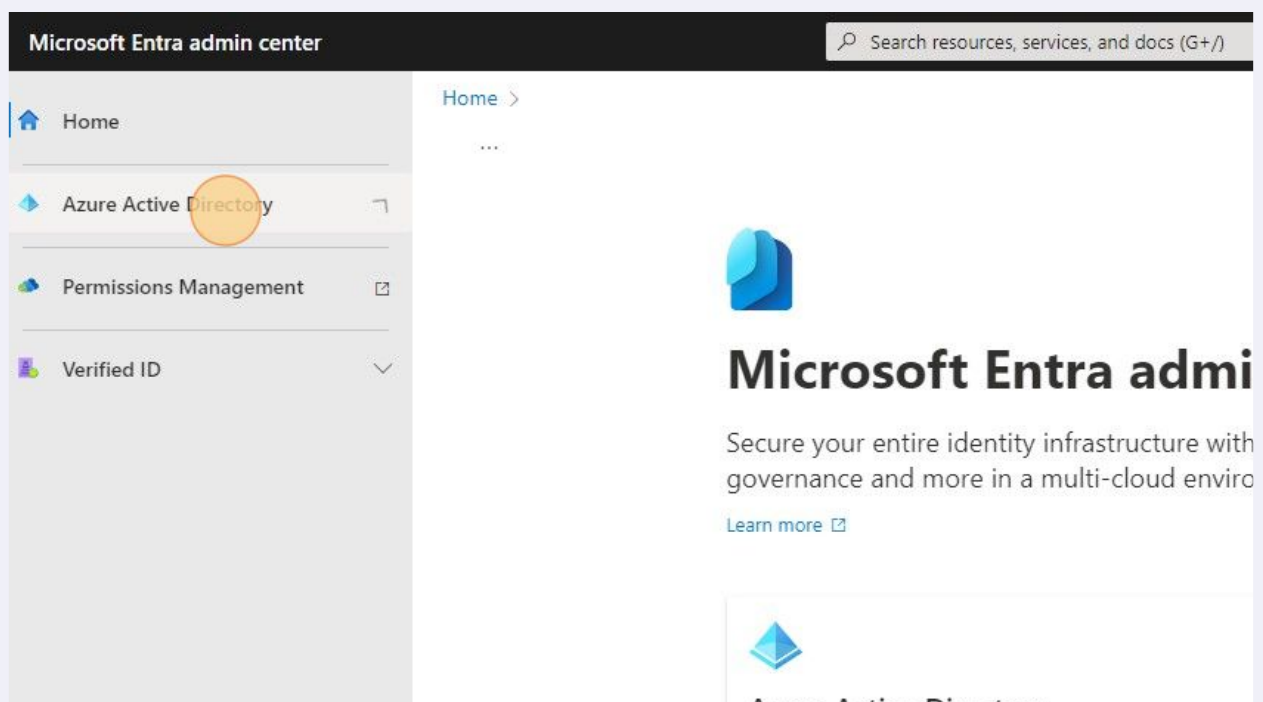


# How to Enable Self Service Password Reset

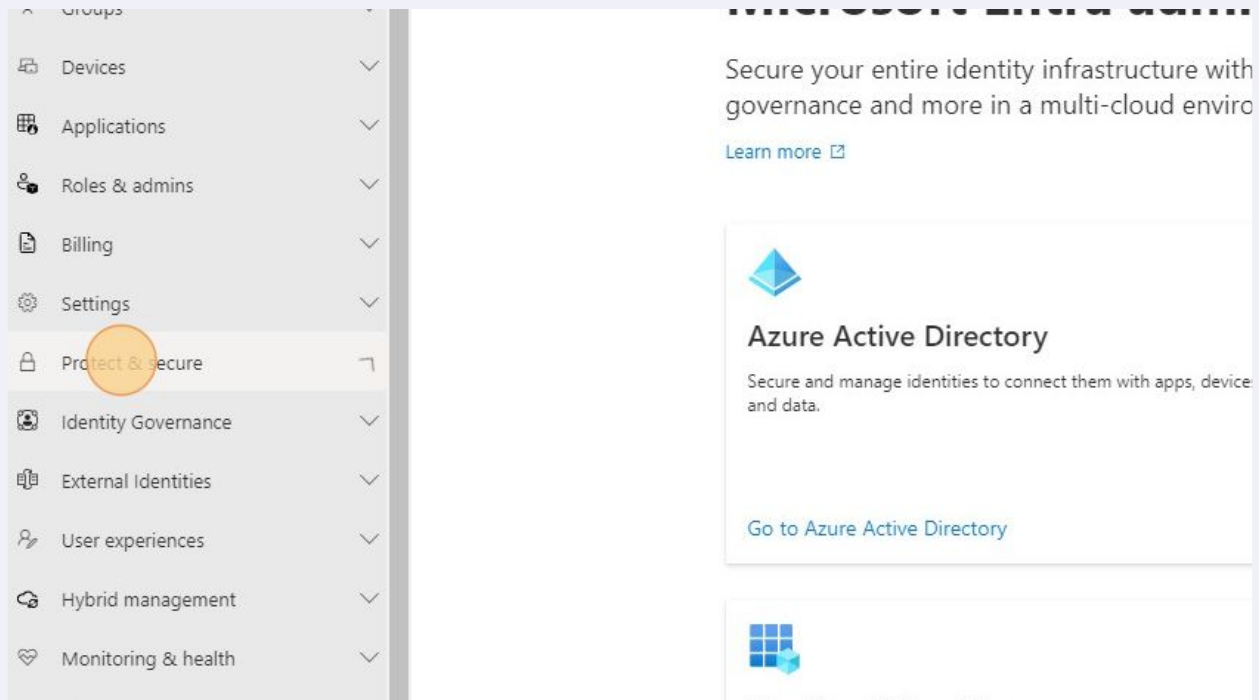
In this guide, we review how to enable self-service password reset in an Azure Active Directory tenant.

