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

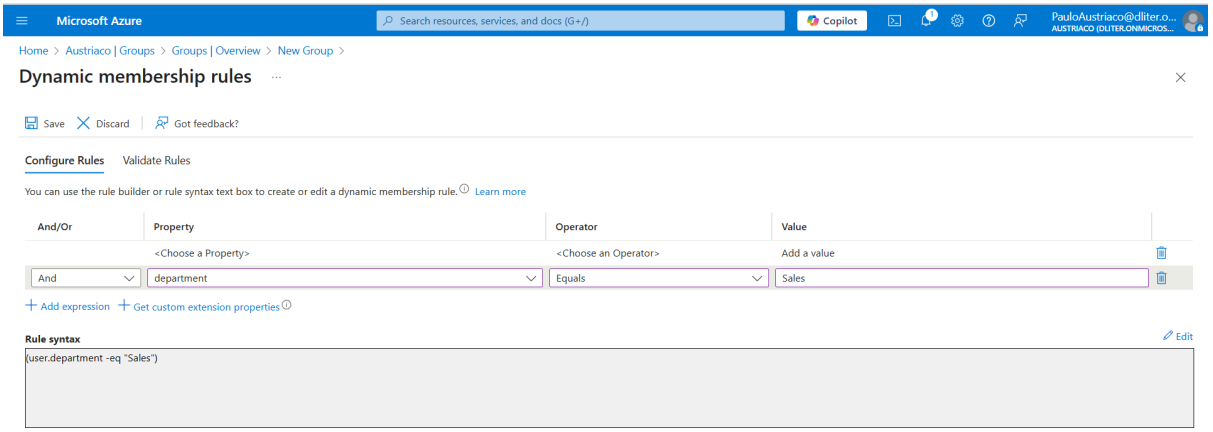
I applied the SSPR theory I had learned. At first, I thought it would be something quick, but along the way, I encountered some errors, blocked permissions, policies that needed to be adjusted in groups, and the need for the P2 license to complete the labs. Once I resolved everything, I started the task.

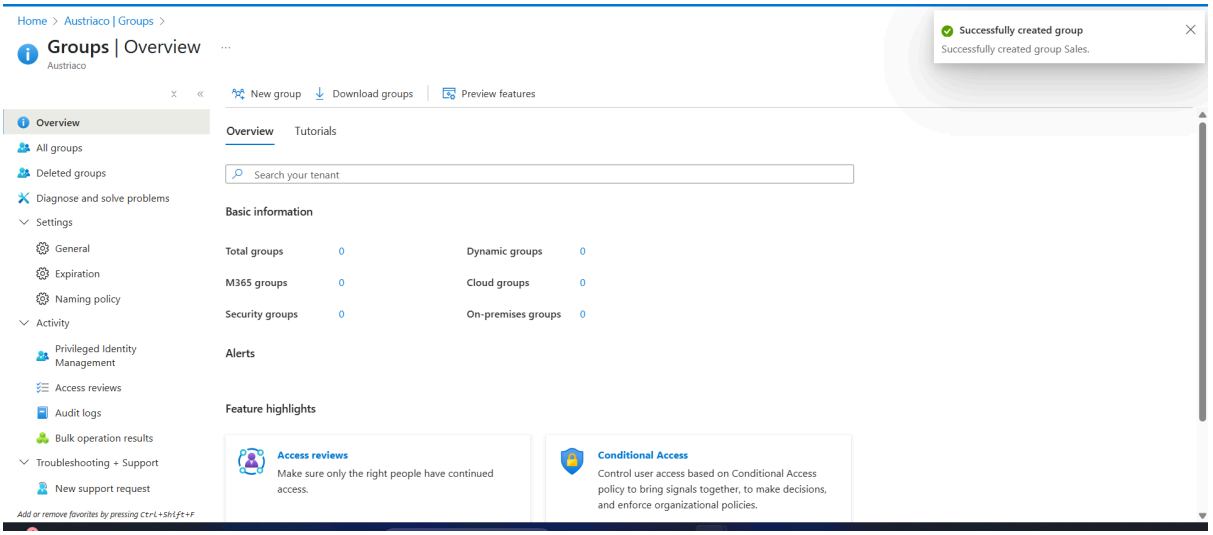
First, I created the users and the Marketing and Sales groups, using Dynamic membership to automatically add users to each group and speed up the process. Then, I assigned the P2 license to the users in the Marketing group and left the Sales users without the license, specifically to test at the end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

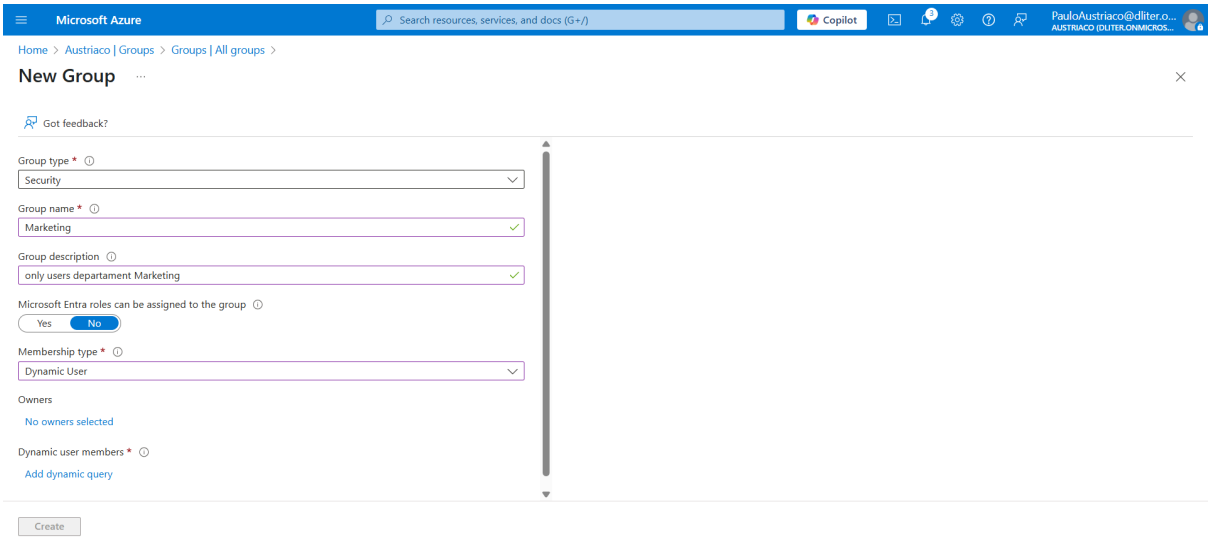
Next, I chose which two authentication methods would be enforced: I selected the Microsoft Authenticator app and SMS. I ran tests with users Carla and Carlos from the Marketing group, and with Gabriel from the Sales group.

