

Azure Self Service Password Reset (SSPR) - User Guide



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.

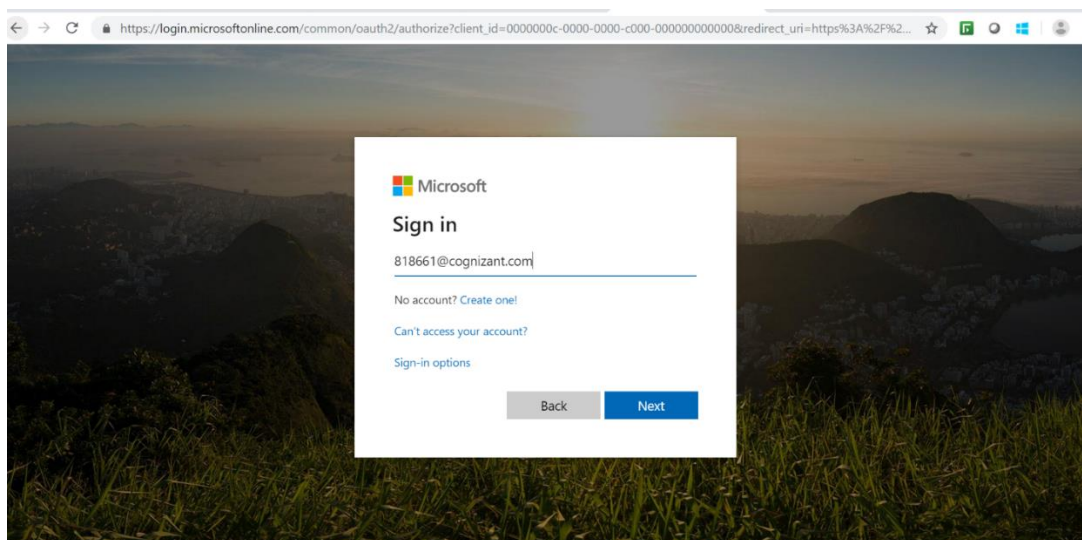
Prerequisites

- 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.

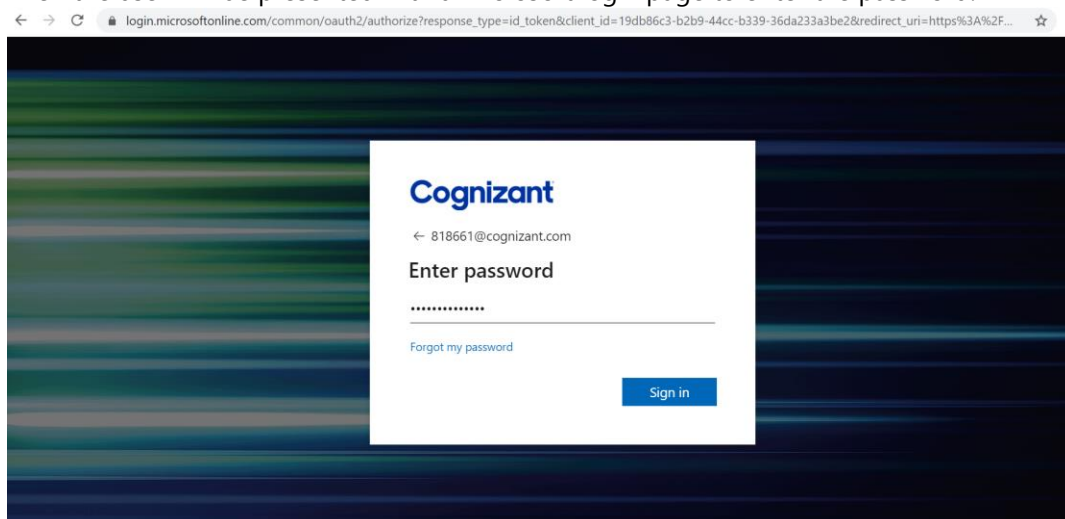
Registering for Azure SSPR Services



- 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).