- 1 Navigate to [entra.microsoft.com](https://entra.microsoft.com)

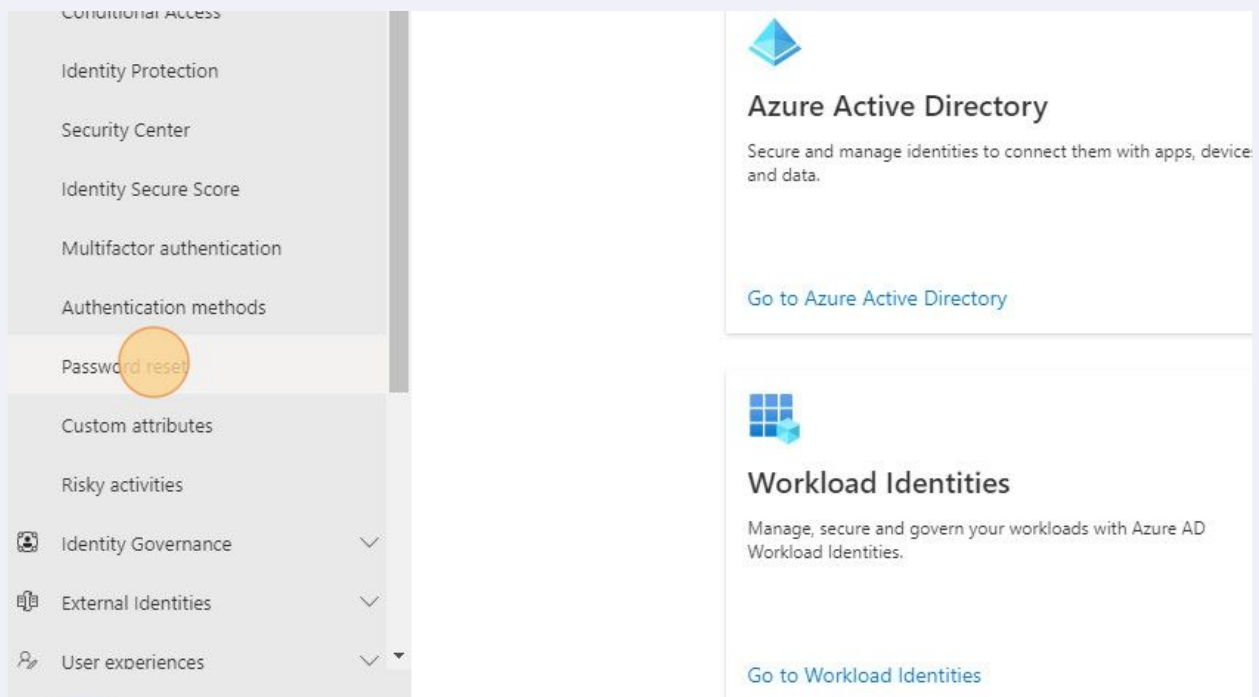
- 2 Click "Azure Active Directory"



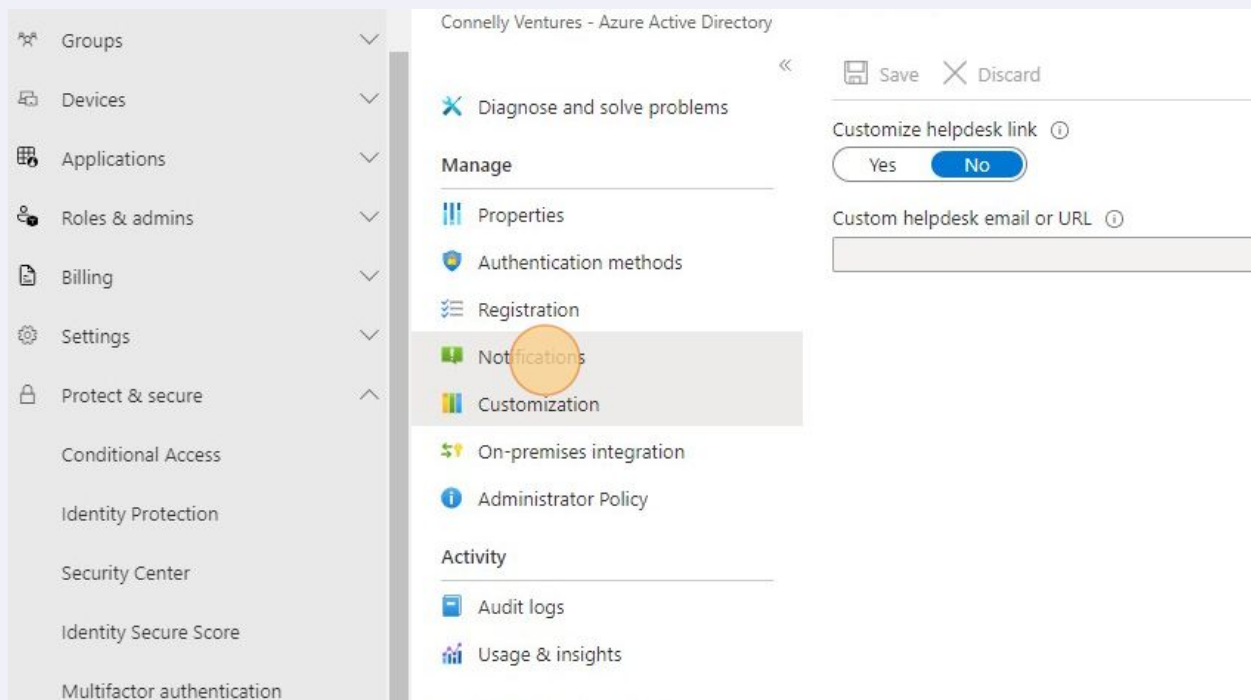
### 3 Click "Protect & secure"



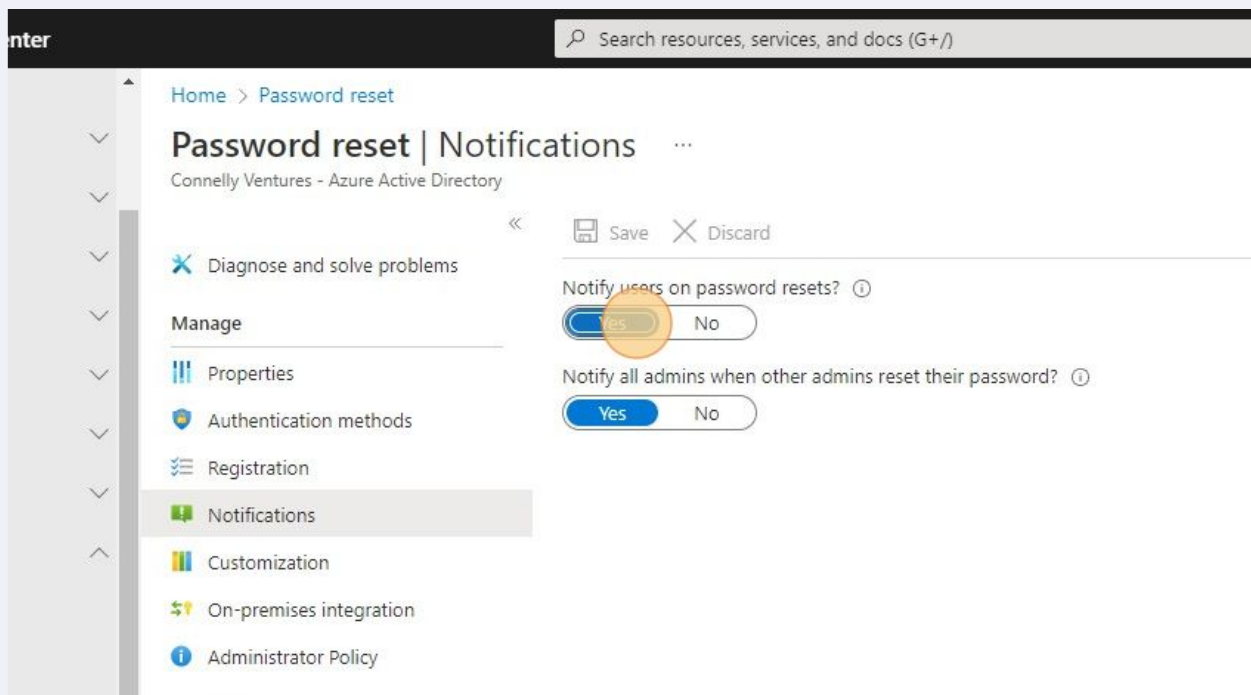
### 4 Click "Password reset"



