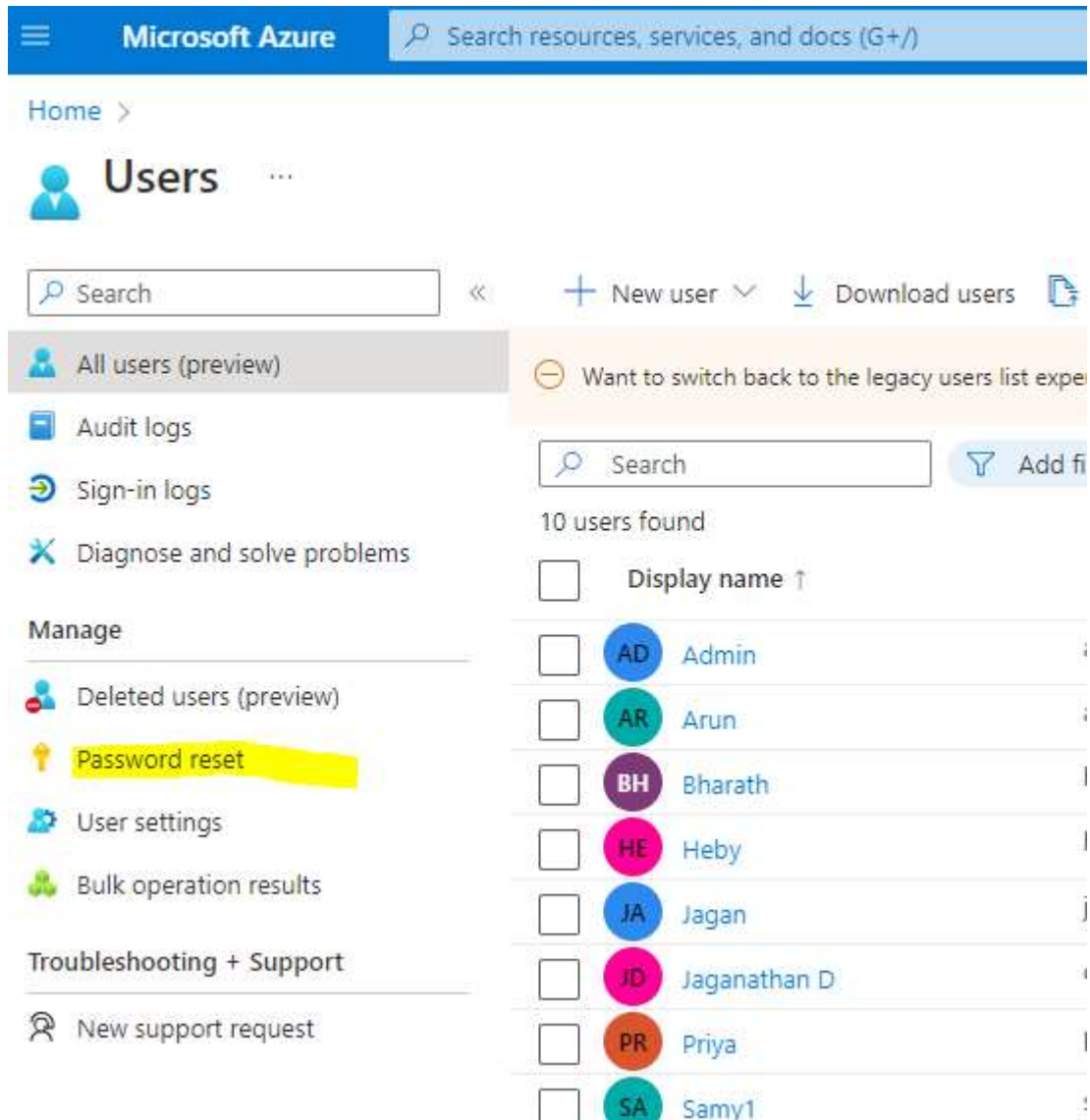


Azure AD (AAD) – Self Service Password Reset

Self Service Password Reset (SSPR) configuration (as global/user administrator)