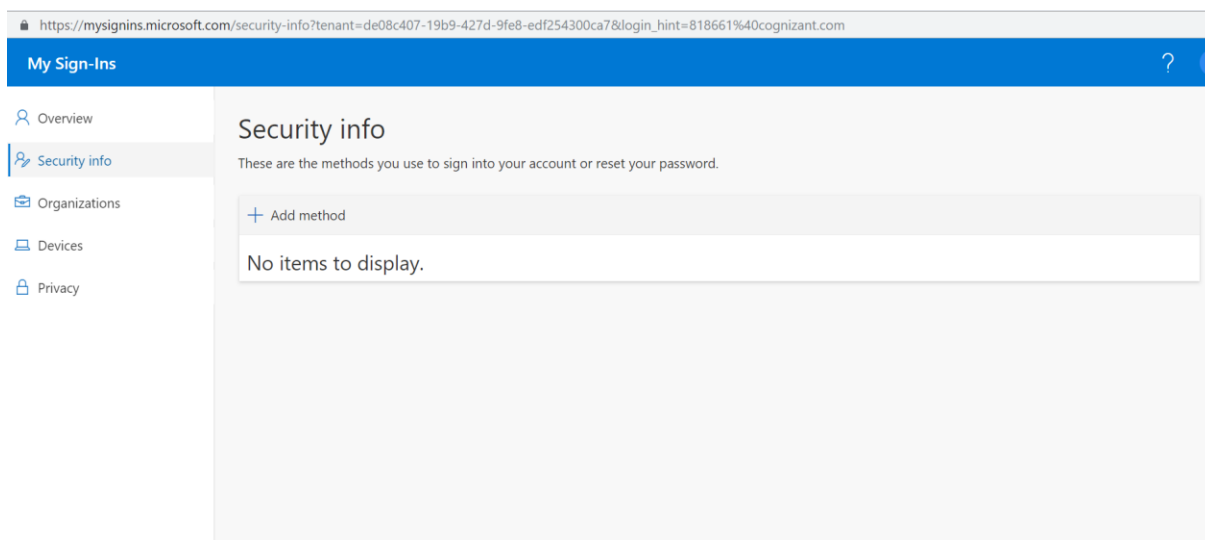


- Then the user will be presented with a Microsoft login page to enter the password.