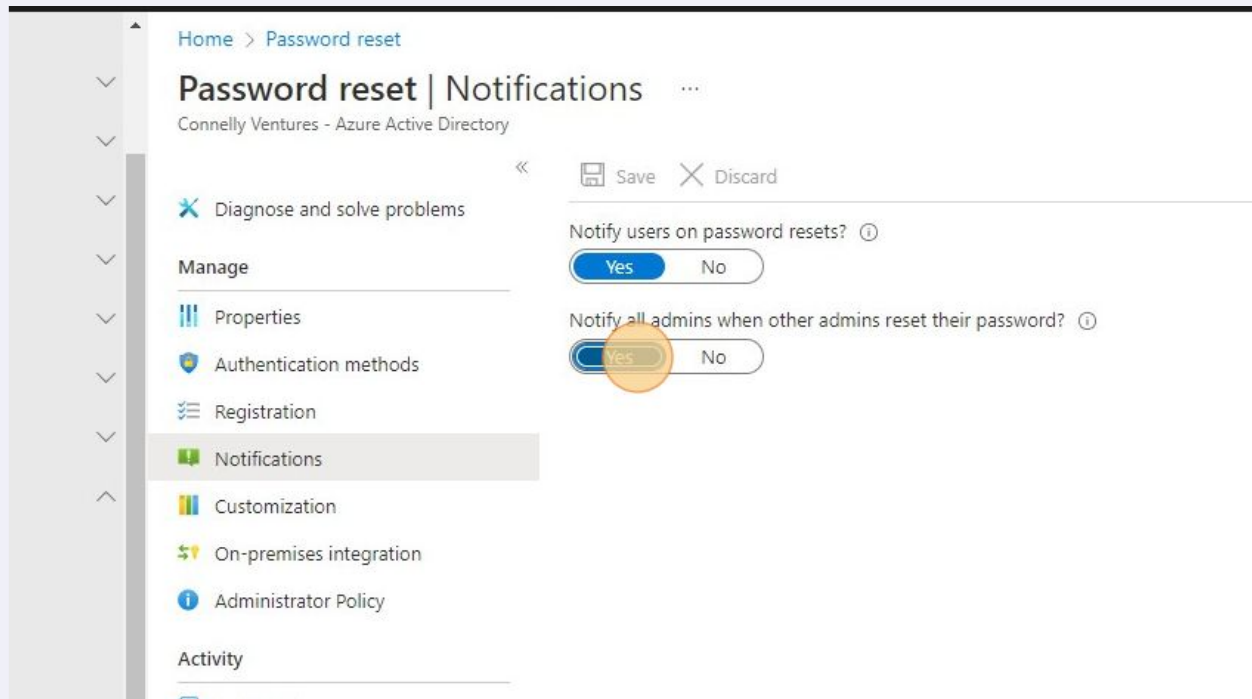
## 5 Click "Notifications"



