

SSPR(Self-Service Password Reset) Labs

Labs to create authentication methods for users who forgot their passwords.

Objective

- Create authentication methods for specific groups.
- Compare users with P2 licenses and those without, and confirm if SSPR is configured correctly.
- Analyze the Audit Log report for password reset attempts.

Comments

I applied the SSPR theory I had learned. At first, I thought it would be something quick, but along the way, I encountered some errors, blocked permissions, policies that needed to be adjusted in groups, and the need for the P2 license to complete the labs. Once I resolved everything, I started the task.

First, I created the users and the Marketing and Sales groups, using Dynamic membership to automatically add users to each group and speed up the process. Then, I assigned the P2 license to the users in the Marketing group and left the Sales users without the license, specifically to test at the end whether the Sales users would be able to reset their passwords without having the P2 license.

Next, I chose which two authentication methods would be enforced: I selected the Microsoft Authenticator app and SMS. I ran tests with users Carla and Carlos from the Marketing group, and with Gabriel from the Sales group.

In the end, I checked the report in the Audit Log, reviewing the records of successful and unsuccessful password resets, confirming that SSPR was working correctly.

First, I created the Sales and Marketing groups, using dynamic membership with the Department as a tag.

Microsoft Azure

Search resources, services, and docs (G+)

Copilot

PauloAustriaco@dliter.o...
AUSTRIACO (DLITER.ONMICROS...

Home > Austriaco > Groups > Groups | Overview > New Group >

Dynamic membership rules

Save Discard Got feedback?

Configure Rules

Validate Rules

You can use the rule builder or rule syntax text box to create or edit a dynamic membership rule. [Learn more](#)

And/Or	Property	Operator	Value
	<Choose a Property>	<Choose an Operator>	Add a value
And	department	Equals	Sales

+ Add expression + Get custom extension properties

Rule syntax

user.department -eq "Sales"

Edit

Home > Austriaco > Groups >

Groups | Overview

New group Download groups Preview features

Overview

All groups

Deleted groups

Diagnose and solve problems

Settings

General

Expiration

Naming policy

Activity

Privileged Identity Management

Access reviews

Audit logs

Bulk operation results

Troubleshooting + Support

New support request

Overview

Tutorials

Search your tenant

Basic information

Total groups 0

Dynamic groups 0

M365 groups 0

Cloud groups 0

Security groups 0

On-premises groups 0

Alerts

Feature highlights

Access reviews

Make sure only the right people have continued access.

Conditional Access

Control user access based on Conditional Access policy to bring signals together, to make decisions, and enforce organizational policies.

Successfully created group
Successfully created group Sales.

Microsoft Azure

Search resources, services, and docs (G+)

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Home > Austriaco > Groups > Groups | All groups >

New Group

Got feedback?

Group type *

Security

Group name *

Marketing

Group description

only users departament Marketing

Microsoft Entra roles can be assigned to the group

Yes No

Membership type *

Dynamic User

Owners

No owners selected

Dynamic user members *

Add dynamic query

Create

Home > Austriaco | Groups > Groups | All groups > New Group >

Dynamic membership rules

Save Discard Got feedback?

Configure Rules

Validate Rules

You can use the rule builder or rule syntax text box to create or edit a dynamic membership rule. [Learn more](#)

And/Or	Property	Operator	Value
<Choose a Property>	<Choose an Operator>	Add a value	
And	department	Equals	Marketing

+ Add expression + Get custom extension properties

Rule syntax

```
{user.department -eq "Marketing"}
```

Edit

Microsoft Azure

Search resources, services, and docs (G+)

Copilot

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Home > Austriaco | Groups > Groups | Overview >

New Group

Got feedback?