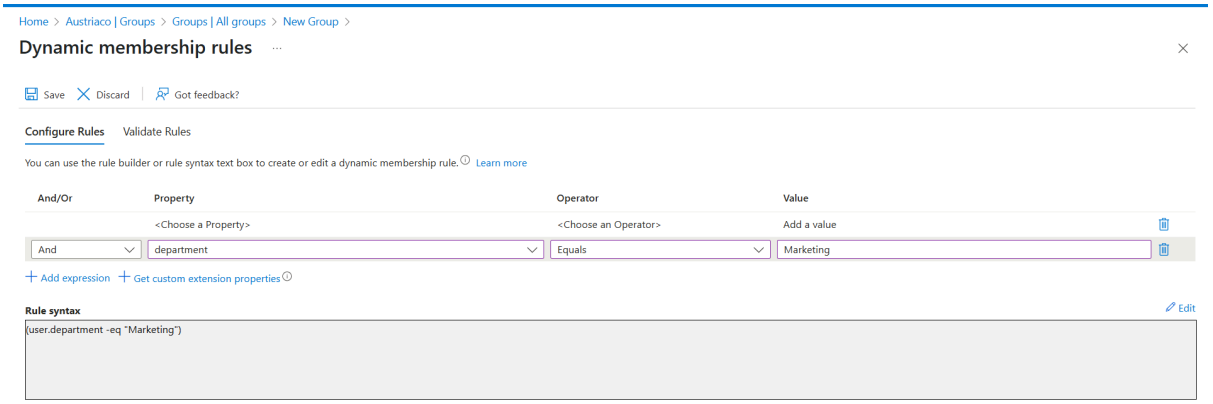
In the end, I checked the report in the Audit Log, reviewing the records of successful and unsuccessful password resets, confirming that SSPR was working correctly.

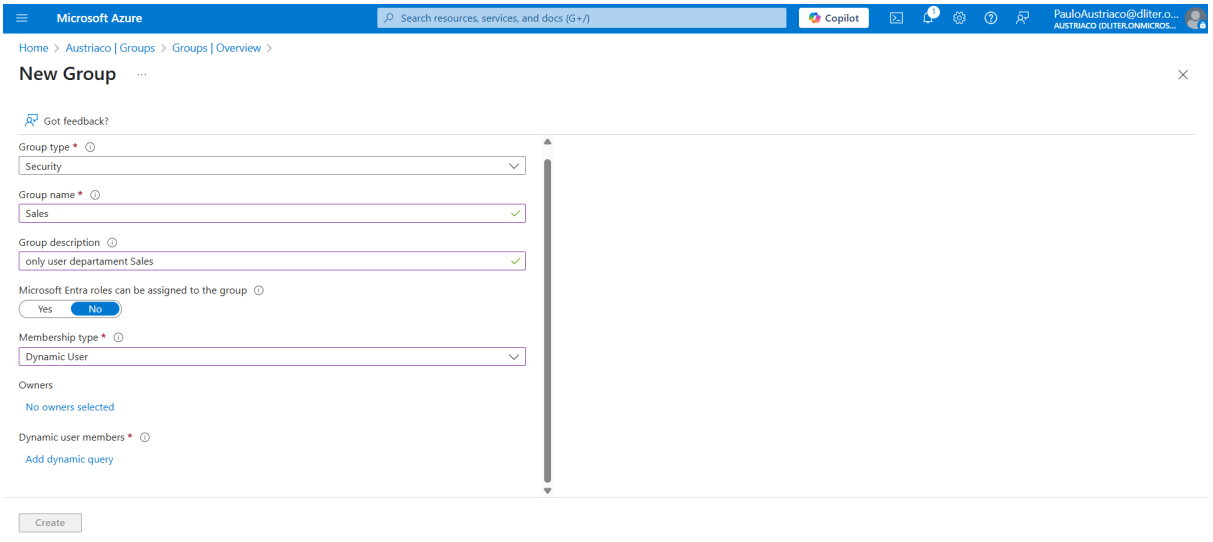
First, I created the Sales and Marketing groups, using dynamic membership with the Department as a tag.