## 6 Click "Yes" for "Notify users on password resets?"

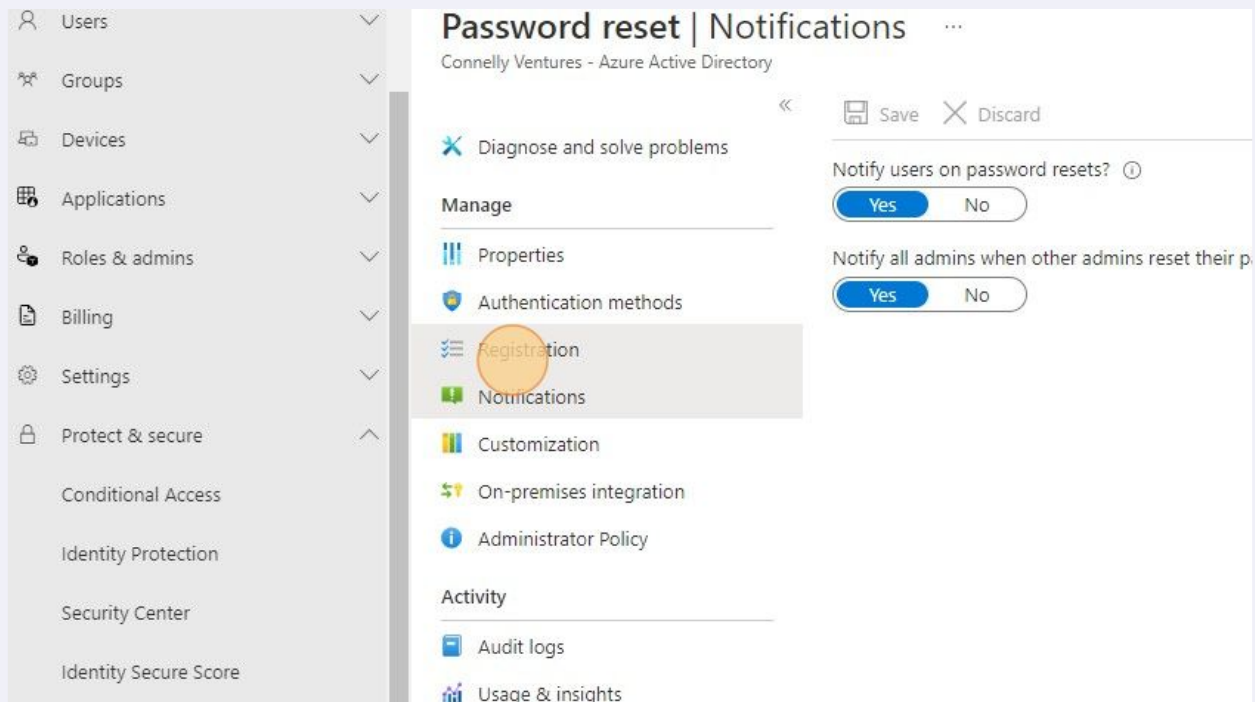


7 Click "Yes" for "Notify all admins when other admins reset their password?"

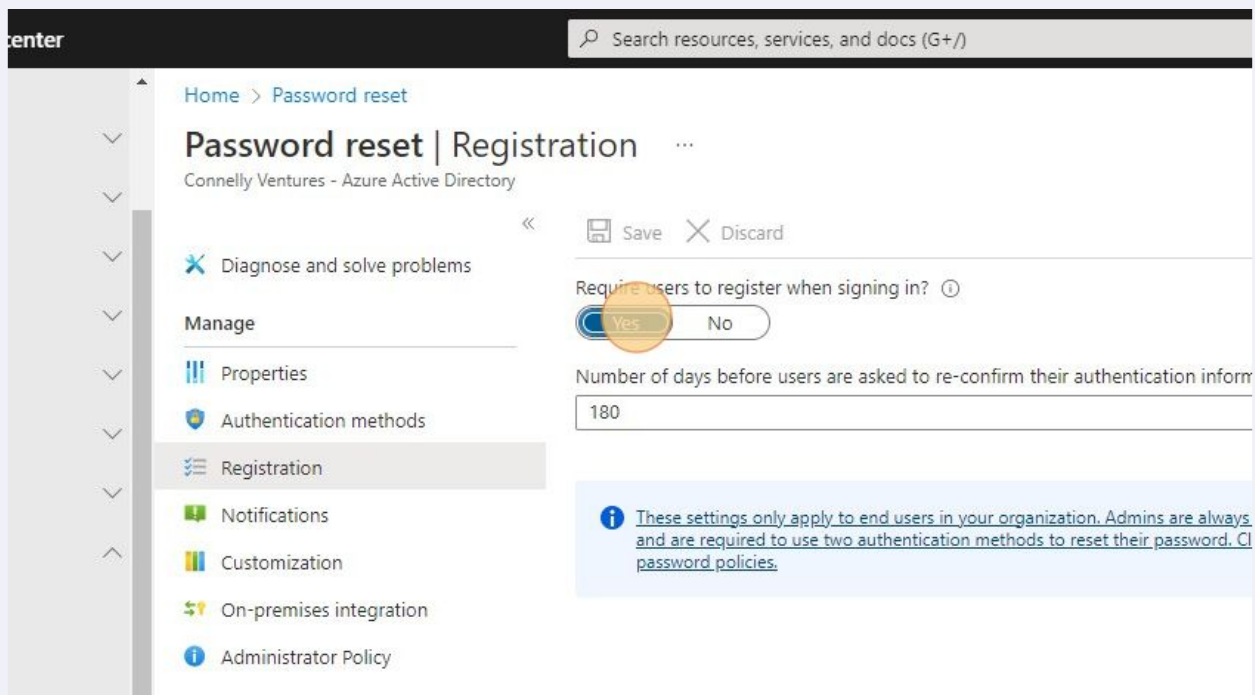


8 Click "Save"

9 Navigate to the "Registration" menu.



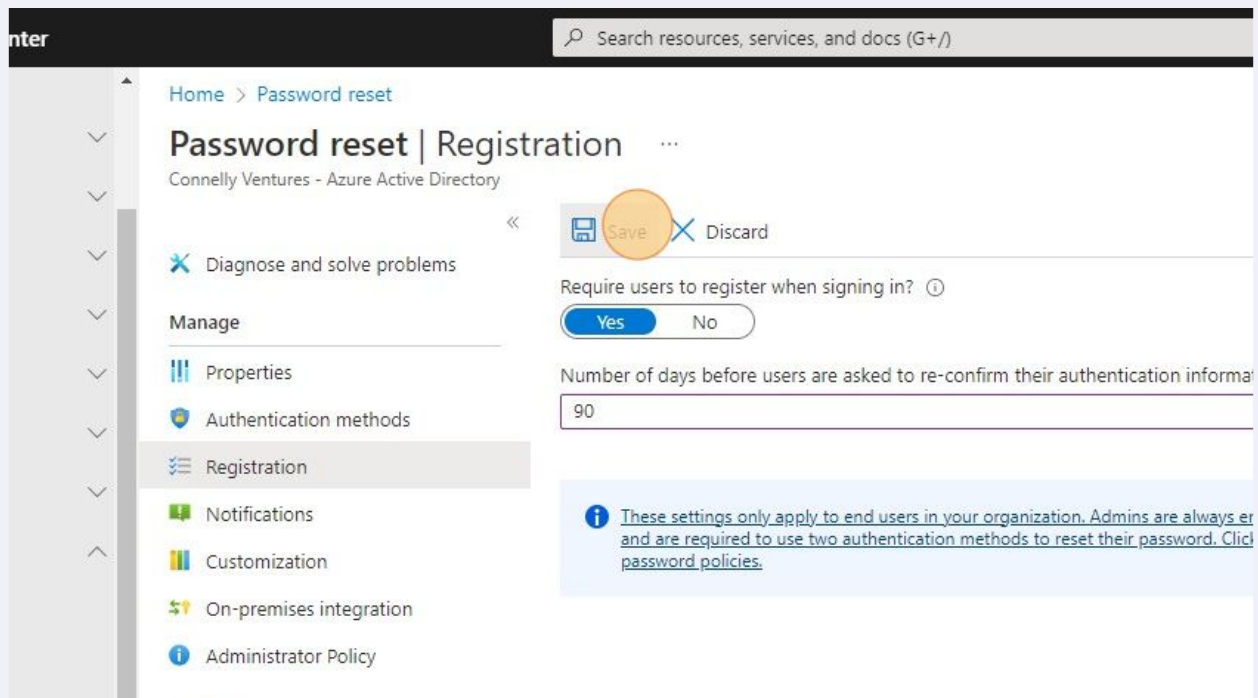
10 Click "Yes" for "Require users to register when signing in?"



