Reset your password using Azure SSPR

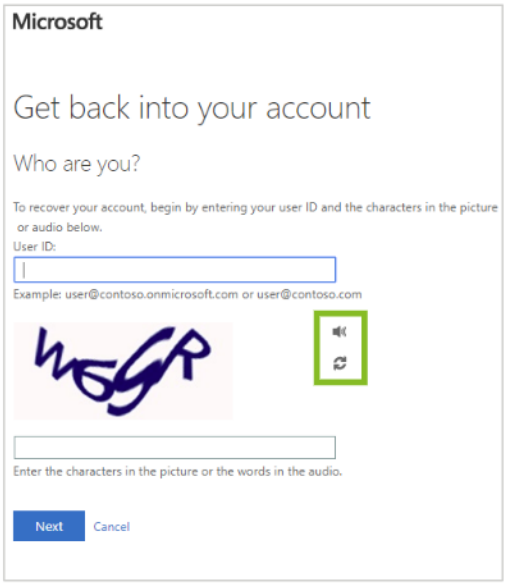
The Azure Self-Service Password Reset (SSPR) solution uses a secure authentication process and enables you to securely reset your password without contacting the CallCenter. You will still be able to reset your password on your laptop by entering Ctr+Alt+Delete. This new tool helps to reset your password 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.

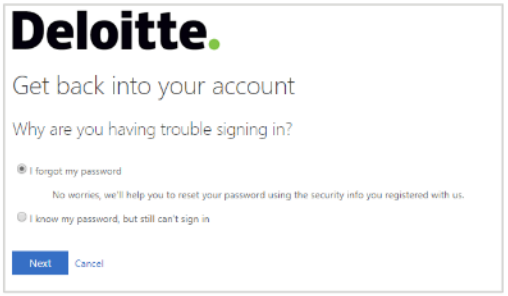
Open http://password.deloitte in a web browser.

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.

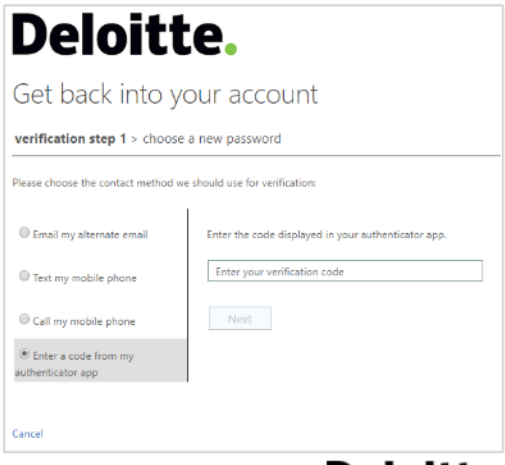


Select **I forgot my password** to reset your password or **I know my password, but still can't sign in** to unlock your account. Click **Next**.



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**.



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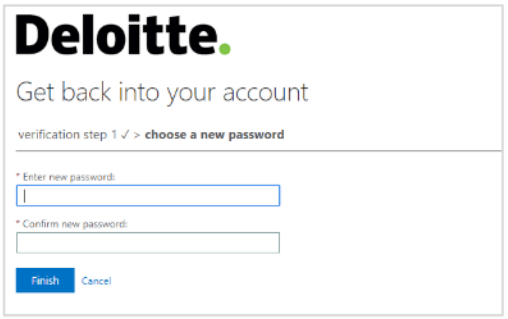
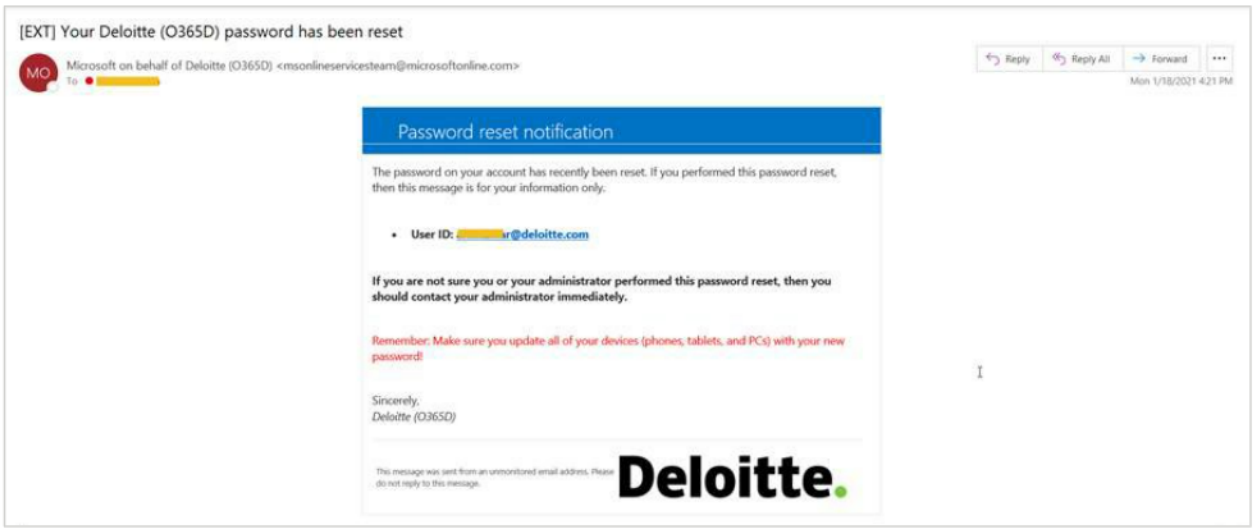
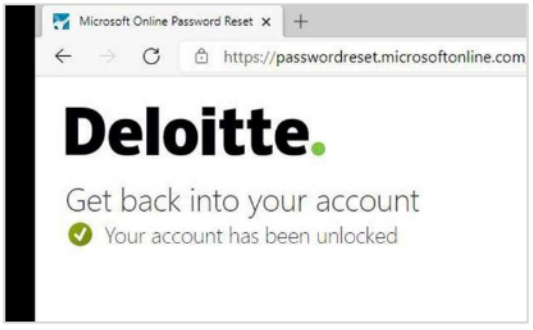
Enter your new password, making sure it meets the strong password guidelines. Click **Finish**.



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



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.