1. Go to AAD and select “Users”
2. Click “Password reset”



The screenshot displays the Microsoft Azure portal interface for managing users. The top navigation bar includes the 'Microsoft Azure' logo and a search bar. The left sidebar shows the 'Users' section with various options: 'All users (preview)', 'Audit logs', 'Sign-in logs', 'Diagnose and solve problems', 'Manage', 'Deleted users (preview)', 'Password reset' (highlighted), 'User settings', 'Bulk operation results', 'Troubleshooting + Support', and 'New support request'. The main content area shows a list of users with checkboxes for selection. A search bar and a filter icon are also visible.

	Display name
<input type="checkbox"/>	AD Admin
<input type="checkbox"/>	AR Arun
<input type="checkbox"/>	BH Bharath
<input type="checkbox"/>	HE Heby
<input type="checkbox"/>	JA Jagan
<input type="checkbox"/>	JD Jaganathan D
<input type="checkbox"/>	PR Priya
<input type="checkbox"/>	SA Samy1

3. If you get below screen, you need to activate , free trail premium AD.

Home > Default Directory | Users > Users

Users | Password reset

Search

Get a free Premium trial to use this feature →

Self-Service Password Reset

This feature includes a set of capabilities that allow your users to manage any password from any device, at any time, from any location, while remaining in compliance with the security policies you define.

Why use self-service password reset?

REDUCE COST
Support-assisted password reset is typically 20% of organization's IT spend

IMPROVE USER EXPERIENCES
Users don't want to call helpdesk and spend an hour on the phone every time they forget their passwords

Lower Helpdesk Volume
Password Management is the single largest helpdesk driver for most organizations

Activate

Browse available plans and features

ENTERPRISE MOBILITY + SECURITY E5
Enterprise Mobility + Security E5 is the comprehensive cloud solution to address your consumerization of IT, BYOD, and SaaS challenges. In addition to Azure Active Directory Premium P2 the suite includes Microsoft Intune and Azure Rights Management.
[More information](#)

Free trial

Azure AD Premium P2
With Azure Active Directory Premium P2 you can gain access to advanced security features, richer reports and rule based assignments to applications. Your end users will benefit from self-service capabilities and customized branding.
[More information](#)

Free trial

Azure Active Directory Premium P2 enhances your directory with additional features that include multifactor authentication, policy driven management and end-user self-service. [Learn more about features](#)

The trial includes 100 licenses and will be active for 30 days beginning on the activation date. If you wish to upgrade to a paid version, you will need to purchase Azure Active Directory Premium P2. [Learn more about pricing](#)

Azure Active Directory Premium P2 is licensed separately from Azure Services. By confirming this activation you agree to the [Microsoft Online Subscription Agreement](#) and the [Privacy Statement](#).

Activate

- From "Self service password reset enabled", Select "Selected" if you want to enable SSPR option only for some users in AAD, or select "All" if you want to enable SSPR option for all users in AAD.

Home > Users | Password reset > Password reset

Password reset | Properties

Default Directory - Azure Active Directory

Save Discard

Self service password reset enabled ⓘ

None Selected **All**



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.


- Set authentication method that you want AAD users to reset their password.

[Home](#) > [Users | Password reset](#) > [Password reset](#)








Password reset | Authentication methods

Default Directory - Azure Active Directory



«  Save  Discard

 Diagnose and solve problems


Manage


-  Properties
-  Authentication methods
-  Registration
-  Notifications
-  Customization
-  On-premises integration
-  Administrator Policy

Activity

-  Audit logs
-  Usage & insights


Troubleshooting + Support

 Authentication Methods for SSPR and Signin can now be managed in one converged policy. [Learn more](#)

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


6. (optional step) You may set Notification as well if you (as admin) and user wanted to know once password reset is complete.