Group type *

Security

Group name *

Sales

Group description

only user department Sales

Microsoft Entra roles can be assigned to the group

Yes No

Membership type *

Dynamic User

Owners

No owners selected

Dynamic user members *

Add dynamic query

Create

Home > Austriaco | Groups > Groups | All groups > Marketing

Marketing | Members

Overview

Diagnose and solve problems

Manage

Properties

Members

Owners

Roles and administrators

Administrative units

Group memberships

Applications

Licenses

Azure role assignments

Dynamic membership rules

Activity

Troubleshooting + Support

Add members

Try changing or adding filters if you don't see what you're looking for.

Search

82 results found

All Users Groups Devices Enterprise applications

	Name	Type	Details
<input type="checkbox"/>	Sales	Group	
<input type="checkbox"/>	Azure AD Identity Governance - ...	Enterprise ap...	810dcf14-1858-4bf2-8134-4c369fa3235b
<input checked="" type="checkbox"/>	Claiver	User	claiver@dilter.onmicrosoft.com
<input type="checkbox"/>	Azure AD Notification	Enterprise ap...	fc03f97a-9db0-4627-a216-ec98ce54e018
<input type="checkbox"/>	Gabriel	User	gabriel@dilter.onmicrosoft.com

Select

Selected (3)

Reset

Carla

carla@dilter.onmicrosoft.com

Carlos

carlos@dilter.onmicrosoft.com

Claiver

claiver@dilter.onmicrosoft.com

Overview

Diagnose and solve problems

Manage

- Properties
- Members**
- Owners
- Roles and administrators
- Administrative units
- Group memberships
- Applications
- Licenses
- Azure role assignments
- Dynamic membership rules

Activity

Troubleshooting + Support

Sales | Members

Group

+ Add members

Bulk operations

Refresh

Manage view

Remove

Got feedback?




Direct members

All members

Search

Add filter

3 group members found

<input type="checkbox"/>	Name ↑	Type	Email	User type	Object Id
<input type="checkbox"/>	 Gabriel	User		Member	066426ed-f08-416c-9acc-
<input type="checkbox"/>	 Joao	User		Member	b3c75f60-23e1-4855-8393
<input type="checkbox"/>	 Karabatic	User		Member	1710675f-1cc8-4061-b8d8

Add or remove favorites by pressing Ctrl+Shift+F

Overview

All groups

Deleted groups

Diagnose and solve problems

Settings

- General
- Expiration
- Naming policy

Activity

- Privileged Identity Management
- Access reviews
- Audit logs
- Bulk operation results

Troubleshooting + Support

New support request

Groups | All groups

Austriaco

New group

Download groups

Refresh

Manage view

Delete

Got feedback?



Microsoft Entra has a simpler, integrated experience for managing all your Identity and Access Management needs. Try the new Microsoft Entra admin center!

