



20
YEARS

SOP

Microsoft's solution for password management

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Document Details

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Introduction

The Microsoft's solution for password management is a secure, web-based, end-user password reset management program. It helps users reset their password, unlock their account, and update personal details (e.g., telephone numbers). Users can reset their password from anywhere, any time.

Microsoft's solution for password management is also available through mobile phone and WebApp.

User can choose security questions or verification code to prove their identity during identification process.

Note: Employees must enroll themselves on the Microsoft's solution for password management to avail these benefits. Previously enrolled members are not required to enroll again.

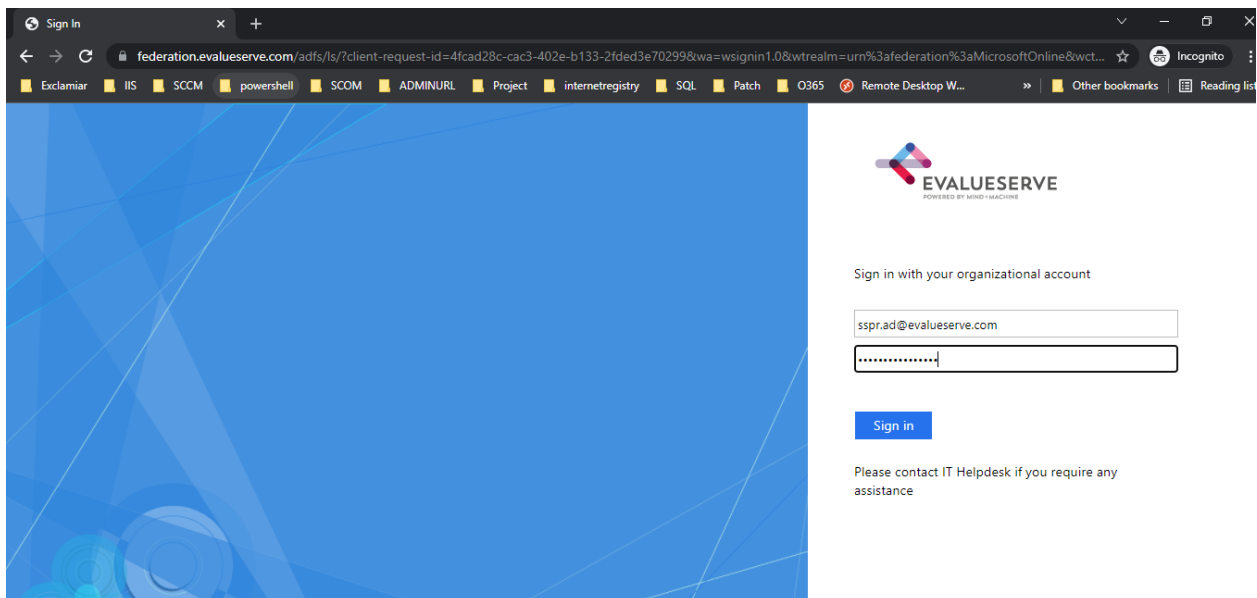
1 Enrollment Process

1.1 Step1

Login to Microsoft's solution for password management portal using your Evalueserve username and password.

<https://aka.ms/ssprsetup>

Note :- It will redirect to <https://login.microsoftonline.com> and then to <https://federation.evalueserve.com> for authentication.



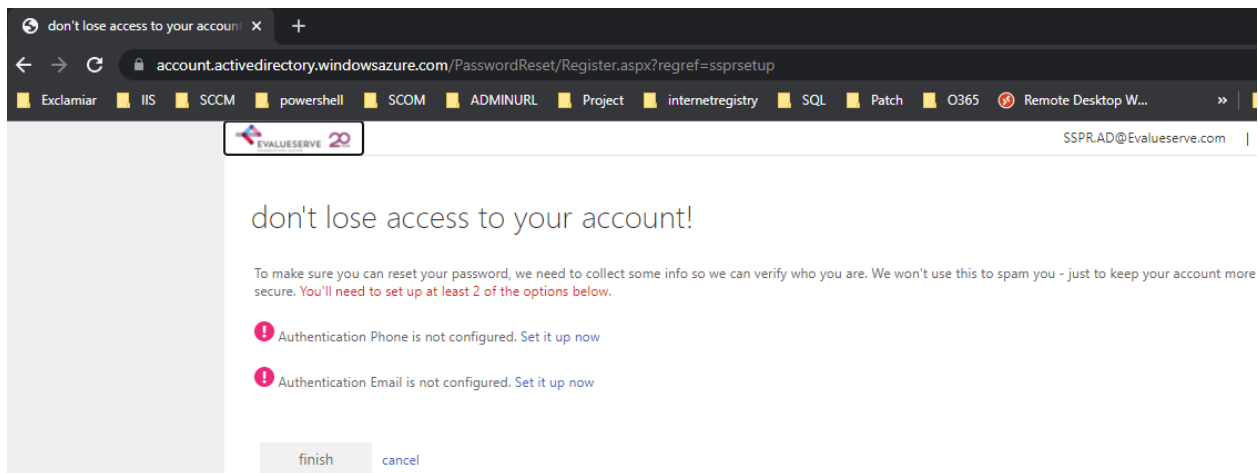
Enter your Evalueserve Email ID and password and Click on Sign in button.