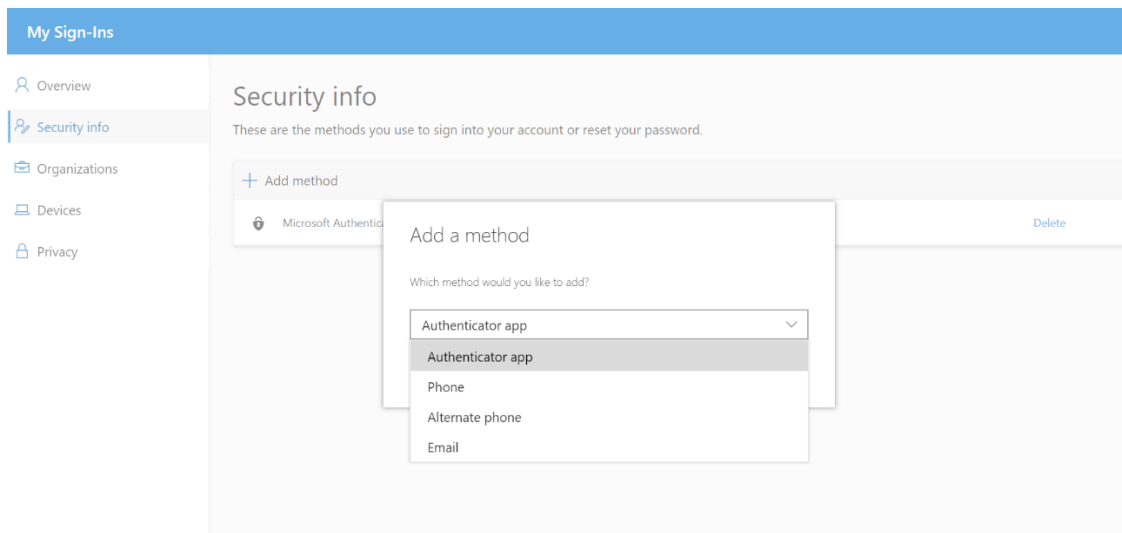




- Then the user will be redirected to the url <https://mysignins.microsoft.com/security-info?tenant=de08c407-19b9-427d-9fe8-edf254300ca7>.
- If the user had already registered for MFA, those options will be already present in the Security info option or else security info screen will be blank as below:
- 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 :

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.
What phone number would you like to use?

India (+91) 988067842

☒ Text me a code
☐ Call me

Message and data rates may apply.

Cancel Next

Phone

We just sent a 6 digit code to +91 9884067842. Enter the code below.

Enter code

Resend code

Back Next

Phone

☒ SMS verified. Your phone was registered successfully

Done

- 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.

Add a method

Which method would you like to add?

Email

Cancel Add

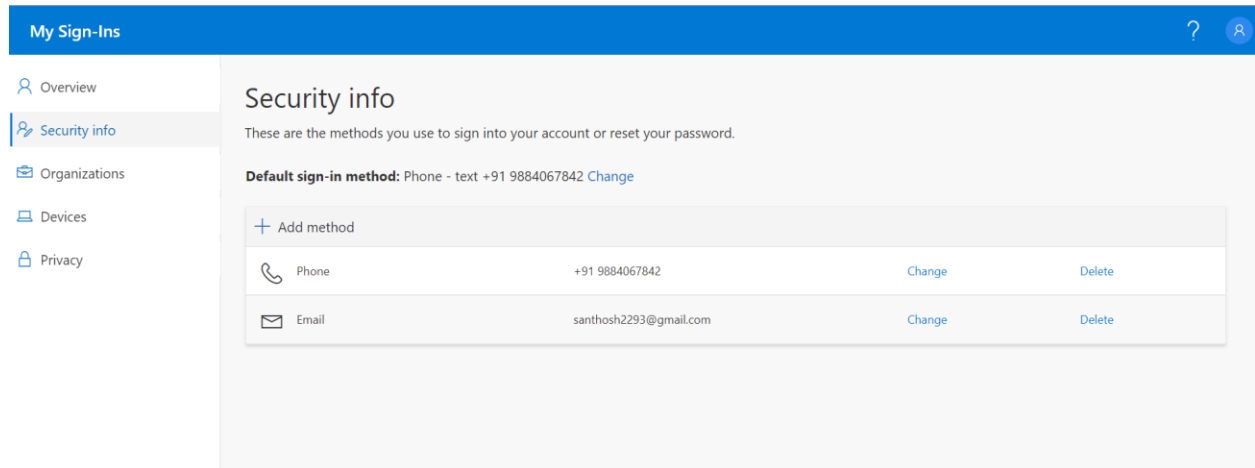
Email

What email would you like to use?

santhosh2293@gmail.com

Cancel Next

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



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

Add a method

Which method would you like to add?

Authenticator app

Cancel Add

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

Cancel Next

Microsoft Authenticator

Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".


Back Next

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.


After you scan the QR code, choose "Next".