Search

Add filter

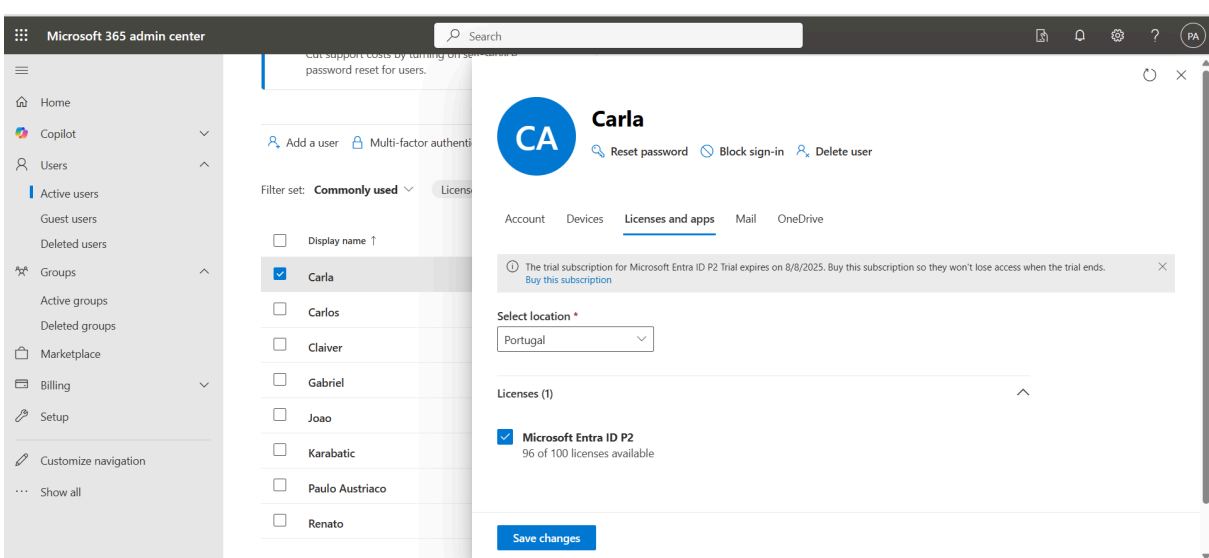
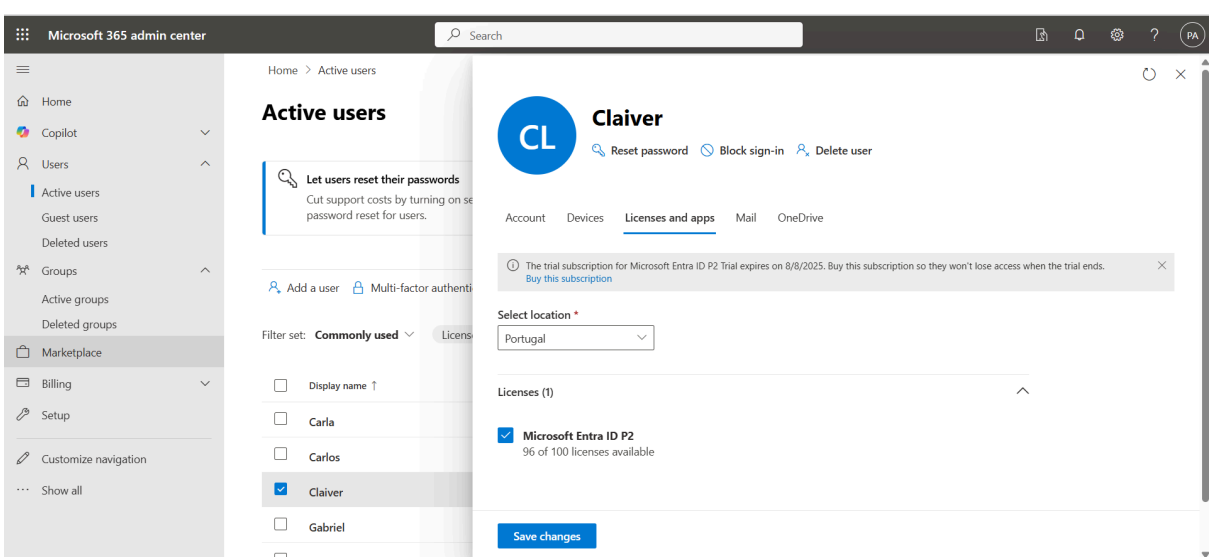
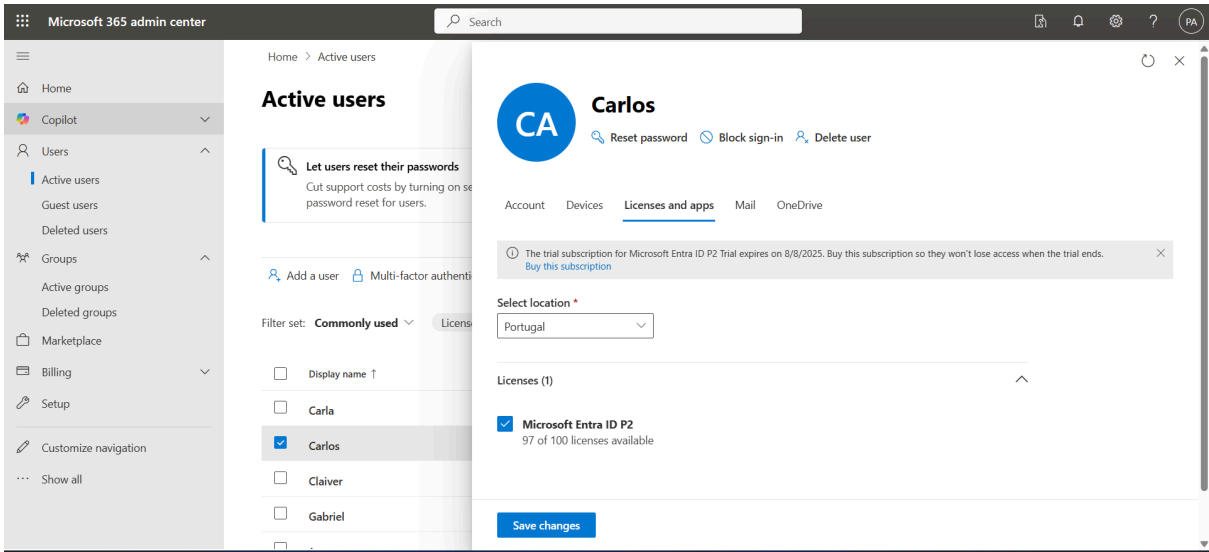
Search mode ☒ Contains

