

How to reset your password using Self-Service Password Reset (SSPR)?

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Note: SSPR will be activated in February 2024

This article provides an overview of what is required and how to use the self-service password reset (SSPR) feature. SSPR allows Fresenius employees to change or reset their password for their regular user login account if it is unknown or unlock their account without service desk assistance.

What is required to use SSPR?

SSPR requires two multi-factor authentication methods to be enabled:

Phone Call/SMSMicrosoft Authenticator

Check which authentication methods are configured on your end on the following Security Information page: [Click Here](#)

Note: The Microsoft Authenticator App is currently the most secure authentication method and therefore recommended.

There are 2 scenarios where resetting your password or unlocking your account with SSPR may be relevant:

1.How to reset your password in the event of logging in to an application?

There are two options to navigate to the password reset page in the event of logging in to an application.

Option 1: From the login window of an application

Click on "Forgot my password".

Option 2: By manually opening the password reset page

[Click Here](#) or type "passwordreset.fresenius.com" in your browser to get to the password reset page.When you are on the password reset page, enter your email address (when it's not automatically entered) and the captcha.

Choose the appropriate option to reset your password or unlock your account and click on "Next".

Note: To reset your password or unlock your account, you will need to complete 2 different verification steps.

As verification step 1, select "Approve a notification on my authenticator app" and click on "Send Notification".

Enter the number displayed on your browser into your the Microsoft Authenticator App on your mobile device in order to authenticate.

As verification step 2, select the convenient option, enter your mobile number and click on "Text" or "Call".

Enter the verification code that you received on your mobile phone and click on "Next".

In case you have choosen to reset your password, you will be required to set up a new strong password that meets the Fresenius Password requirements, confirm it and click on "Finish".

Note: It can take up to 5 minutes until the new password will work.

Once your password has been reset or got unlocked, the following message is shown.

You will receive an email confirming that your password has been changed in case you have reset your password.

2.How to reset your password in the event of logging in to your Windows Account?

Note: This feature will become available in March 2024.

To change your password, click on "Reset password" on your Windows login screen.

When you are on the password reset page, enter your email address (when it's not automatically entered) and the captcha.

Choose the appropriate option to reset your password or to unlock your account and click on "Next".

Note: To reset your password or unlock your account, you will need to complete 2 different verification steps.

As verification step 1, select the convenient option, enter your mobile number and click "Next".

Select a method of verification and enter the verification code that has been sent to you.

As verification step 2, select "Approve a notification on my authenticator app" and confirm the code in the Microsoft Authenticator App on your mobile device.

set up a new strong password that meets the Fresenius Password requirements, confirm it and click on "Finish".

Once your password has been reset or got unlocked, the following message is shown.

What to do in case SSPR does not work for me?

Option 1: Missing multi-factor authentication

If you haven't registered at least 2 multi-factor authentication options, the following error message will be shown when trying to reset your password.

First contact the service desk to reset your password.After your password has been reset, jump back to the "What is required to use SSPR" section of this article and follow the instructions there.

Option 2: Missing SSPR enablement

If you receive the following error message during the SSPR process, your account may not be enabled for this function. Then please get in touch with the support via activedirectory-desk@fresenius.com.

Option 3: Password Requirements

If the following error message appears, a Microsoft-banned password was chosen. Choose a different password.

If one of the following error message appears, the Fresenius password policy requirements concerning complexity, length are not met or restricted words are used. Choose a different password.

Note: Examples of words that are banned for being used in passwords: 2023, 2024, 4008, 5008, 6008, else, fres, fresenius, fresubin, friedberg, helios, homburg, horex, kabi, kroener, medical, quiron, zurich.