[Can't scan image?](#)

Back Next

Microsoft Authenticator


 Notification approved

Back Next

- 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](#)

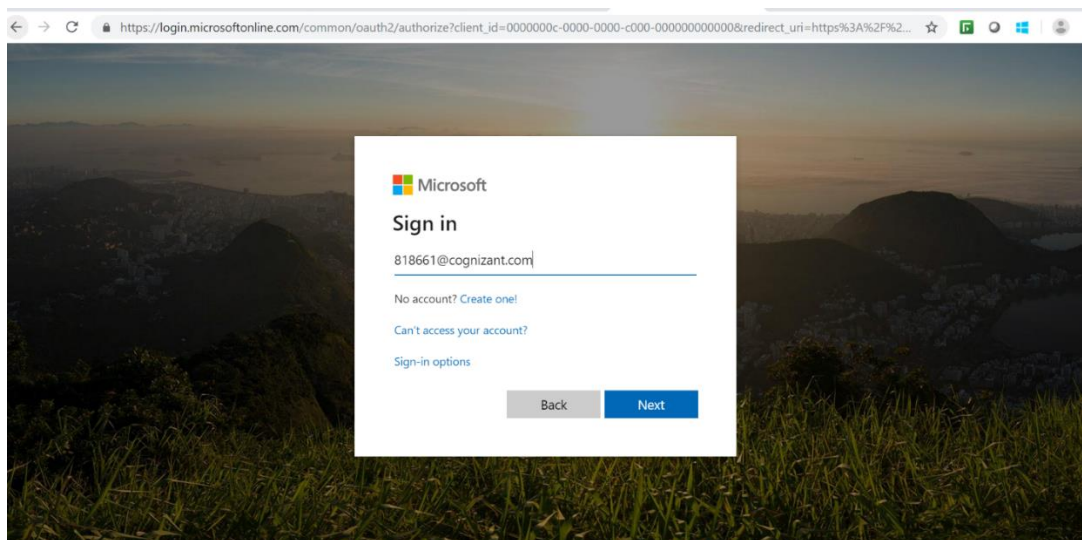
[+ Add method](#)

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

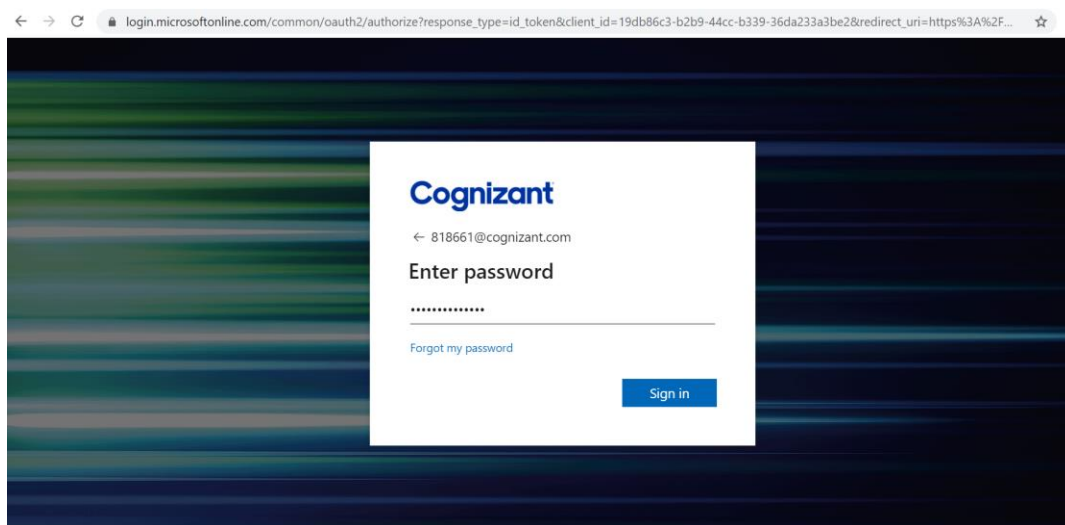
Changing the Password in SSPR Portal



- 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

- 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.