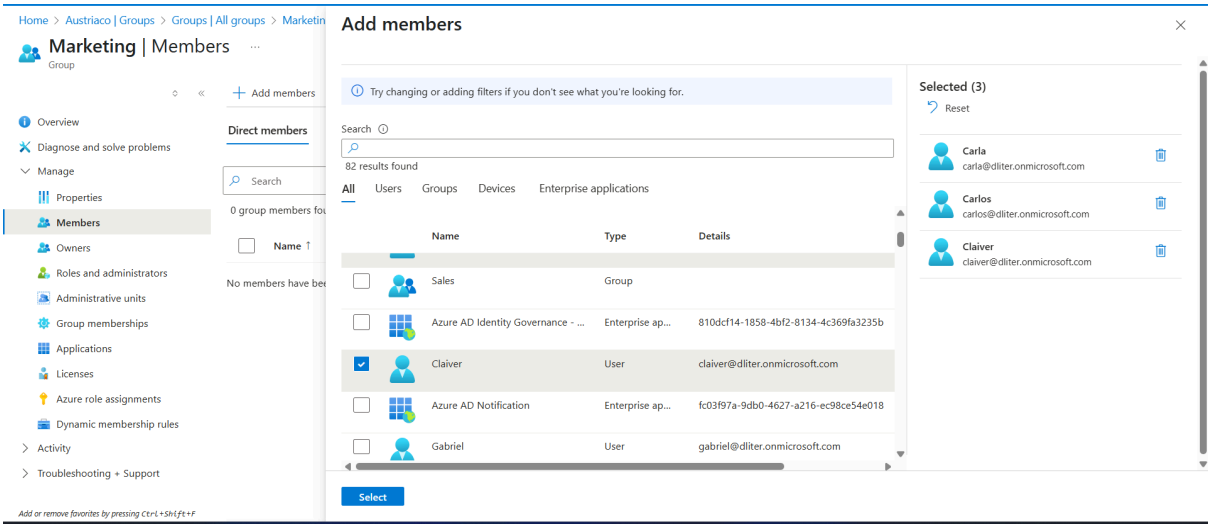


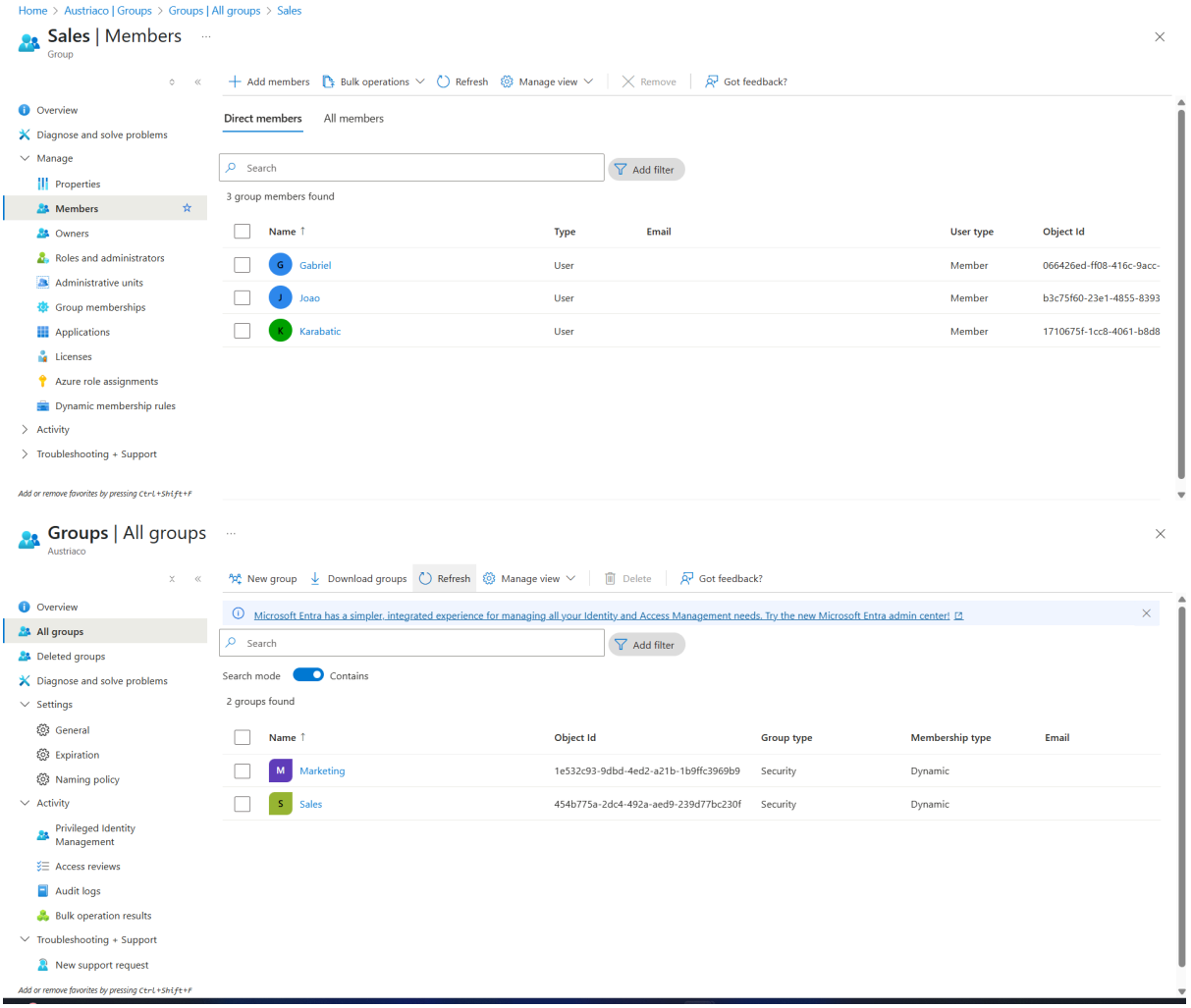





Home > Austriaco | Groups > Groups | All groups > New Group >
Dynamic membership rules
Save
Discard
Got feedback?
Configure Rules
Validate Rules
You can use the rule builder or rule syntax text box to create or edit a dynamic membership rule.
Learn more
And/Or
Property
Operator
Value
<Choose a Property>
<Choose an Operator>
Add a value
And
department
Equals
Marketing
Add expression
Get custom extension properties
Rule syntax
Edit
(user.department -eq "Marketing")

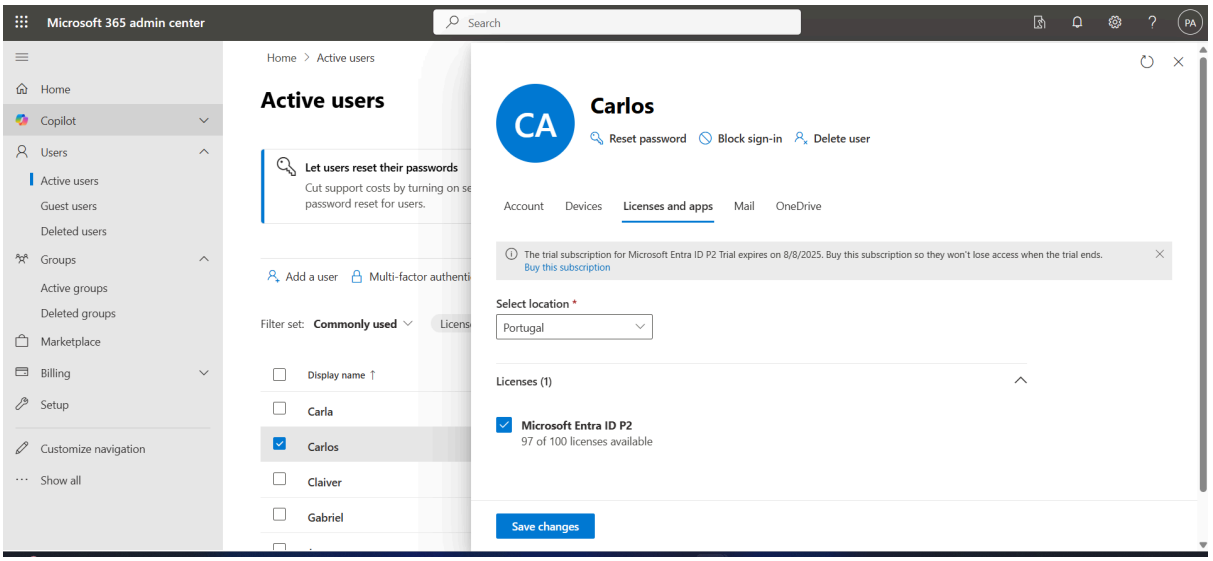

Microsoft Azure
Search resources, services, and docs (G+/)
Copilot
PauloAustriaco@dliter.o...
AUSTRIACO (DLITER.ONMICROS...
Home > Austriaco | Groups > Groups | Overview >
New Group
Got feedback?
Group type *
Security
Group name *
Sales
Group description
only user departament Sales
Microsoft Entra roles can be assigned to the group
Yes
No
Membership type *
Dynamic User
Owners
No owners selected
Dynamic user members *
Add dynamic query
Create

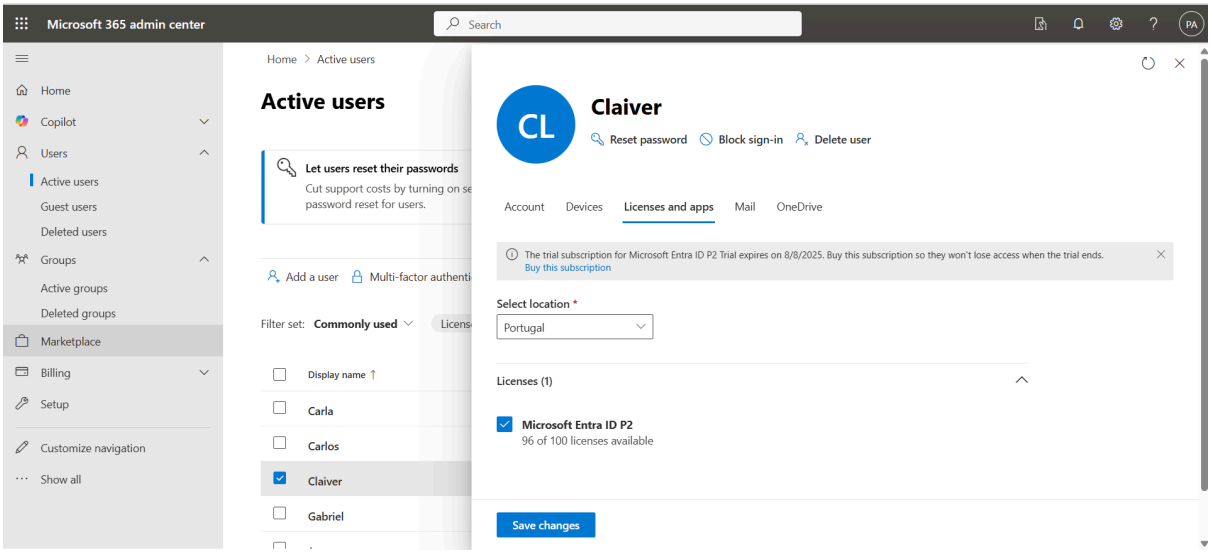

Home > Austriaco | Groups > Groups | All groups > Marketin
Marketing | Members
Group
Overview
Diagnose and solve problems
Manage
Properties
Members
Owners
Roles and administrators
Administrative units
Group memberships
Applications
Licenses
Azure role assignments
Dynamic membership rules
Activity
Troubleshooting + Support
Add or remove favorites by pressing Ctrl+Shift+F
Add members
Direct members
Search
0 group members fou
Name
No members have be
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
Sales
Group
Azure AD Identity Governance - ...
Enterprise ap...
810dcf14-1858-4bf2-8134-4c369fa3235b
Claiver
User
claiver@dliter.onmicrosoft.com
Azure AD Notification
Enterprise ap...
fc03f97a-9db0-4627-a216-ec98ce54e018
Gabriel
User
gabriel@dliter.onmicrosoft.com
Select
Selected (3)
Reset
Carla
carla@dliter.onmicrosoft.com
Carlos
carlos@dliter.onmicrosoft.com
Claiver
claiver@dliter.onmicrosoft.com

