

# Reset your password using Azure SSPR

The Azure Self-Service Password Reset (SSPR) solution uses a secure authentication process and enables you to securely reset your password without contacting the CallCenter. You will still be able to reset your password on your laptop by entering Ctr+Alt+Delete. This new tool helps to reset your password if it has expired, is locked, or if you're away from your laptop.

TIP: You must be enrolled in Multi-Factor Authentication to use the password reset tool.

Open <http://password.deloitte> in a web browser.

Enter your Deloitte email address in the **User ID** field. Enter the CAPTCHA characters. Click **Next**.

TIP: If you cannot read the CAPTCHA letters and numbers, click the **audio icon** to have it read to you or click the **refresh icon** to get a new image.

Select **I forgot my password** to reset your password or **I know my password, but still can't sign in** to unlock your account. Click **Next**.

## I forgot my password

If you select **I forgot my password**, then you will select an authentication method for verification in the left-hand column. Enter the required information in the right-hand column. Click **Next**.

The screenshot shows the Microsoft account recovery page. At the top, it says "Microsoft". Below that, the heading is "Get back into your account". The question "Who are you?" is followed by a prompt: "To recover your account, begin by entering your user ID and the characters in the picture or audio below." There is a "User ID:" label and a text input field. Below the input field, an example is provided: "Example: user@contoso.onmicrosoft.com or user@contoso.com". A CAPTCHA image shows the word "WESPR" in a stylized font. To the right of the CAPTCHA is a green square icon with a speaker symbol and a refresh symbol. Below the CAPTCHA is another text input field. The instruction "Enter the characters in the picture or the words in the audio." is present. At the bottom, there are "Next" and "Cancel" buttons.

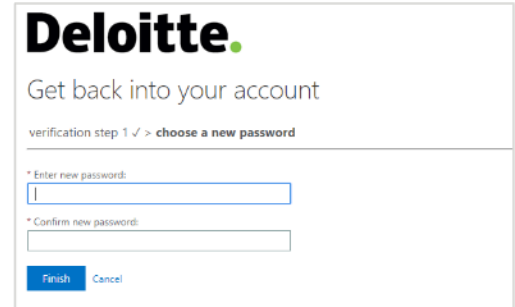
The screenshot shows the Deloitte account recovery page. At the top, it says "Deloitte." followed by "Get back into your account". The question "Why are you having trouble signing in?" is followed by two radio button options: "I forgot my password" (which is selected) and "I know my password, but still can't sign in". Below the first option, a message says: "No worries, we'll help you to reset your password using the security info you registered with us." At the bottom, there are "Next" and "Cancel" buttons.

The screenshot shows the Deloitte verification step 1 page. At the top, it says "Deloitte." followed by "Get back into your account". Below that, it says "verification step 1 > choose a new password". The heading "Please choose the contact method we should use for verification:" is followed by a list of radio button options: "Email my alternate email", "Text my mobile phone", "Call my mobile phone", and "Enter a code from my authenticator app" (which is selected). To the right of the list, there is a text input field labeled "Enter the code displayed in your authenticator app." and a "Next" button. At the bottom, there is a "Cancel" button.

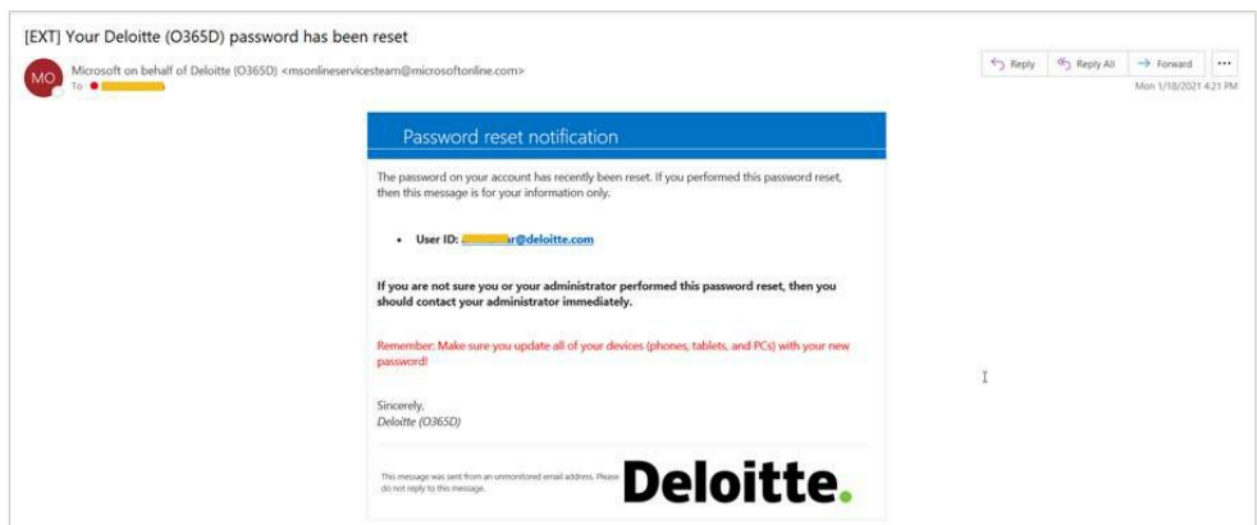
# Reset your password using Azure SSPR

Enter your new password, making sure it meets the [strong password guidelines](#). Click **Finish**.

You'll receive an email notification letting you know the password reset was successful.



The screenshot shows the Deloitte password reset interface. At the top is the Deloitte logo. Below it, the text 'Get back into your account' is displayed. A progress indicator shows 'verification step 1' with a checkmark and a greater-than sign, followed by the text 'choose a new password'. There are two input fields: 'Enter new password:' and 'Confirm new password:'. At the bottom are 'Finish' and 'Cancel' buttons.



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

If you select **I know my password, but still can't sign in**, you do not need to enter a password, new or old. You will use MFA for authentication. After doing so, you'll receive verification online that your account is unlocked.