← → ↻ 🔒 <https://passwordreset.microsoftonline.com>

Cognizant




Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

[Next](#) [Cancel](#)

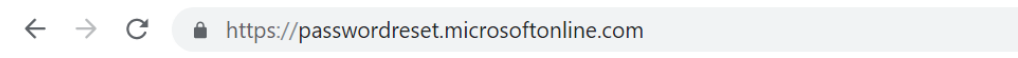


- Then the user will be presented with two options.

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.



Cognizant

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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Portal

← → ↺ <https://passwordreset.microsoftonline.com>

Cognizant

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>

Cognizant

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.

← → ↻ <https://passwordreset.microsoftonline.com>

Cognizant

Get back into your account

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

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

☒ Email my alternate email

You will receive an email containing a verification code at your alternate email address (sa*****@gmail.com).

Email

[Cancel](#)

← → ↻ <https://passwordreset.microsoftonline.com>

Cognizant

Get back into your account

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

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

☒ Email my alternate email

We've sent an email message containing a verification code to your inbox.

Next [Are you having a problem?](#)

[Cancel](#)



- 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”

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

Cognizant

Get back into your account

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

* Enter new password:
[password field]

* Confirm new password:
[password field]

Finish Cancel

- 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”

Cognizant

Get back into your account

✓ 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>

Cognizant

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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Cognizant

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

Cognizant

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](#)

← → ↻ https://passwordreset.microsoftonline.com

Cognizant

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](#)

← → ↻ https://passwordreset.microsoftonline.com

Cognizant

Get back into your account

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

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

☒ Email my alternate email

We've sent an email message containing a verification code to your inbox.

495102

Next

[Are you having a problem?](#)

[Cancel](#)



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

Cognizant[®]

Get back into your account

✓ Your account has been unlocked

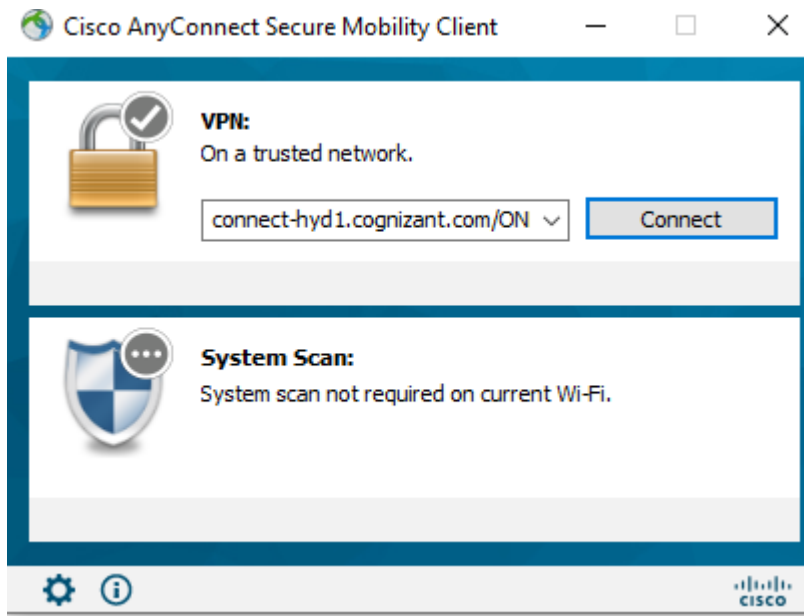
Note: When the user selects unlock option even if their account is not locked, they will see the message “Your Account has been unlocked” and this is with respect to the default behavior of Azure SSPR Services.