11

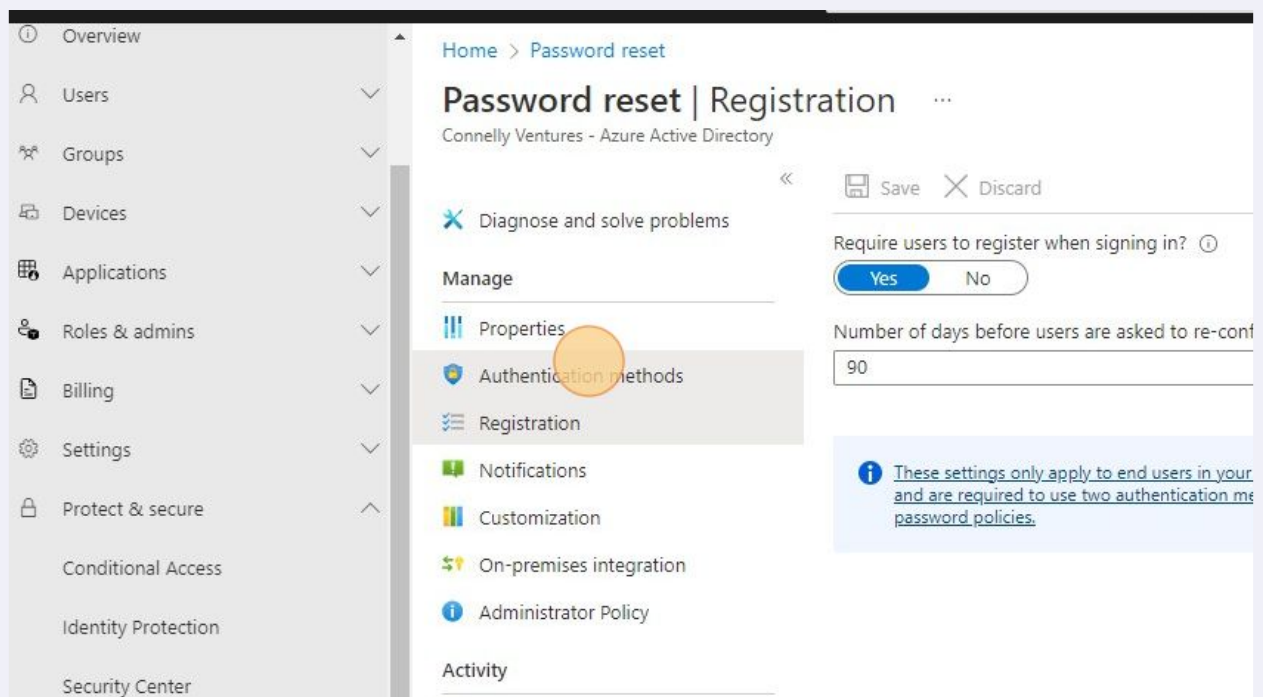
Set "Number of days before users are asked to re-confirm their authentication information" field to "90".

Click "Save"

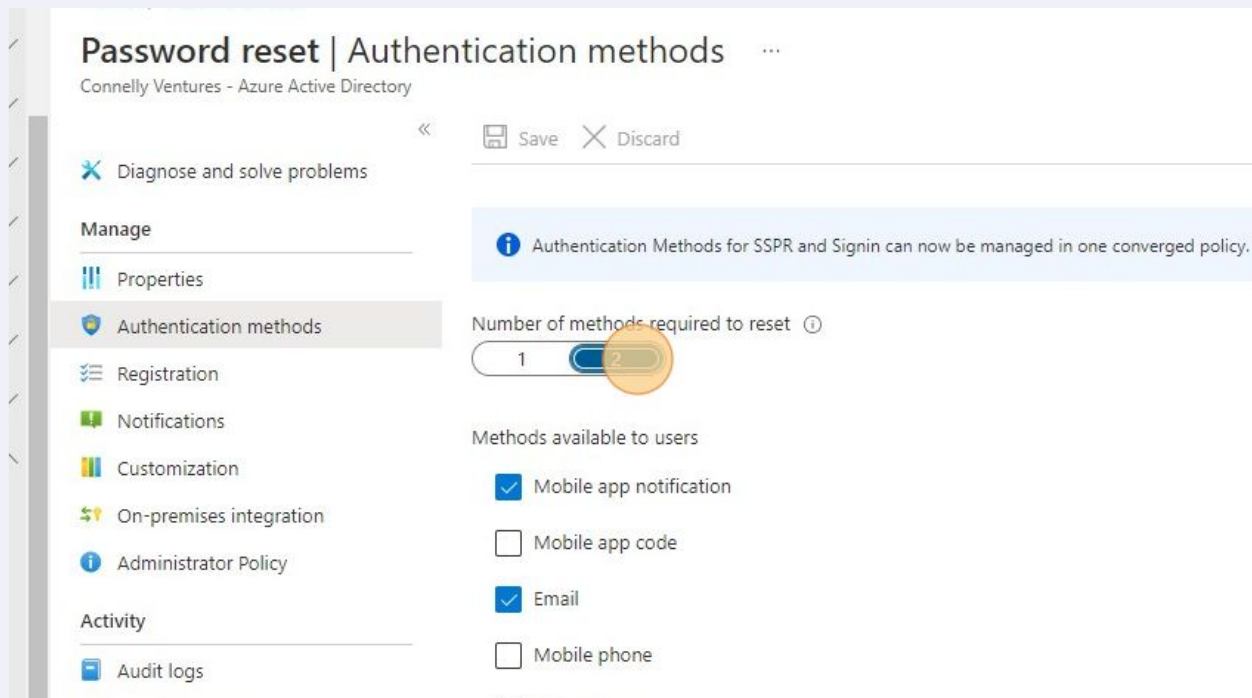


12

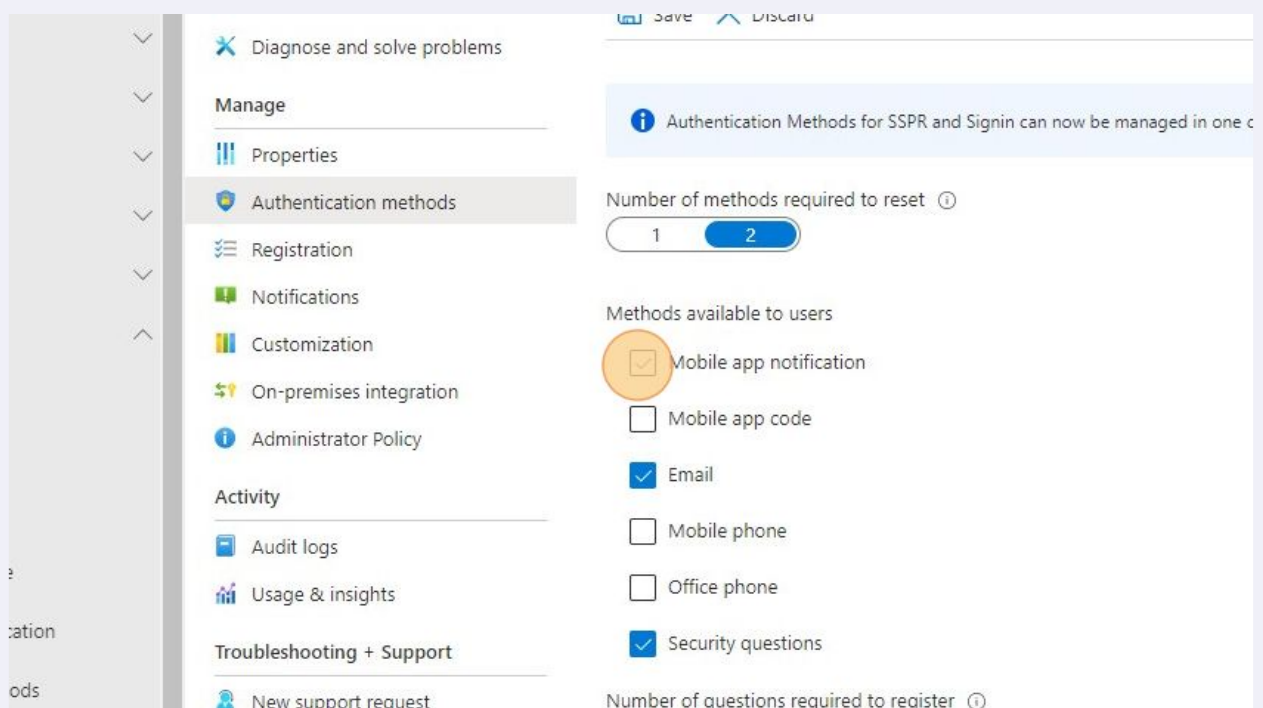
Navigate to the "Authentication methods" menu.