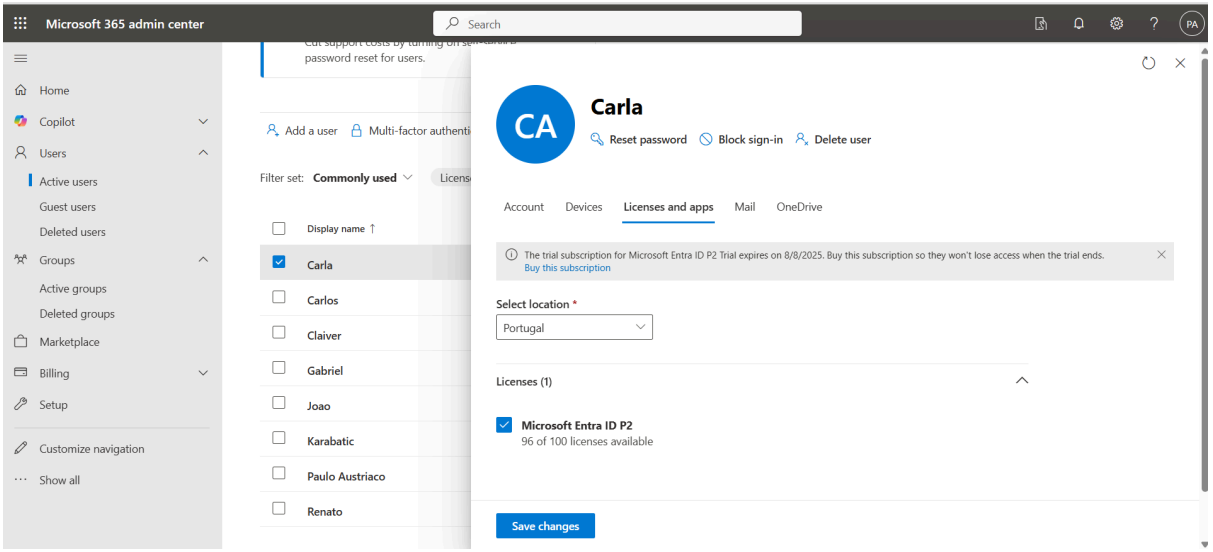

Home > Austriaco | Groups > Groups | All groups > Sales
Sales | Members
Group
Add members
Bulk operations
Refresh
Manage view
Remove
Got feedback?
Overview
Diagnose and solve problems
Manage
Properties
Members
Owners
Roles and administrators
Administrative units
Group memberships
Applications
Licenses
Azure role assignments
Dynamic membership rules
Activity
Troubleshooting + Support
Add or remove favorites by pressing Ctrl+Shift+F
Direct members
All members
Search
Add filter
3 group members found
Name
Type
Email
User type
Object Id
Gabriel
User
Member
066426ed-ff08-416c-9acc-
Joao
User
Member
b3c75f60-23e1-4855-8393
Karabatic
User
Member
1710675f-1cc8-4061-b8d8

Groups | All groups
Austriaco
New group
Download groups
Refresh
Manage view
Delete
Got feedback?
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
Add or remove favorites by pressing Ctrl+Shift+F
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
Name
Object Id
Group type
Membership type
Email
Marketing
1e532c93-9dbd-4ed2-a21b-1b9ffc3969b9
Security
Dynamic
Sales
454b775a-2dc4-492a-aed9-239d77bc230f
Security
Dynamic

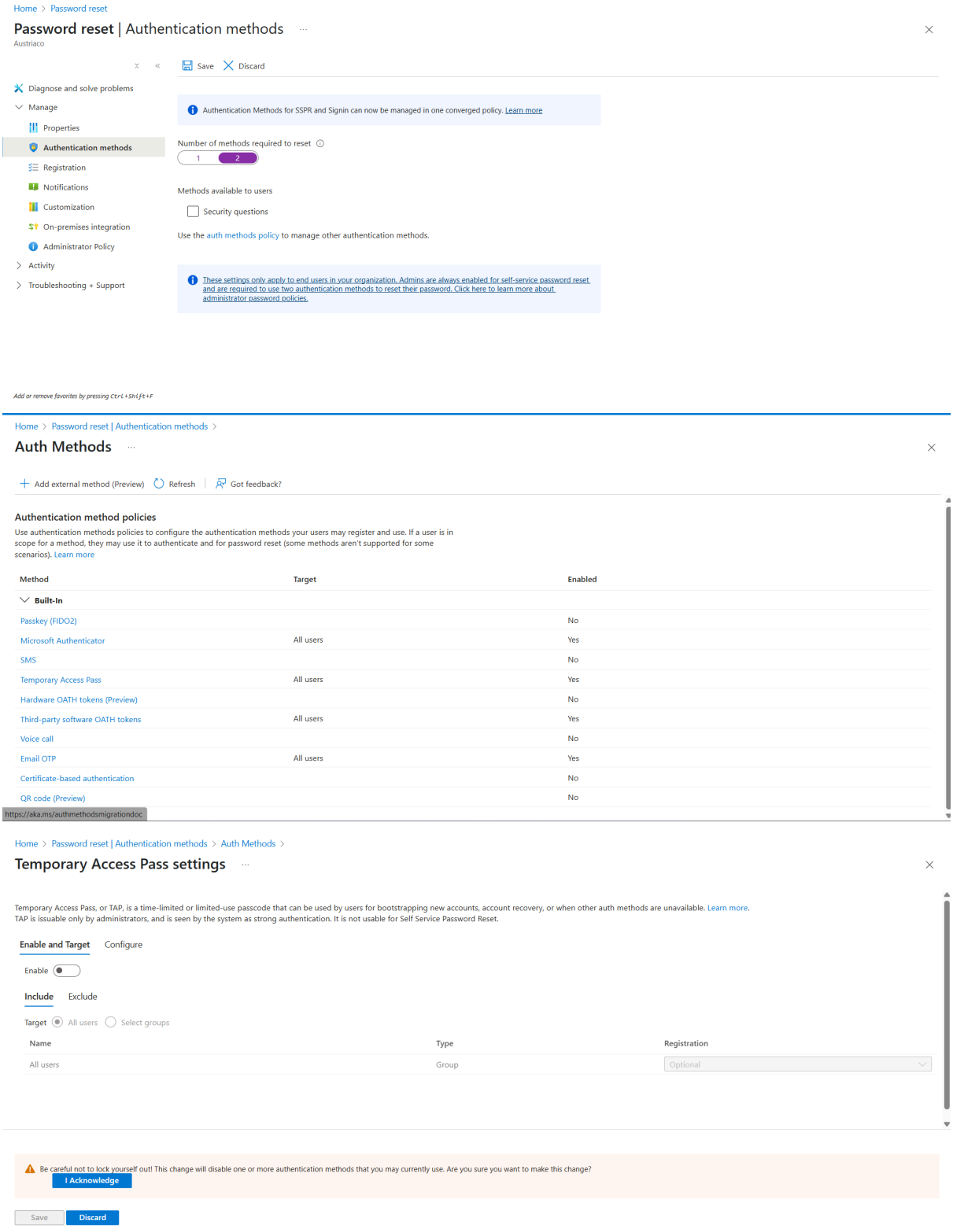
Then I assigned licenses to each user in the Marketing group in the Microsoft 365 Center.

