GSD. - Reset password using Self-Service Password Reset (SSPR)

General Information:

Possible symptoms/errors:

User wants to reset his AD passwordUser forgot his AD password

Alternative names of the system:

Reset password using Self-Service Password Reset (SSPR)

IMPORTANT NOTICE:

SSPR will be activated in January 2024Two multi-factor authentication methods must be enabled to make use of SSPR.

Microsoft AuthenticatorPhone Call/SMSUser can also use a software token such as OTP Manger or Keepass. Although we recommend using MS Authenticator.

To use SSPR with Windows login on Fresenius managed devices, the user's computer must be connected to a Fresenius network or VPN.

Solution:

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

Where to start?

Via browser: https://passwordreset.fresenius.comVia application sign-in window:There are 2 possible browser login Windows (left = Entra | right = ADFS):

Enter your mail address (when it's not automatically entered) and the captcha:

Choose if you would like to reset your password or if you would like to unlock your account:

Confirm 2 configured options to reset the password or unlock the account:

Select your option and verify the code:

Setup a new password:

IMPORTANT: It can take up to 5 minutes after a password reset until the new password will work. This is due to replication mechanisms in the background.NOTE: Please note that SSPR uses a list of banned passwords from Microsoft, which can prevent passwords that would be valid by the Fresenius local Active Directory password policy:

After your password was reset, you get a email notification, that your password was changed.IMPORTANT: If user get the following error message during the SSPR process, it is possible, that user account is not enabled for this feature. In this case, create an incident and assign it to a group: Ext_WW_OCC-User-Administration_SLS_Capgemini

How to reset your password in the event of logging in to your Windows AccountIMPORTANT: As the feature of SSPR at Windows login must be activated on the Windows client and FDT isn't managing globally all clients, this feature might not be available for every user at any time.

Enter your Company mail or Company Username:Select an appropriate option:

Fill The Details:Select a method for verification:Select a second contact method:Upload the code (You will get from the method you choose):Create a New password:

Assignment Group:

Ext_WW_OCC-User-Administration_SLS_CapgeminiExt_WW_AD_FLS_Capgemini

Important Links:

Instructions for the End User How to setup and reset password using Self-Service Password Reset (SSPR)Reset the password manual using the AD console GSD. Windows - AD User Account Password Reset