### 13 Set "Number of methods required to reset" to "2"

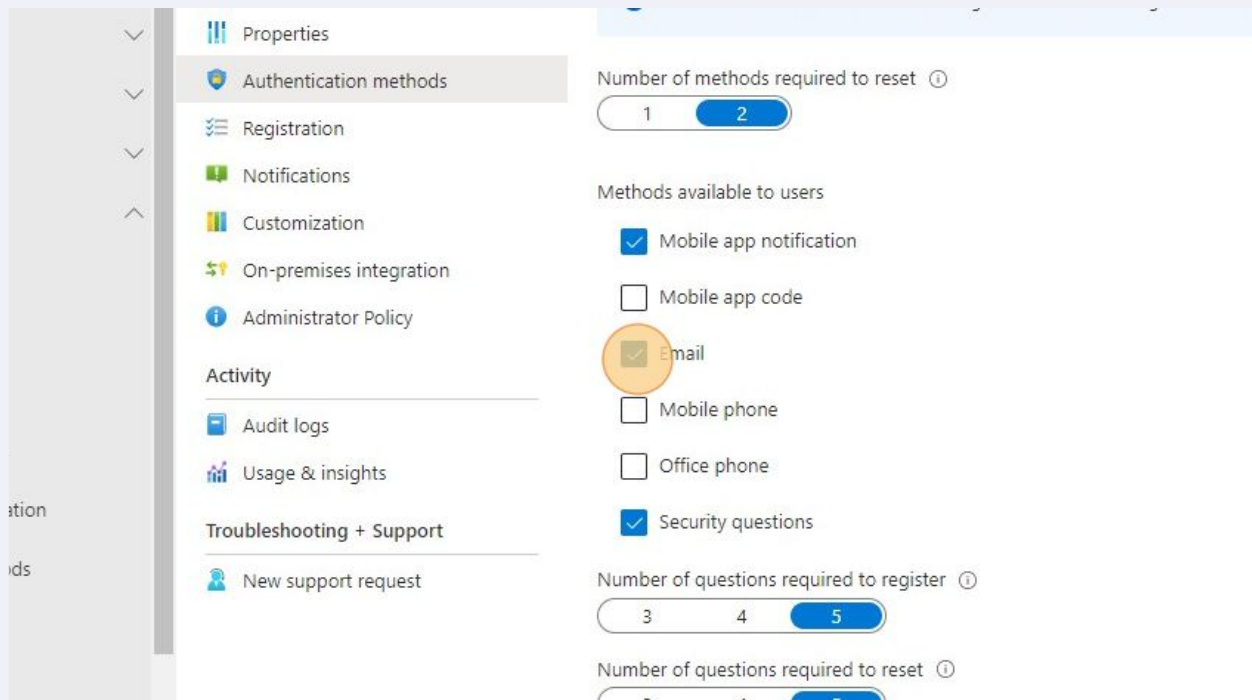


### 14 Select "Mobile app notifications"

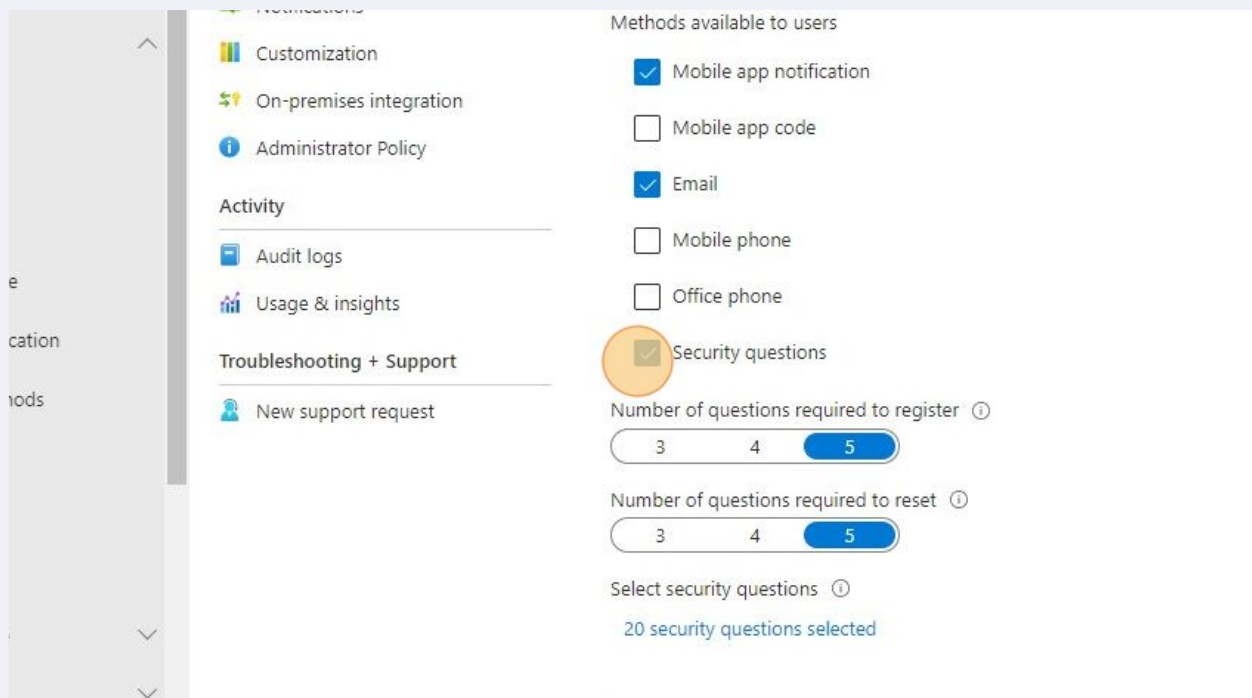




## 15 Select "Email"



## 16 Select "Security questions"





## 17 Select "5" for "Number of questions required to register"

On premises integration

Administrator Policy

Activity

Audit logs

Usage & insights

Troubleshooting + Support

New support request

☐ Mobile app code

☒ Email

☐ Mobile phone

☐ Office phone

☒ Security questions

Number of questions required to register ⓘ

3 4 5

Number of questions required to reset ⓘ

3 4 5

Select security questions ⓘ

20 security questions selected

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

## 18 Select "5" for "Number of questions required to reset"

Activity

Audit logs

Usage & insights

Troubleshooting + Support

New support request

☒ Email

☐ Mobile phone

☐ Office phone

☒ Security questions

Number of questions required to register ⓘ

3 4 5

Number of questions required to reset ⓘ

3 4 5

Select security questions ⓘ

20 security questions selected

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

19 Under "Select security questions", click the link.

Audit logs

Usage & insights

Troubleshooting + Support

New support request

☐ Mobile phone

☐ Office phone

☒ Security questions

Number of questions required to register ⓘ

3 4 5

Number of questions required to reset ⓘ

3 4 5

Select security questions ⓘ

20 security questions selected

**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.

20 Click "Predefined"

Microsoft Entra admin center

Search resources, services, and docs (G+/)

Home > Password reset | Authentication methods >

## Select security questions ...

+ Predefined + Custom X Delete

**Predefined**

☐ In what city did you meet your first spouse/partner?

☐ In what city did your parents meet?

☐ In what city does your nearest sibling live?

☐ In what city was your father born?

☐ In what city was your first job?

☐ In what city was your mother born?

☐ What city were you in on New Year's 2000?

☐ What is the last name of your favorite teacher in high school?



Alert!

You can only select 20 security questions maximum.

21

Select the 20 most secure questions for your organization.

Search resources, services, and docs (G+/)

[Add reset](#) | [Authentication methods](#) >

## Security questions

+ Custom X Delete

When did you meet your first spouse/partner?
Where did your parents meet?
Where does your nearest sibling live?
Where was your father born?
Where was your first job?
Where was your mother born?
Where were you in on New Year's 2000?