2 groups found

<input type="checkbox"/>	Name ↑	Object Id	Group type	Membership type	Email
<input type="checkbox"/>	 Marketing	1e532c93-9dbd-4ed2-a21b-1b9ffc3969b9	Security	Dynamic	
<input type="checkbox"/>	 Sales	454b775a-2dc4-492a-aed9-239d77bc230f	Security	Dynamic	

Add or remove favorites by pressing Ctrl+Shift+F

Then I assigned licenses to each user in the Marketing group in the Microsoft 365 Center.



Next, I created the Password Reset policy, selecting the Marketing group and choosing two authentication methods: the Microsoft Authenticator app and SMS.

Home > Password reset

Password reset | Authentication methods

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Diagnose and solve problems

Manage

Properties

Authentication methods

Registration

Notifications

Customization

On-premises integration

Administrator Policy

Activity

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

☐ Security questions

Use the [auth methods policy](#) to manage other authentication methods.

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.](#)

Add or remove favorites by pressing Ctrl+Shift+F

Home > Password reset | Authentication methods >

Auth Methods

+

Add external method (Preview)

Refresh

Got feedback?

Authentication method policies

Use authentication methods policies to configure the authentication methods your users may register and use. If a user is in scope for a method, they may use it to authenticate and for password reset (some methods aren't supported for some scenarios). [Learn more](#)

Method	Target	Enabled
Built-in		
Passkey (FIDO2)		No
Microsoft Authenticator	All users	Yes
SMS		No
Temporary Access Pass	All users	Yes
Hardware OATH tokens (Preview)		No
Third-party software OATH tokens	All users	Yes
Voice call		No
Email OTP	All users	Yes
Certificate-based authentication		No
QR code (Preview)		No

https://aka.ms/authmethodmigrationdoc

Home > Password reset | Authentication methods > Auth Methods >

Temporary Access Pass settings

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Temporary Access Pass, or TAP, is a time-limited or limited-use passcode that can be used by users for bootstrapping new accounts, account recovery, or when other auth methods are unavailable. [Learn more.](#) TAP is issuable only by administrators, and is seen by the system as strong authentication. It is not usable for Self Service Password Reset.

Enable and Target

Configure

Enable

Include

Exclude

Target

All users

Select groups

Name	Type	Registration
All users	Group	Optional

⚠ Be careful not to lock yourself out! This change will disable one or more authentication methods that you may currently use. Are you sure you want to make this change?