[Home](#) > [Users | Password reset](#) > [Password reset](#)








Password reset | Notifications


Default Directory - Azure Active Directory

«  Save  Discard


 Diagnose and solve problems

Manage

-  Properties
-  Authentication methods
-  Registration
-  Notifications
-  Customization
-  On-premises integration
-  Administrator Policy

Notify users on password resets? 

Yes No

Notify all admins when other admins reset their password? 

Yes No

7. Now as a user for example heby@cloudzdevopsoutlook.onmicrosoft.com go to <https://portal.azure.com> and click “forgot password” or type wrong password, so that you’ll see option to “reset” pwd.

Microsoft Azure



Sign in

to continue to Microsoft Azure

heby@cloudzdevopsoutlook.onmicrosoft.com

No account? [Create one!](#)

[Can't access your account?](#)

Back

Next

Microsoft Azure



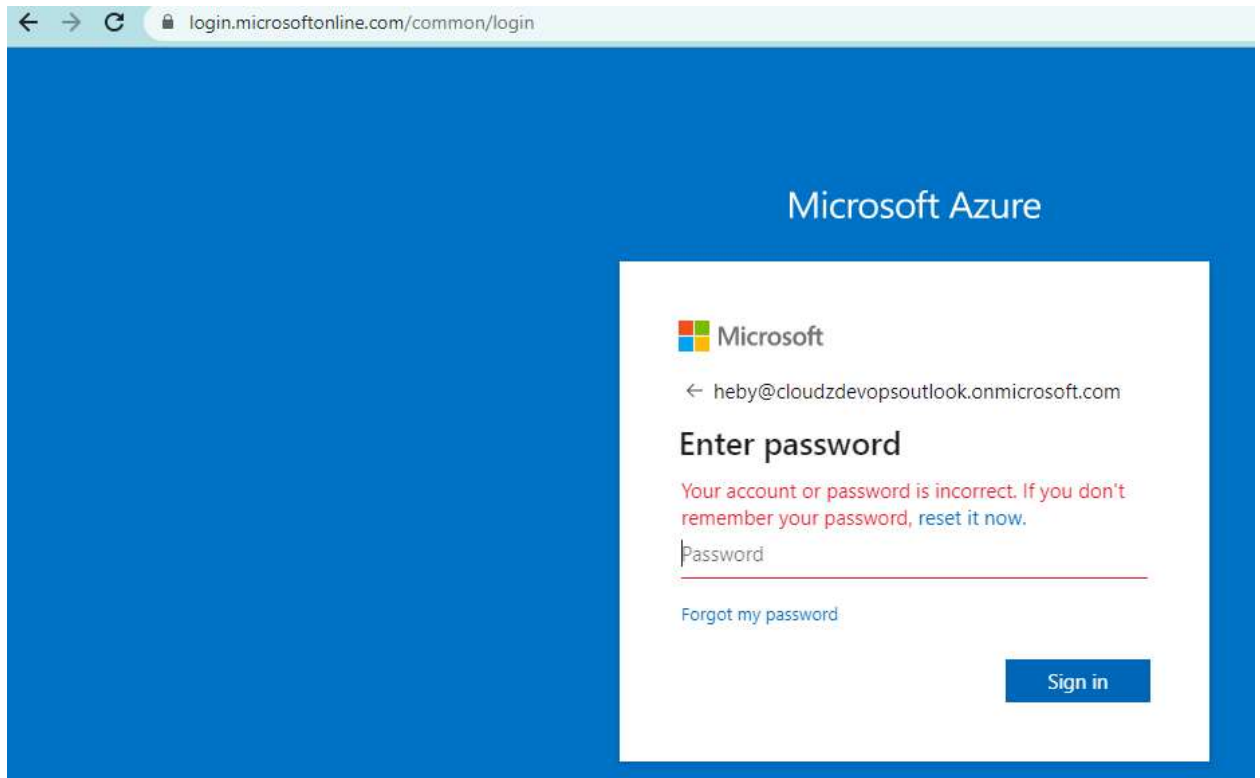
← heby@cloudzdevopsoutlook.onmicrosoft.com