What is the last name of your favorite teacher in high school?

### Add predefined security questions

<input checked="" type="checkbox"/>	Where did you meet your first spouse/partner?
<input checked="" type="checkbox"/>	Where did your parents meet?
<input checked="" type="checkbox"/>	Where does your nearest sibling live?
<input checked="" type="checkbox"/>	Where was your father born?
<input checked="" type="checkbox"/>	Where was your first job?
<input checked="" type="checkbox"/>	Where was your mother born?
<input checked="" type="checkbox"/>	Where were you in on New Year's 2000?
<input checked="" type="checkbox"/>	What is the last name of your favorite teacher in high school?
<input checked="" type="checkbox"/>	What is the name of a college you applied to but didn't attend?
<input checked="" type="checkbox"/>	What is the name of the place in which you held your first wedding reception?
<input checked="" type="checkbox"/>	What is your father's middle name?

## 22 Click "Ok"

or a college you applied to but didn't attend?	<input checked="" type="checkbox"/> What is your favorite food?
of the place in which you held your first wedding reception?	<input checked="" type="checkbox"/> What is your maternal grandmother's first and last name?
er's middle name?	<input checked="" type="checkbox"/> What is your mother's middle name?
rite food?	<input checked="" type="checkbox"/> What is your oldest sibling's birthday month and year? (e.g. November 1985)
ernal grandmother's first and last name?	<input checked="" type="checkbox"/> What is your oldest sibling's middle name?
ther's middle name?	<input checked="" type="checkbox"/> What is your paternal grandfather's first and last name?
est sibling's birthday month and year? (e.g. November 1985)	<input checked="" type="checkbox"/> What is your youngest sibling's middle name?
est sibling's middle name?	<input type="checkbox"/> What school did you attend for sixth grade?
ernal grandfather's first and last name?	<input type="checkbox"/> What was the first and last name of your childhood best friend?
ngest sibling's middle name?	<input checked="" type="checkbox"/> What was the first and last name of your first significant other?
t and last name of your first significant other?	<input checked="" type="checkbox"/> What was the last name of your favorite grade school teacher?
t name of your favorite grade school teacher?	<input type="checkbox"/> What was the make and model of your first car or motorcycle?
	<input type="checkbox"/> What was the name of the first school you attended?

Ok

## 23 Click "Save"

center

Search resources, services, and docs (G+/)