Guide to set-up Temporary VPN for password Update

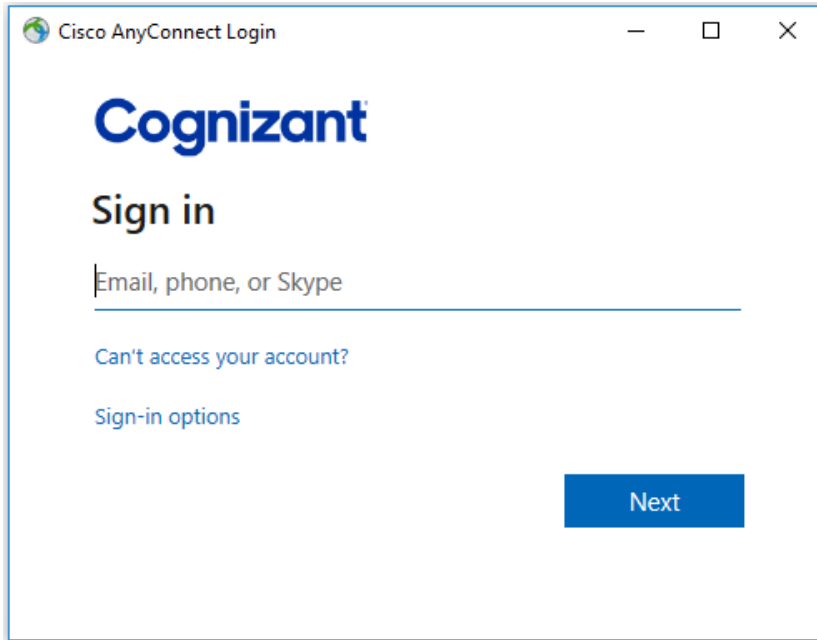
Steps to setup Temporary VPN

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

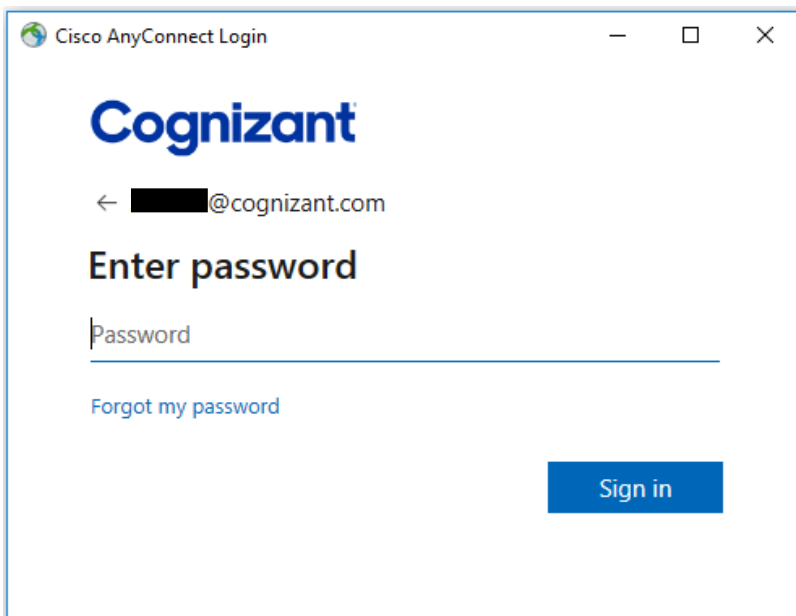


2. Click connect and you will be prompted to Sign in. Enter <USERID>@cognizant.com to sign in.



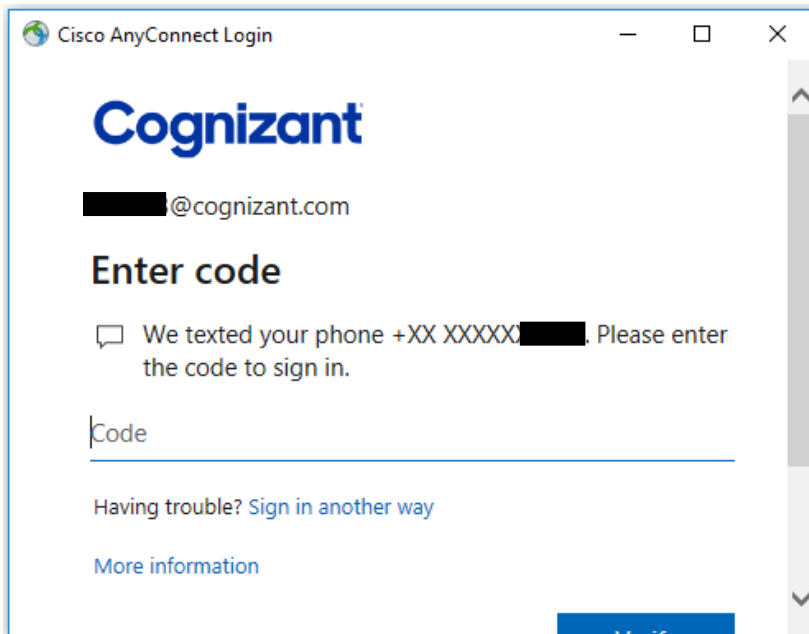
The image shows a web browser window titled "Cisco AnyConnect Login". The main heading is "Cognizant" in a large blue font, followed by "Sign in" in a smaller black font. Below this is a text input field with the placeholder text "Email, phone, or Skype". Underneath the input field are two links: "Can't access your account?" and "Sign-in options". At the bottom right is a blue button labeled "Next".

3. Enter your domain password to authenticate

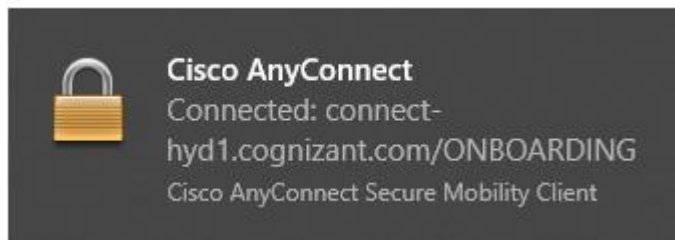