Enter password

Password


[Forgot my password](#)

Sign in



8. On both above cases, you (as user, “heby”) will be taken to below screen.
9. Enter captcha and hit “Next”.

← → ↻ 🔒 passwordreset.microsoftonline.com/?ru=https%3a%2f%2flogin.microsoftonline.com%2fco

 Company branding image




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.

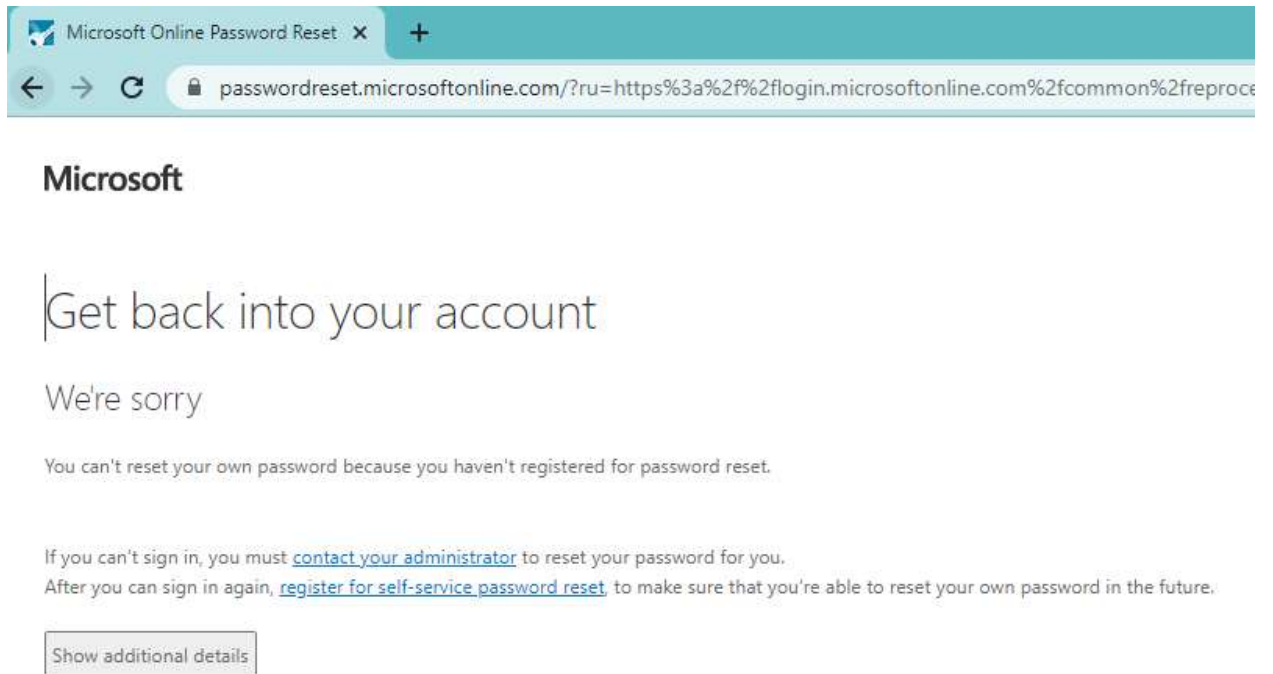
Email or Username: *