Click on No on below screen



1.2 Step 2

Setup Authenticaion method



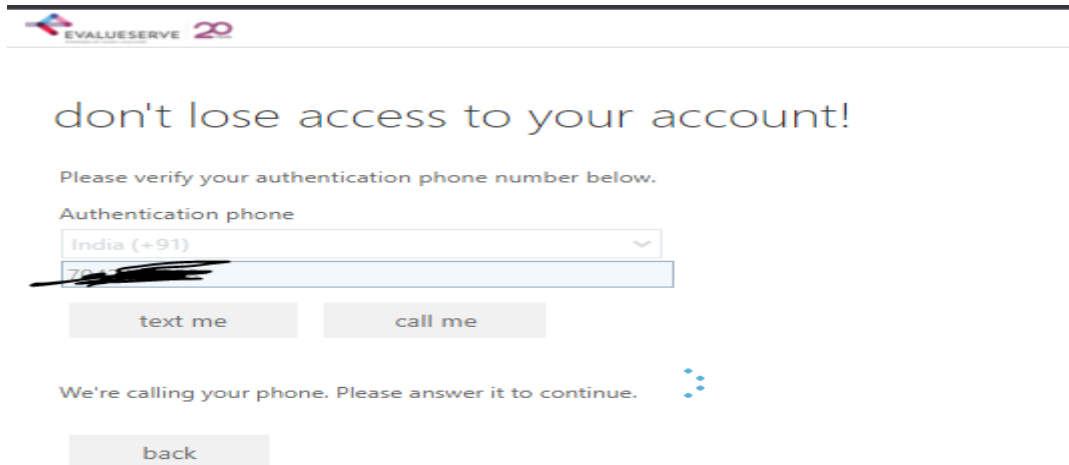
don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 2 of the options below.

- Authentication Phone is not configured. Set it up now
- Authentication Email is not configured. Set it up now

finish cancel

Enter your authentication phone and Click on Text me or Call me to verify your phone.



don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

India (+91)

7042222222

text me call me

We're calling your phone. Please answer it to continue.

back

It will change to green on successful phone setup. Do the same for other option.

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

- ✓ Authentication Phone is set to +91 7042222222. [Change](#)
- ✓ Authentication Email is set to [\[redacted\]@gmail.com](#). [Change](#)

finish cancel

Click on finish to complete registration process.

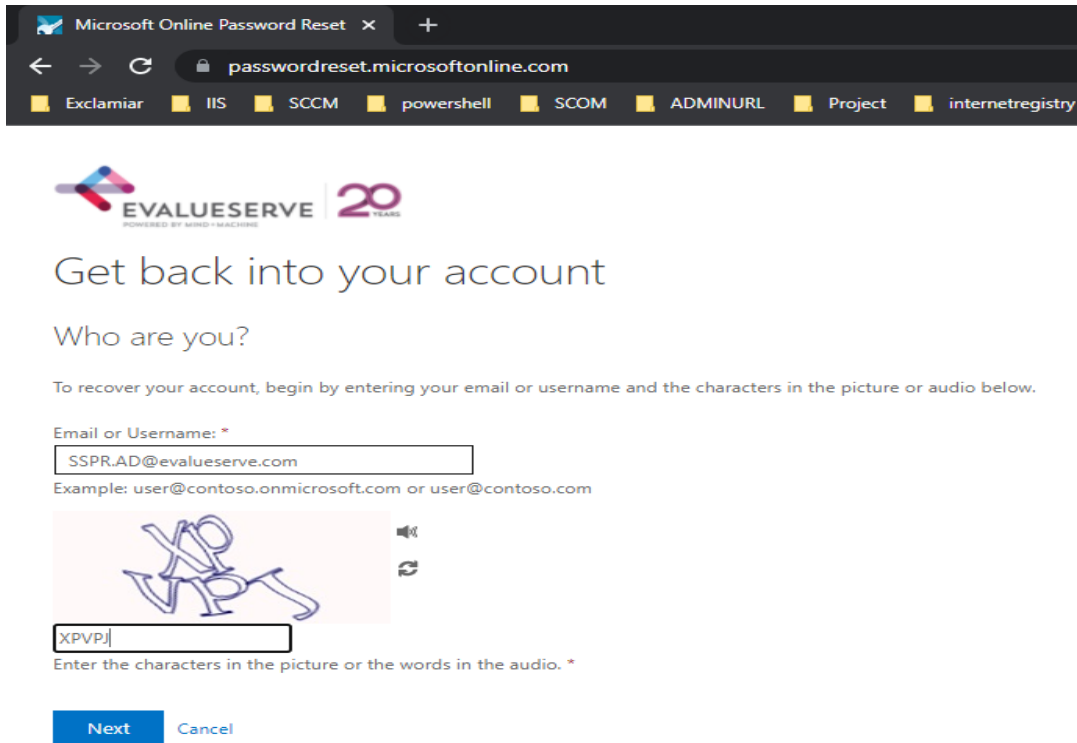
Note :- Don't forget to logout from the page.