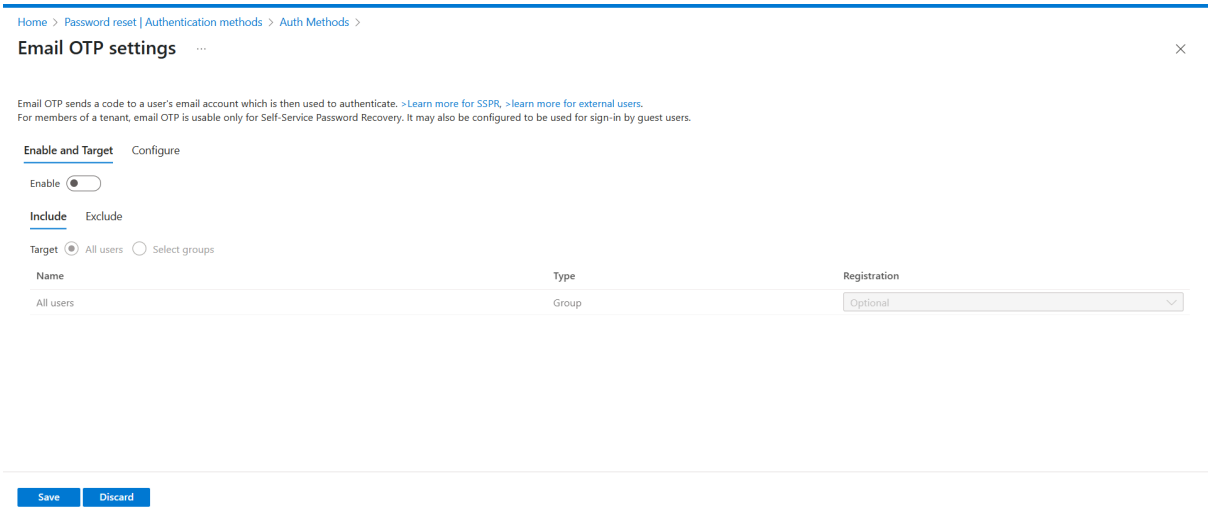


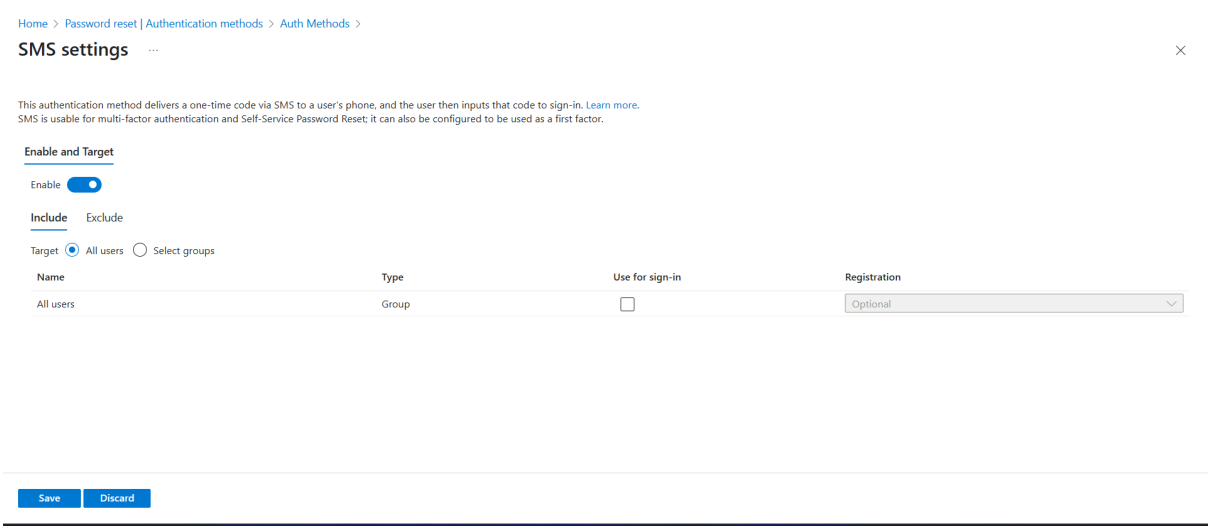




Next, I created the Password Reset policy, selecting the Marketing group and choosing two authentication methods: the Microsoft Authenticator app and SMS.




Home > Password reset | Authentication methods > Auth Methods >
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


Home > Password reset | Authentication methods > Auth Methods >
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
Optional
Save
Discard

