

Implement Azure AD self-service password reset

5 minutes

You've decided to implement self-service password reset (SSPR) in Azure Active Directory (Azure AD) for your organization. You want to start using SSPR for a group of 20 users in the marketing department as a trial deployment. If everything works well, you'll enable SSPR for your whole organization.

In this unit, you'll learn how to enable SSPR in Azure AD.

Prerequisites

Before you start to configure SSPR, you need these things in place:

- An Azure AD organization. This organization must have at least a trial license enabled.
- An Azure AD account with Global Administrator privileges. You'll use this account to set up SSPR.
- A non-administrative user account. You'll use this account to test SSPR. It's important that this account isn't an administrator, because Azure AD imposes extra requirements on administrative accounts for SSPR. This user, and all user accounts, must have a valid license to use SSPR.
- A security group to test the configuration with. The non-administrative user account must be a member of this group. You'll use this security group to limit who you roll SSPR out to.

If you don't already have an Azure AD organization that you can use for this module, we'll set one up in the next unit.

Scope of SSPR rollout

There are three settings for the **Self-service password reset enabled** property:

- **Disabled:** No users in the Azure AD organization can use SSPR. This value is the default.
- **Enabled:** All users in the Azure AD organization can use SSPR.

- **Selected:** Only the members of the specified security group can use SSPR. You can use this option to enable SSPR for a targeted group of users, who can test it and verify that it works as expected. When you're ready to roll it out broadly, set the property to **Enabled** so that all users have access to SSPR.

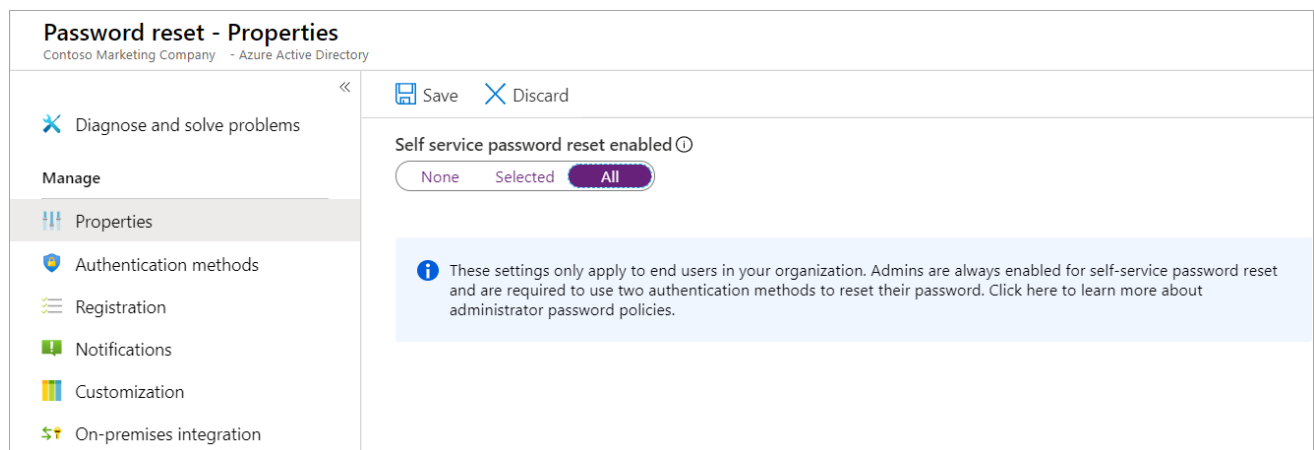
Configure SSPR

Here are the high-level steps to configure SSPR.

1. Go to the [Azure portal](#) , go to **Active Directory** > **Password reset**.

2. Properties:

- Enable SSPR.
- You can enable it for all users in the Azure AD organization or for selected users.
- To enable for selected users, you must specify the security group. Members of this group can use SSPR.



3. Authentication methods:

- Choose whether to require one or two authentication methods.
- Choose the authentication methods that the users can use.

Password reset - Authentication methods
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Diagnose and solve problems

Manage

- Properties
- Authentication methods**
- Registration
- Notifications
- Customization
- On-premises integration

Activity

- Audit logs
- Usage & insights

Troubleshooting + Support

- New support request

Number of methods required to reset ⓘ

1 2

Methods available to users

- ☐ Mobile app notification
- ☐ Mobile app code
- ☒ Email
- ☒ Mobile phone (SMS only)
- ☐ Office phone ⓘ
- ☐ Security questions

i These settings only apply to end users in your organization. Admins are always enabled for self-service password reset and are required to use two authentication methods to reset their password. Click here to learn more about administrator password policies.

4. Registration:

- Specify whether users are required to register for SSPR when they next sign in.
- Specify how often users are asked to reconfirm their authentication information.

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Require users to register when signing in? ⓘ

Yes No

Number of days before users are asked to re-confirm their authentication information ⓘ

180

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5. Notifications: Choose whether to notify users and administrators of password resets.

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Notify users on password resets? ⓘ

Yes No

Notify all admins when other admins reset their password? ⓘ

Yes No

6. Customization: Provide an email address or web page URL where your users can get help.

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Customize helpdesk link ⓘ

Yes No

Custom helpdesk email or URL ⓘ

✓

Next unit: Exercise - Set up self-service password reset

Continue >

How are we doing? ☆ ☆ ☆ ☆ ☆