The image shows the same "Cisco AnyConnect Login" window, but at a different stage. The "Cognizant" logo is still at the top. Below it, the email address "← [redacted]@cognizant.com" is displayed. The main heading is now "Enter password" in a large black font. Below this is a text input field with the placeholder text "Password". Underneath the input field is a link: "Forgot my password". At the bottom right is a blue button labeled "Sign in".

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



5. The below popup appears on right hand bottom corner above system tray

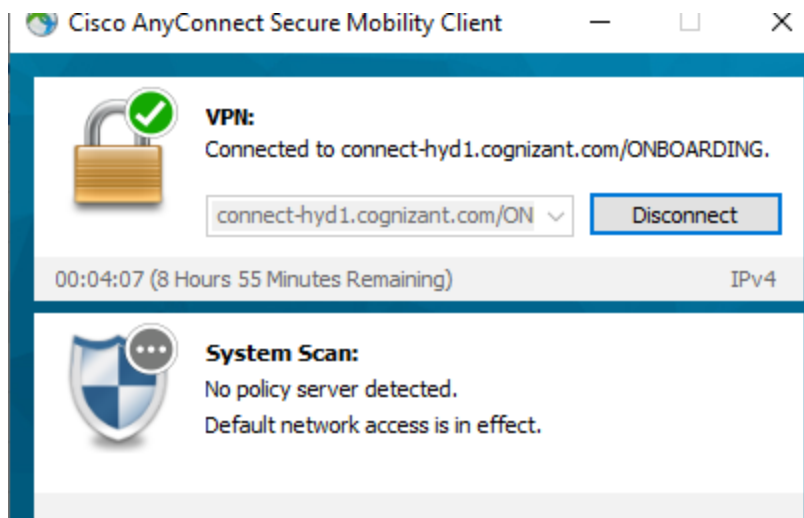


6. You can also verify the connectivity in Control Panel > Network and Internet > Network and Sharing Center --

7.

cts.com Domain network	Access type: Internet Connections: Cisco AnyConnect Secure Mobility Client Connection
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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.