Home > Password reset | Authentication methods >

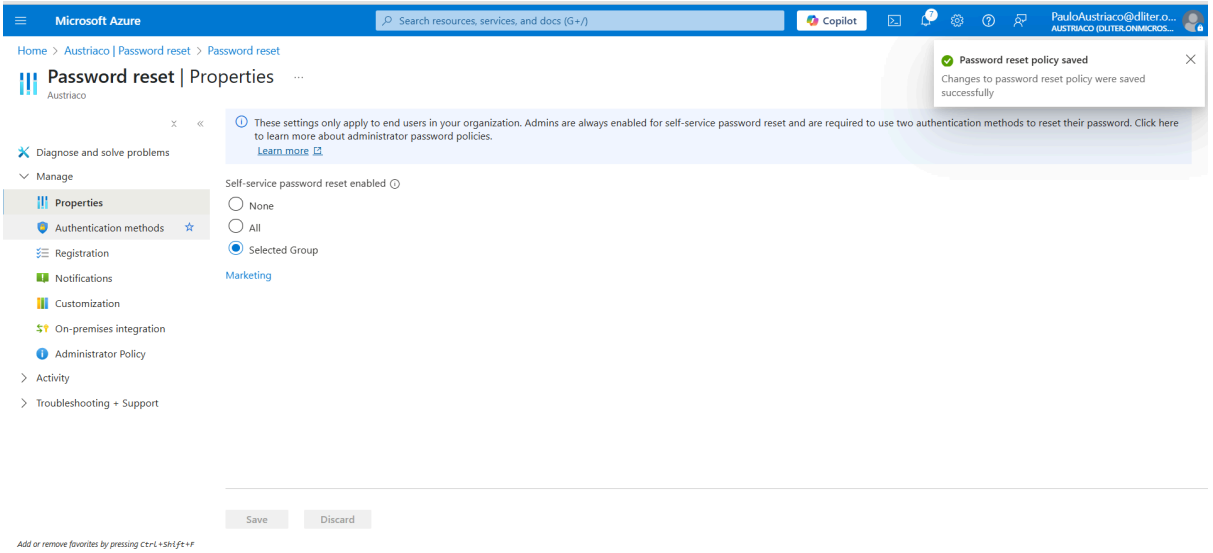
Auth Methods

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

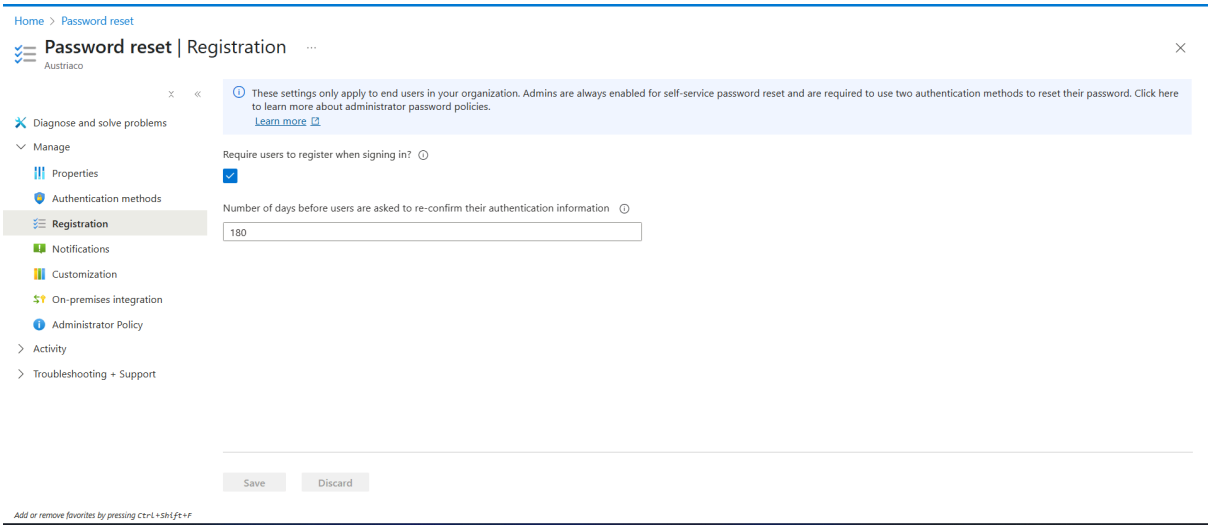
Authentication method policies

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

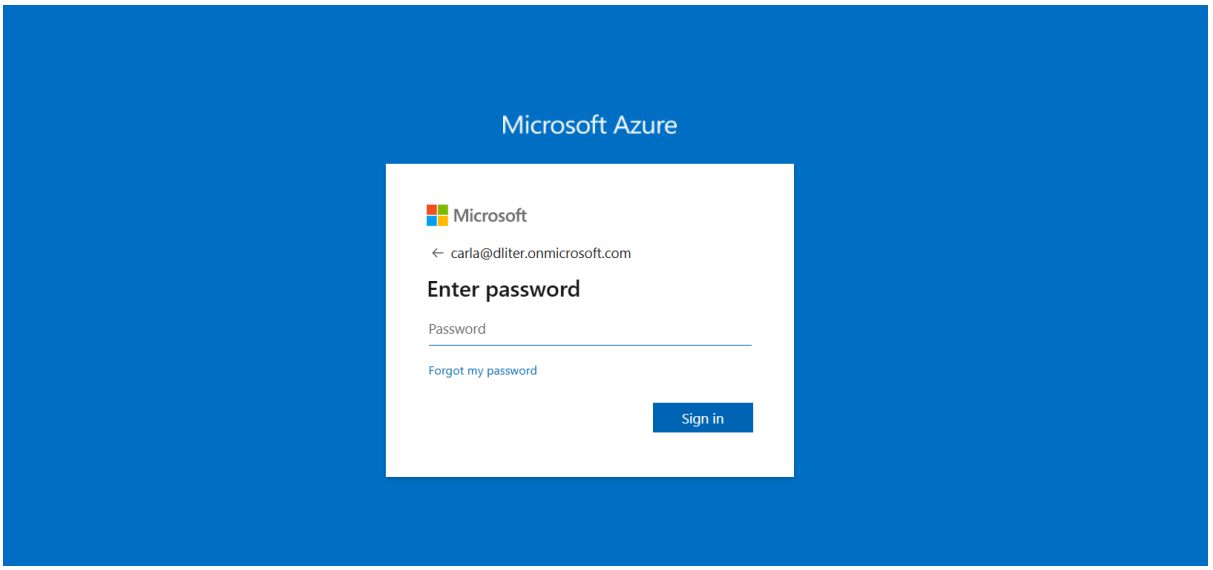
Method	Target	Enabled
Built-In		
Passkey (FIDO2)		No
Microsoft Authenticator	All users	Yes
SMS	All users	Yes
Temporary Access Pass		No
Hardware OATH tokens (Preview)		No
Third-party software OATH tokens		No
Voice call		No
Email OTP		No
Certificate-based authentication		No
QR code (Preview)		No