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

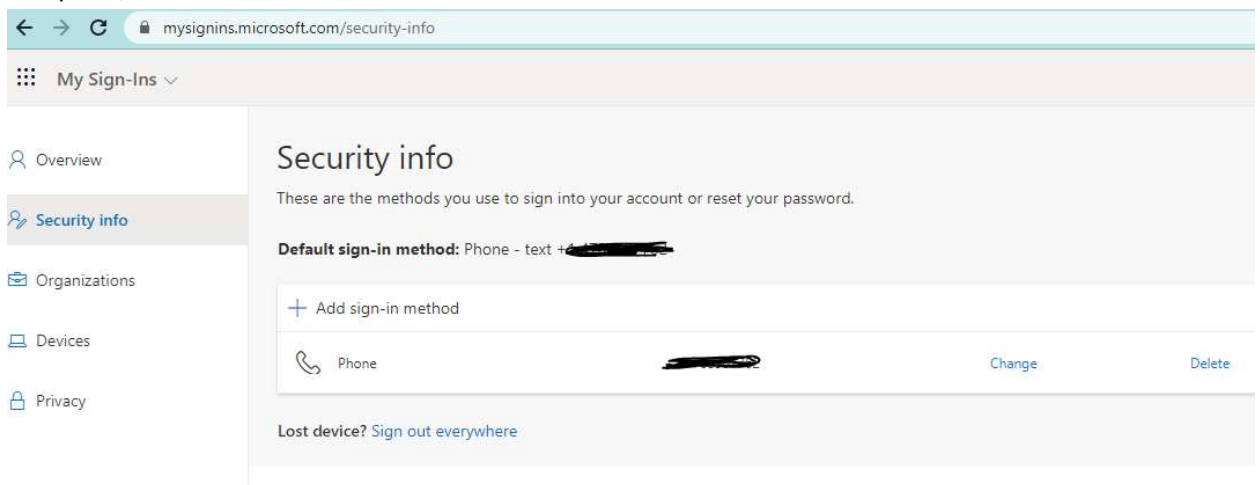


Enter the characters in the picture or the words in the audio. *

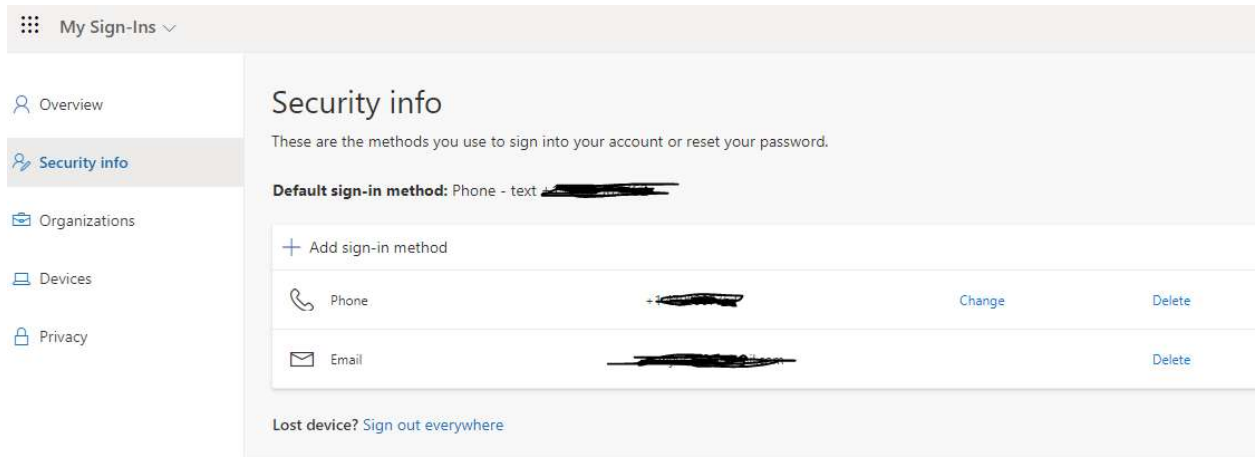
10. You'll be taken to below screen if you've not already registered for SSPR. In this case, you must contact admin as no other option to reset password by yourself. If you registered already, you'll be taken to step#13