I Acknowledge

Save

Discard

Email OTP settings



Email OTP sends a code to a user's email account which is then used to authenticate. [>Learn more for SSPR](#), [>learn more for external users](#).
For members of a tenant, email OTP is usable only for Self-Service Password Recovery. It may also be configured to be used for sign-in by guest users.

Enable and Target

Configure

Enable ☒

Include

Exclude

Target ☒ All users ☐ Select groups

Name	Type	Registration
All users	Group	Optional

Save Discard

SMS settings



This authentication method delivers a one-time code via SMS to a user's phone, and the user then inputs that code to sign-in. [Learn more](#).
SMS is usable for multi-factor authentication and Self-Service Password Reset; it can also be configured to be used as a first factor.

Enable and Target

Enable ☒

Include

Exclude

Target ☒ All users ☐ Select groups

Name	Type	Use for sign-in	Registration
All users	Group	<input type="checkbox"/>	Optional

Save Discard

Auth Methods ...



+ Add external method (Preview) Refresh | Got feedback?

Authentication method policies

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Method	Target	Enabled
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Microsoft Authenticator	All users	Yes
SMS	All users	Yes
Temporary Access Pass		No
Hardware OATH tokens (Preview)		No
Third-party software OATH tokens		No
Voice call		No
Email OTP		No
Certificate-based authentication		No
QR code (Preview)		No

Microsoft Azure

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

Copilot

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Home > Austriaco | Password reset > Password reset

Password reset | Properties ...

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Diagnose and solve problems

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On-premises integration

Administrator Policy

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Troubleshooting + Support

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.

Learn more

Self-service password reset enabled

None

All

Selected Group

Marketing

Save

Discard

Password reset policy saved

Changes to password reset policy were saved successfully

Then I configured it so that users are required to register their reset methods and set the period of days after which they will be required to provide their information again.

Home > Password reset

≡

Password reset | Registration

...

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✕ Diagnose and solve problems

▼ Manage

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

> Activity

> Troubleshooting + Support

ⓘ 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.
[Learn more](#)

