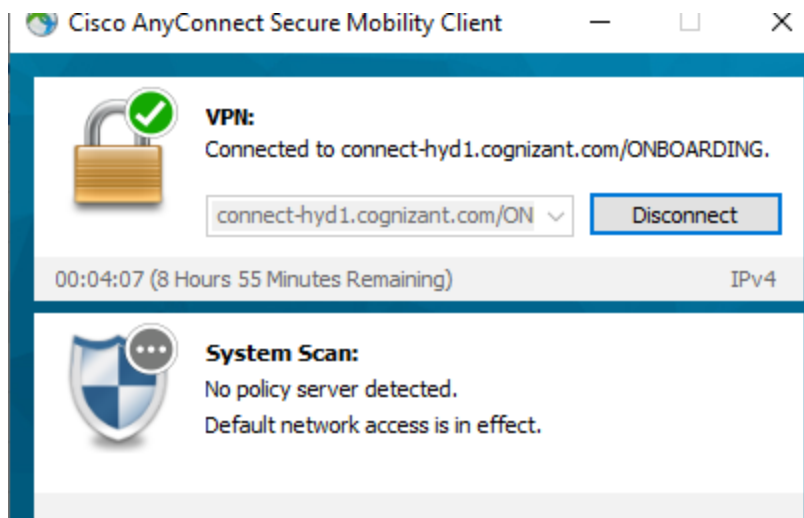
11. Login with the new password by disconnecting the internet to ensure cached login works with new password

Stay signed in - YES

Thank You.