2 Change Password / Unlock Account

2.1 Step 1 :-

Login to URL :- <https://aka.ms/sspr>

Enter your Email ID and captcha



Microsoft Online Password Reset

passwordreset.microsoftonline.com

Exclamiar IIS SCCM powershell SCOM ADMINURL Project internetregistry

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POWERED BY MIND+MACHINE

Get back into your account

Who are you?

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

Email or Username: *

SSPR.AD@evalueserve.com

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

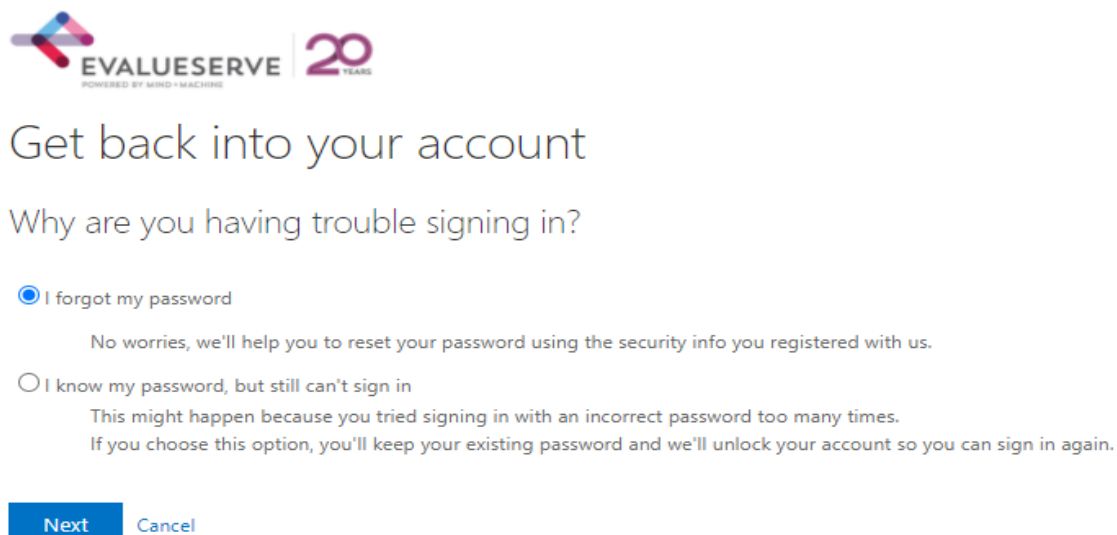
XPVPJ

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

Next Cancel

2.2 Step 2 :-

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



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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

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

You will get multiple options to verify your identification . You have to complete minimum 02 methods.



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 (*****58) below. You will then receive a text message with a verification code which can be used to reset your password.

Text

Enter Code



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.

Next

[Try again](#)

[Contact your administrator](#)

Once both authentication gets completed; you will get prompt to enter new password and confirm password. Do the same and click on finish.

Get back into your account

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

* Enter new password:

* Confirm new password:

Finish

Cancel

Note :- In case, Password complexity criteria doesn't meet; you will get a message to re enter new credentials.

Get back into your account

Create a new password

* Enter new password:

* Confirm new password:

Unfortunately, your password contains a word, phrase, or pattern that makes it easily guessable. Please try again with a different password.

Next

Cancel

Evalueserve Disclaimer

The information contained in this report has been obtained from reliable sources. The output is in accordance with the information available on such sources and has been carried out to the best of our knowledge with utmost care and precision. While Evalueserve has no reason to believe that there is any inaccuracy or defect in such information, Evalueserve disclaims all warranties, expressed or implied, including warranties of accuracy, completeness, correctness, adequacy, merchantability and / or fitness of the information.