Require users to register when signing in? ⓘ
☒

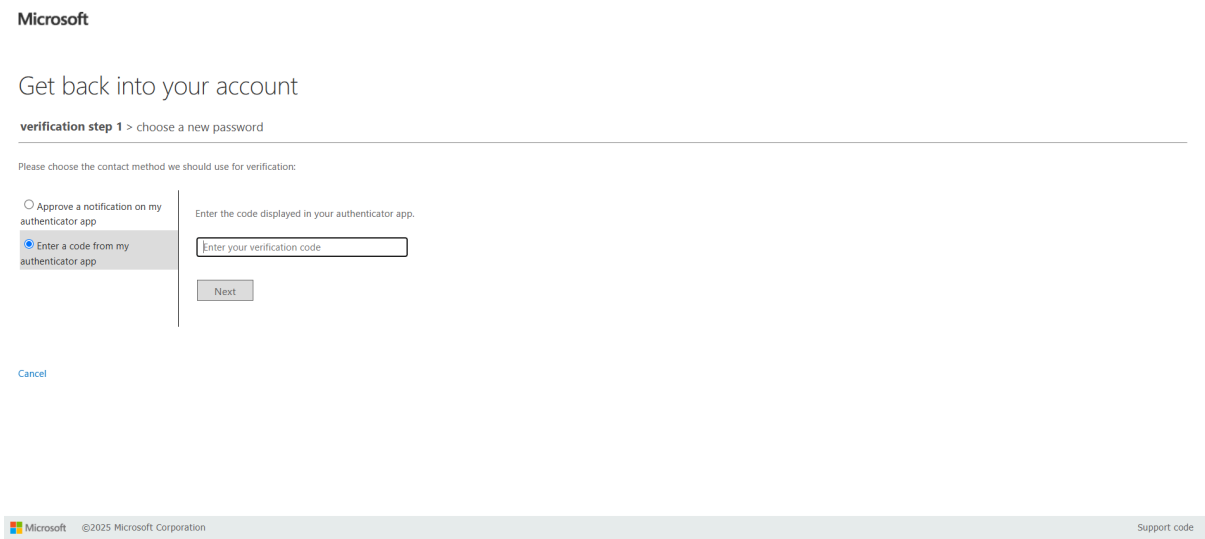
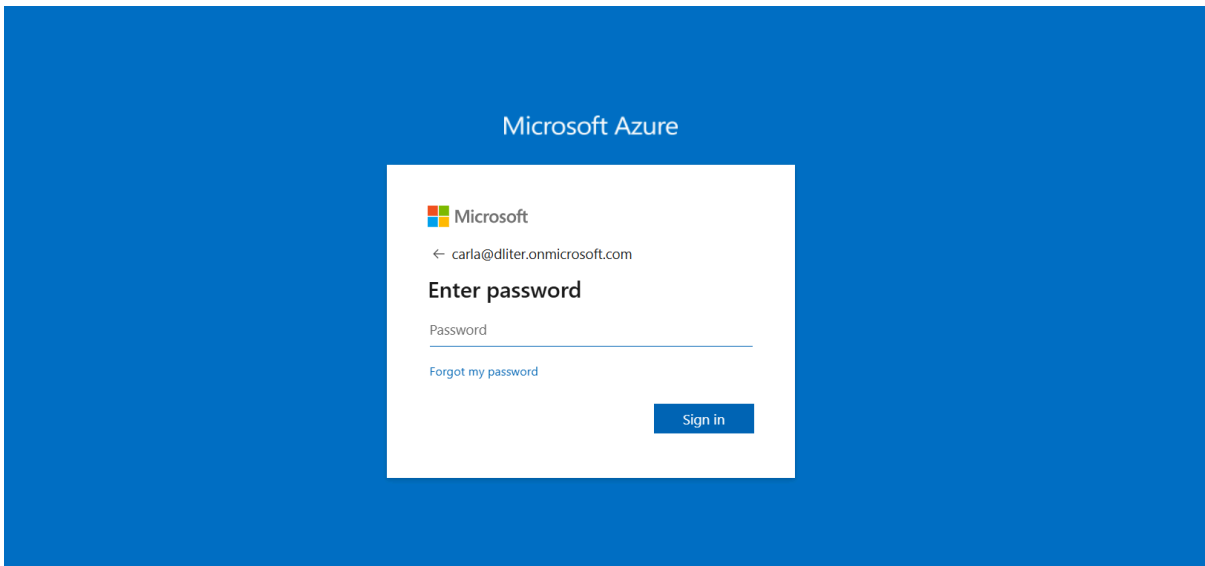
Number of days before users are asked to re-confirm their authentication information ⓘ

Save

Discard

Add or remove favorites by pressing Ctrl+Shift+F

And then I started the tests. First, I tested Carla and Carlos from the Marketing group. I logged in with both accounts first, and then went back and performed the password reset.



Microsoft

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

Password strength

* Confirm new password:

Finish

Cancel

A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username.


Microsoft

Get back into your account

✓ Your password has been reset

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

Microsoft Azure

 Microsoft

← carlos@dliter.onmicrosoft.com

Enter password

Password

[Forgot my password](#)

Sign in


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

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☐ Approve a notification on my authenticator app

☒ Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

Next

Cancel

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☐ Approve a notification on my authenticator app

☒ Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

Next

[Cancel](#)