Home > Password reset

Connelly Ventures - Azure Active Directory

« Save X Discard

Diagnose and solve problems

Manage

Properties

Authentication methods

Registration

Notifications

Customization

On-premises integration

Administrator Policy

Authentication Methods for SSPR and Signin can now be managed in one console

Number of methods required to reset ⓘ

1 2

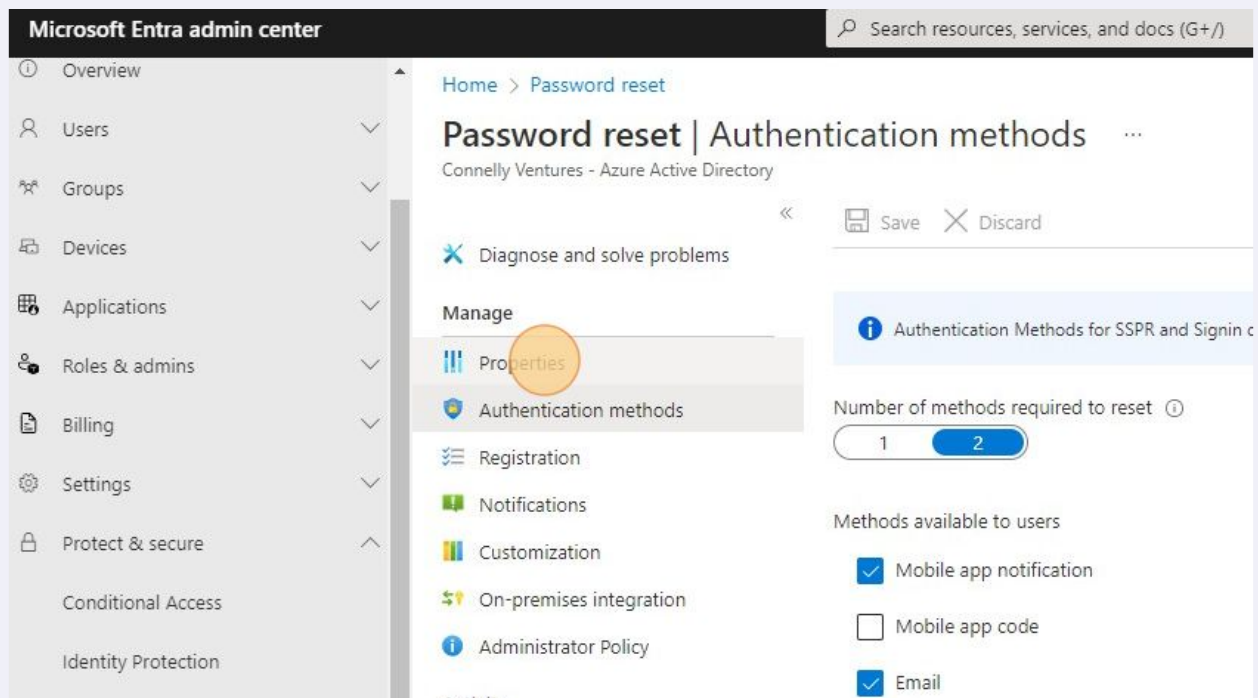
Methods available to users

☒ Mobile app notification

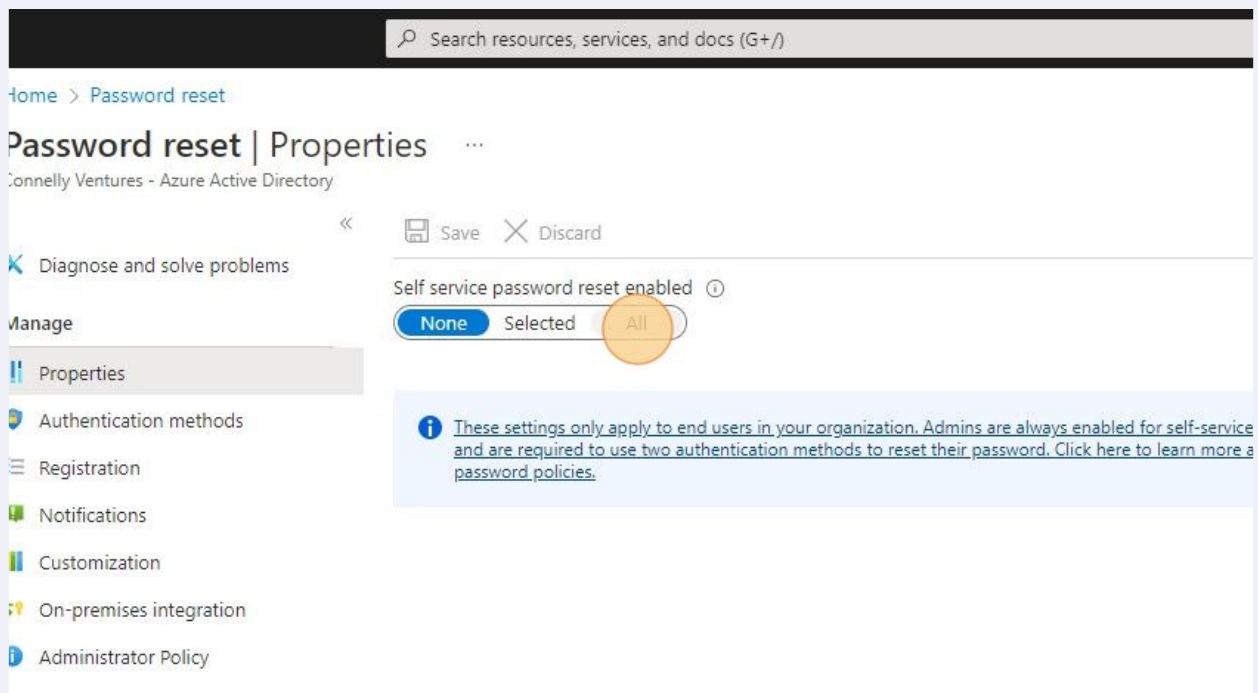
☐ Mobile app code

☒ Email

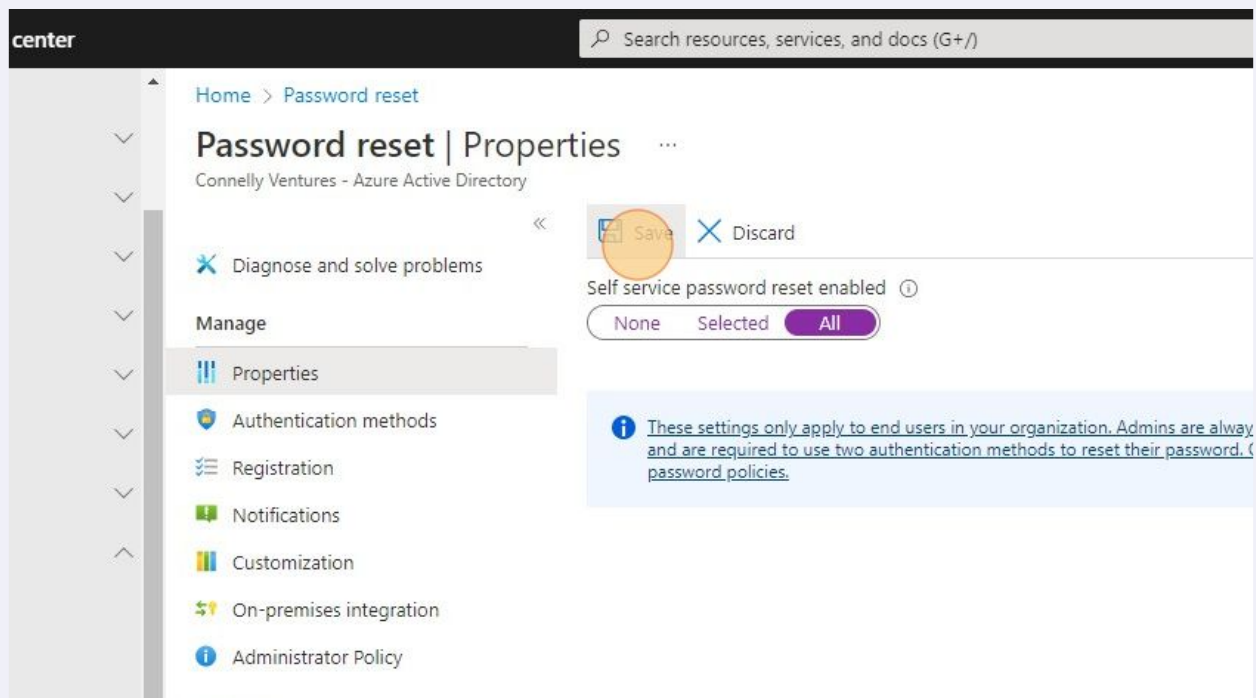
24 Navigate to the "Properties" menu.



25 Click "All"



26 Click "Save"



27 You should see this confirmation message letting you know that the changes were saved and are now effective.