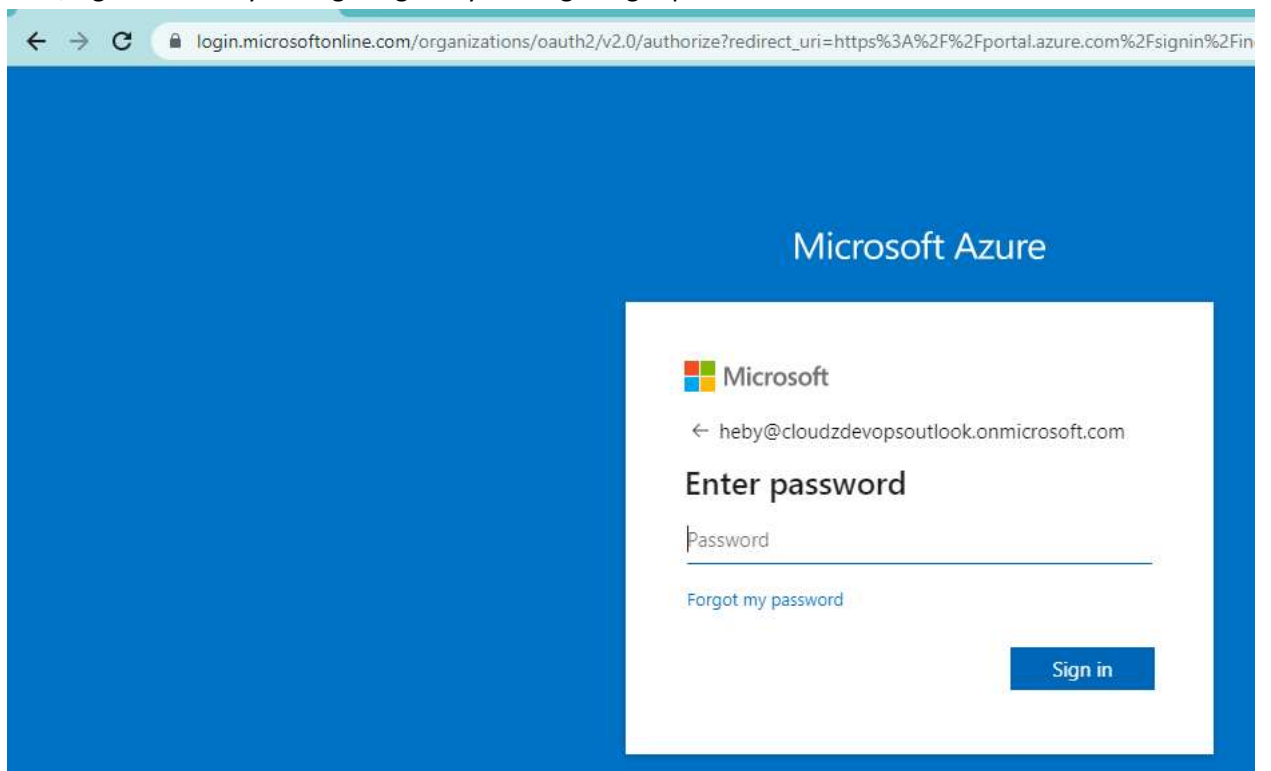
11. Once you get pwd from admin, login and go to link <https://mysignins.microsoft.com/security-info> which will take you to below screen; you will get validation text / email; proceed and complete;



12. Add sign in phone and email ID and save it.



13. Now, sign out and try to sing in again by clicking “forgot password”.



ecu

← → ↻ 🔒 passwordreset.microsoftonline.com/?ru=https%3a%2f%2flogin.microsoftonline.com%

Microsoft




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: *

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



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

Next Cancel

14. You'll be able to reset pwd now following below 2 authentication is complete successfully.

Get back into your account

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

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

☒ Text my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****62) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text



Company branding image

Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

15. If you don't want 2 authentication and 1 is enough, this you can update from above step#4.