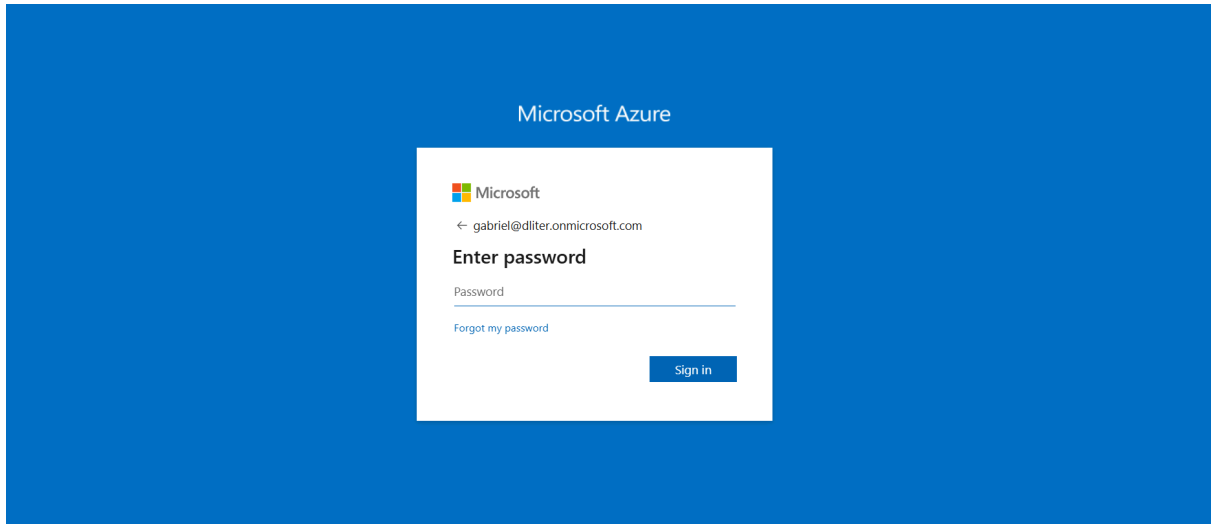
Microsoft

Get back into your account

✔ Your password has been reset

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

And then I tested the user Gabriel from the Sales group, who doesn't have the P2 license for password reset. As expected, he was not able to complete the process.



Microsoft

Get back into your account

We're sorry

You can't reset your own password because password reset isn't turned on for your account.

You must [contact your administrator](#) to turn on password reset for your account.

Show additional details

And in the end, I checked the report in the Audit Log, which showed all the successful and unsuccessful password reset attempts.

Home > Austriaco | Password reset > Password reset

Password reset | Audit logs

DownloadExport Data SettingsRefreshManage viewGot feedback?

Want to switch back to the legacy audit logs experience? Click here to leave the preview.

Add filterShow dates as: LocalDate range: Last 1 monthService : Self-service Password ManagementCategory : AllActivity : AllReset filters

DirectoryCustom Security

Date ↓	Service	Category	Activity	Status	Status Reason
7/8/25, 1:24:03 PM	Self-service Password M...	UserManagement	Self-service password re...	Failure	This user is not a member of the passw
7/8/25, 1:24:03 PM	Self-service Password M...	UserManagement	Self-service password re...	Success	User submitted their user ID
7/8/25, 1:22:12 PM	Self-service Password M...	UserManagement	Change password (self-s...	Success	None
7/8/25, 1:21:21 PM	Self-service Password M...	UserManagement	Self-service password re...	Success	User successfully reset password
7/8/25, 1:21:21 PM	Self-service Password M...	UserManagement	Reset password (self-ser...	Success	Successfully completed reset.
7/8/25, 1:21:21 PM	Self-service Password M...	UserManagement	Self-service password re...	Success	User submitted a new password
7/8/25, 1:21:11 PM	Self-service Password M...	UserManagement	Self-service password re...	Success	User completed all verification steps re
7/8/25, 1:21:11 PM	Self-service Password M...	UserManagement	Self-service password re...	Success	User completed the mobile app code v
7/8/25, 1:21:11 PM	Self-service Password M...	UserManagement	Self-service password re...	Success	User started the mobile app code verif
7/8/25, 1:20:56 PM	Self-service Password M...	UserManagement	Self-service password re...	Success	User was presented with verification o