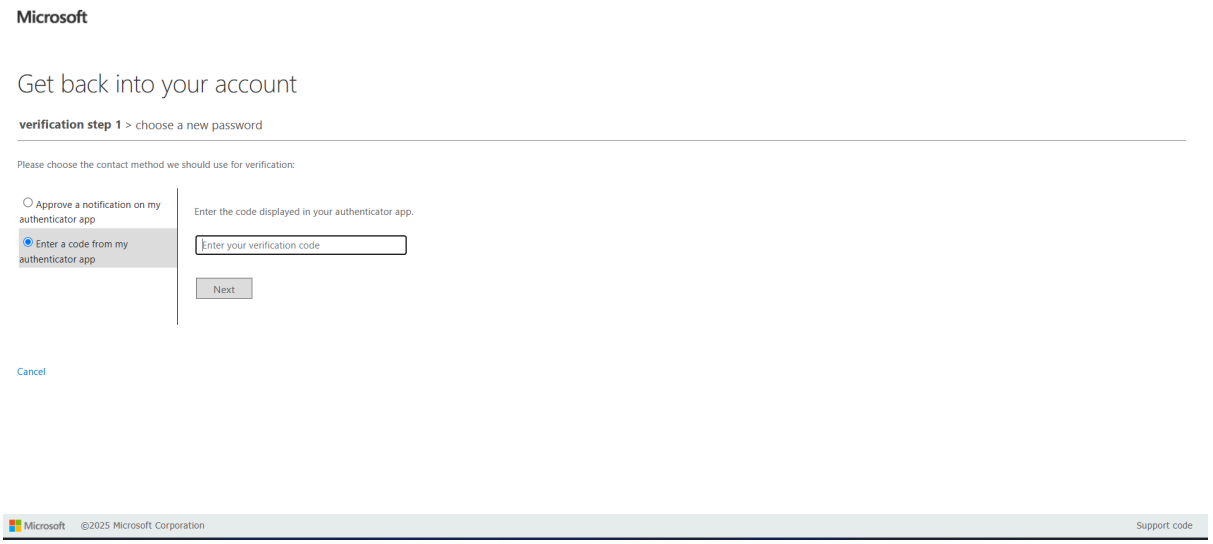


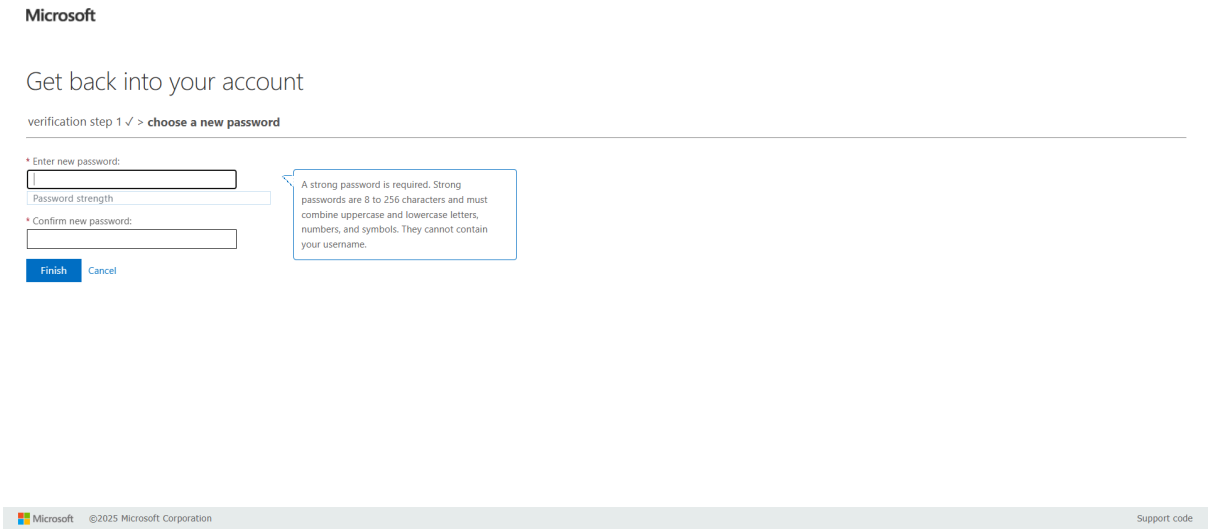
Then I configured it so that users are required to register their reset methods and set the period of days after which they will be required to provide their information again.

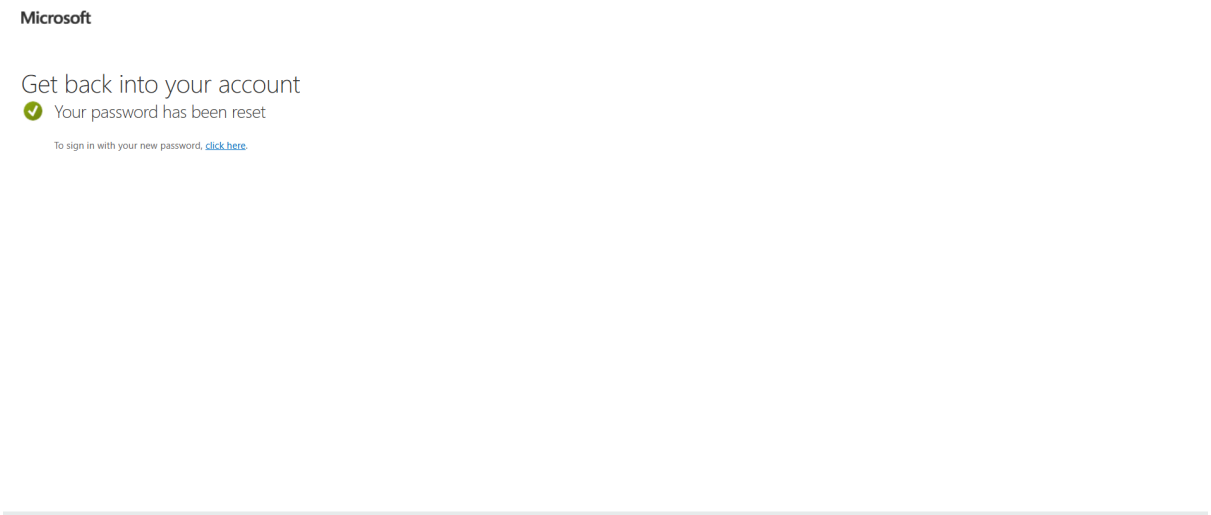


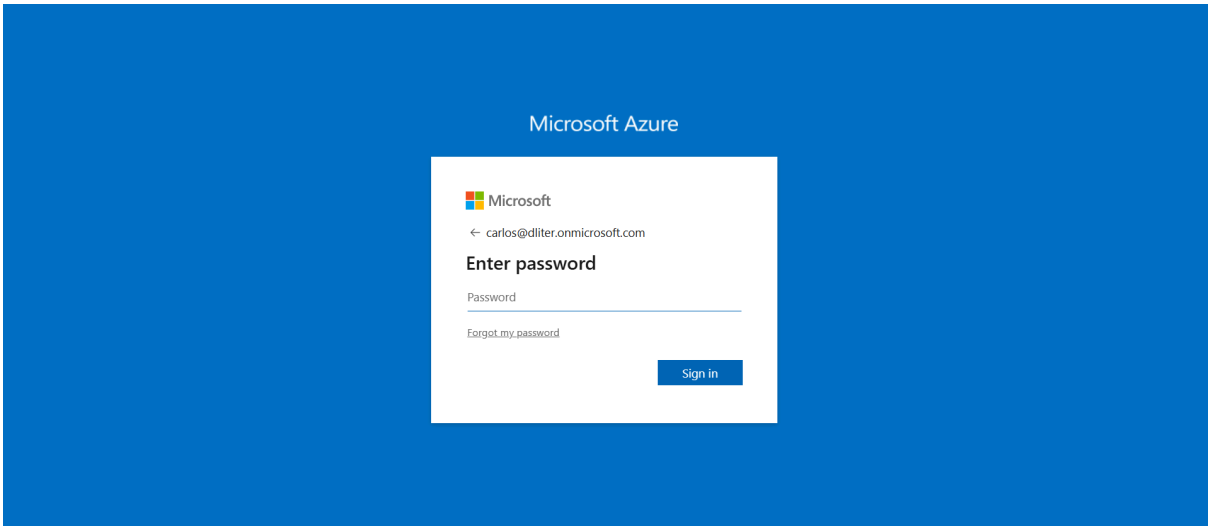
And then I started the tests. First, I tested Carla and Carlos from the Marketing group. I logged in with both accounts first, and then went back and performed the password reset.






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 ©2025 Microsoft Corporation
Support code


Microsoft
Get back into your account
Your password has been reset
To sign in with your new password, click here.
Microsoft ©2025 Microsoft Corporation
Support code


Microsoft Azure
Microsoft
carlos@dliter.onmicrosoft.com
Enter password
Password
Forgot my password
Sign in

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: *

carlos@dliter.onmicrosoft.com

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

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

Next Cancel

Microsoft ©2025 Microsoft Corporation Support code

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.

Enter your verification code

Next

Cancel

Microsoft

Get back into your account

Your password has been reset

To sign in with your new password, click here.

Microsoft ©2025 Microsoft Corporation Support code

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.

Enter your verification code

Next

Cancel

Microsoft

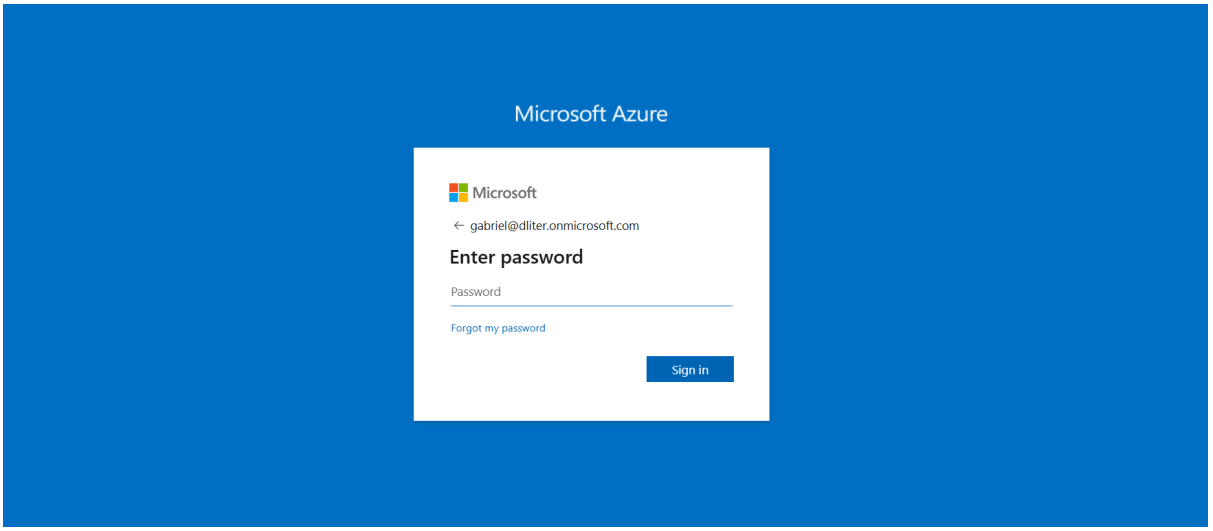
Get back into your account

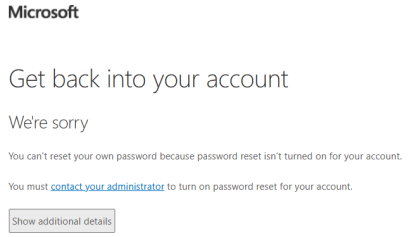
Your password has been reset

To sign in with your new password, click here.