https://portal.azure.com/#view/Microsoft_AAD_IAM/PasswordResetMenuBlade/~:/Audit

Home > Austriaco | Password reset > Password reset

Password reset | Audit logs

DownloadExport Data SettingsRefreshManage view

Want to switch back to the legacy audit logs experience? Click here

Add filterShow dates as: LocalDate range: Last 1 m

DirectoryCustom Security

Date ↓	Service
7/8/25, 1:24:03 PM	Self-service Password M...
7/8/25, 1:24:03 PM	Self-service Password M...
7/8/25, 1:22:12 PM	Self-service Password M...
7/8/25, 1:21:21 PM	Self-service Password M...
7/8/25, 1:21:21 PM	Self-service Password M...
7/8/25, 1:21:21 PM	Self-service Password M...
7/8/25, 1:21:11 PM	Self-service Password M...
7/8/25, 1:21:11 PM	Self-service Password M...
7/8/25, 1:21:11 PM	Self-service Password M...
7/8/25, 1:21:11 PM	Self-service Password M...
7/8/25, 1:20:56 PM	Self-service Password M...

Add or remove favorites by pressing Ctrl+Shift+F

Audit Log Details

ActivityTarget(s)Modified Properties

Activity

Date7/8/2025, 1:24 PM

Activity TypeSelf-service password reset flow activity progress

Correlation ID0b3fd757-c479-48c7-b8e4-8fe4acd5f2b2

CategoryUserManagement

Statusfailure

Status reasonThis user is not a member of the password reset users group. Add this user to that group to resolve this.

User Agent

Initiated by (actor)Additional Details

TypeUser

Display Name

Object ID0b6426e4c1-fb88-416c-9a9c-7c519563005d

Audit Log Details

Date7/8/2025, 1:21 PM

Activity TypeSelf-service password reset flow activity progress

Correlation ID38e66b45-9788-4d9a-857c-c42d3e7b6330

CategoryUserManagement

Statussuccess

Status reasonUser successfully reset password

User Agent

Initiated by (actor)Additional Details

TypeUser

Display Name

Object ID64df383a-71ea-4150-a86b-d407d27293ae

IP address62.48.234.226

User Principal Namecarlos@dilter.onmicrosoft.com

Home > **Austriaco** | Password reset > Password reset

Password reset | Audit logs

Austriaco

Download Export Data Settings Refresh Manage

Want to switch back to the legacy audit logs experience? Click here

Add filter Show dates as: Local Date range: Last 1 m

Diagnose and solve problems

Manage

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

Activity

- Audit logs**
- Usage & insights

Troubleshooting + Support

Directory Custom Security

Date ↓	Service
7/8/25, 1:21:11 PM	Self-service Password M...
7/8/25, 1:21:11 PM	Self-service Password M...
7/8/25, 1:21:11 PM	Self-service Password M...
7/8/25, 1:20:56 PM	Self-service Password M...
7/8/25, 1:20:56 PM	Self-service Password M...
7/8/25, 1:18:49 PM	Self-service Password M...
7/8/25, 1:17:03 PM	Self-service Password M...
7/8/25, 1:17:03 PM	Self-service Password M...
7/8/25, 1:17:02 PM	Self-service Password M...
7/8/25, 1:16:46 PM	Self-service Password M...

Add or remove favorites by pressing Ctrl+Shift+F

Audit Log Details

Date	7/8/2025, 1:17 PM
Activity Type	Self-service password reset flow activity progress
Correlation ID	648b7a8f-7b78-4b87-89d6-fe6b4125da83
Category	UserManagement
Status	success
Status reason	User successfully reset password
User Agent	
Initiated by (actor)	
Type	User
Display Name	
Object ID	94311a9d-dc1b-47a0-9527-04af861512b2
IP address	62.48.234.226
User Principal Name	carla@ditter.onmicrosoft.com

Additional Details

And that's it! Thanks to you who read all the way to the end. Little by little, I'm improving and learning more about Azure. A big hug!