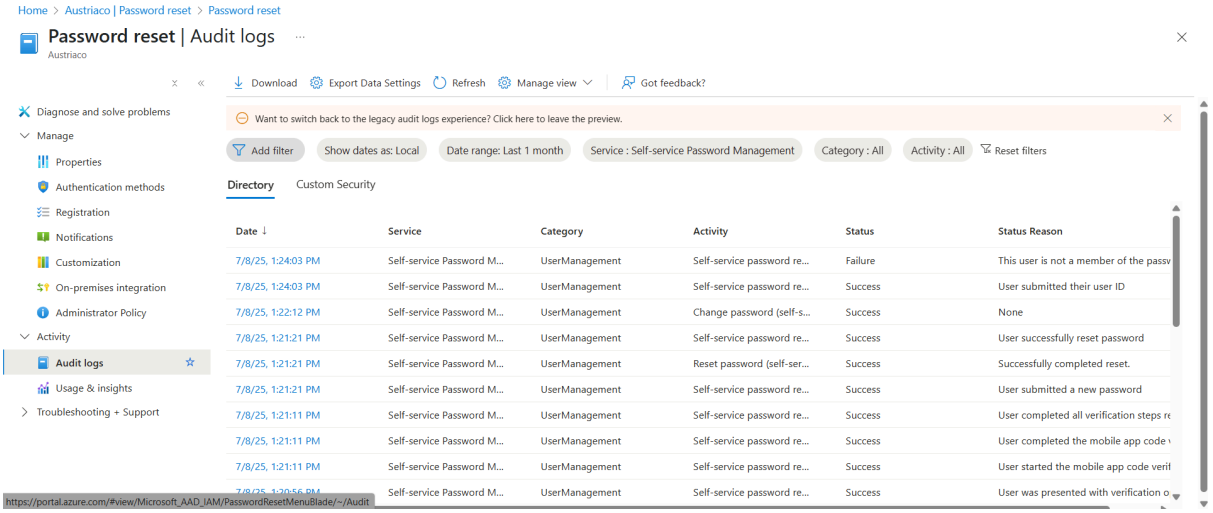
Microsoft ©2025 Microsoft Corporation Support code

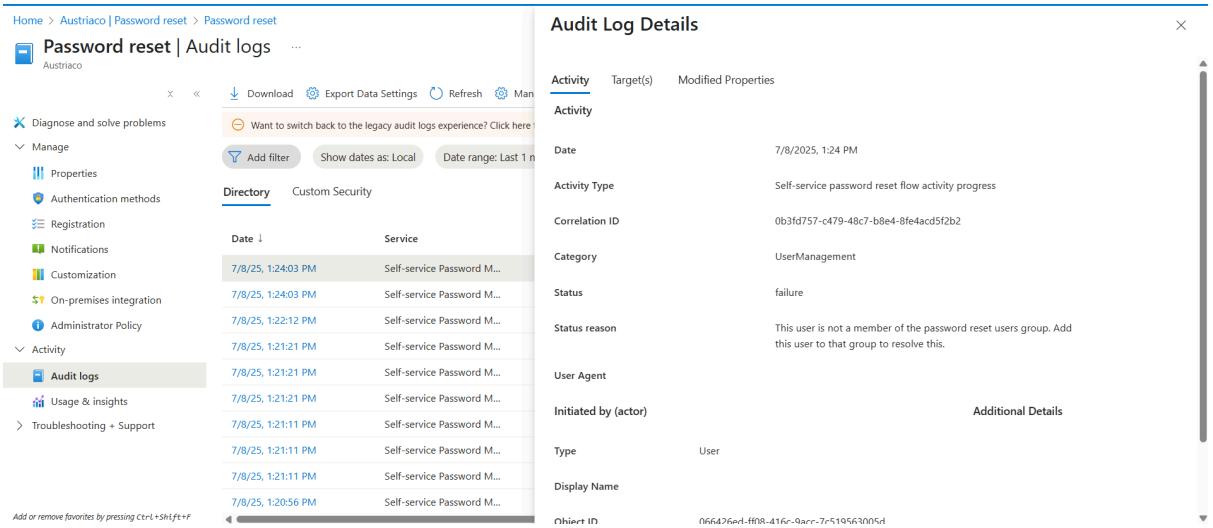
And then I tested the user Gabriel from the Sales group, who doesn’t have the P2 license for password reset. As expected, he was not able to complete the process.

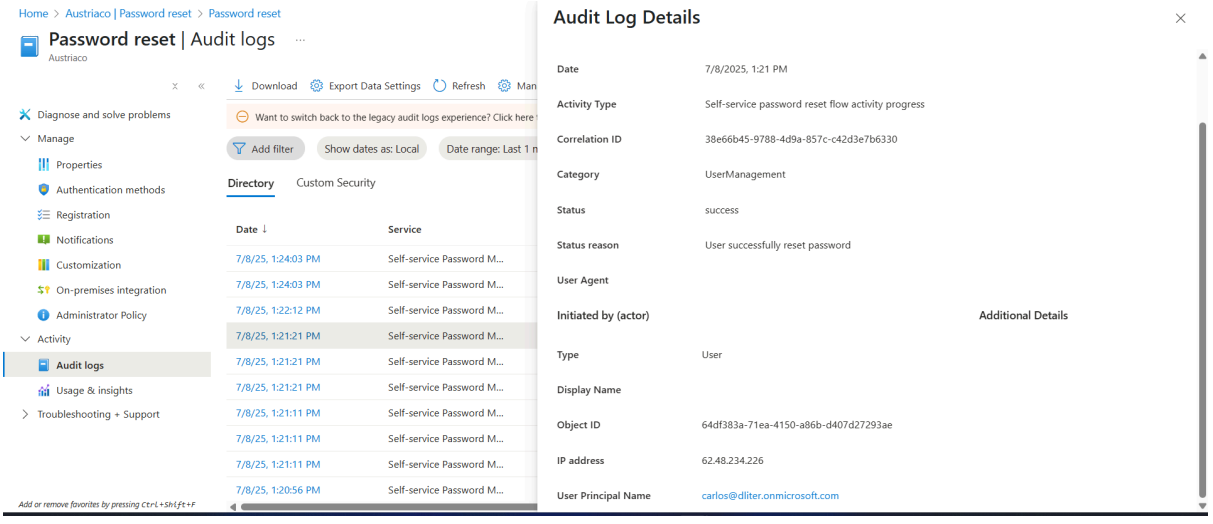


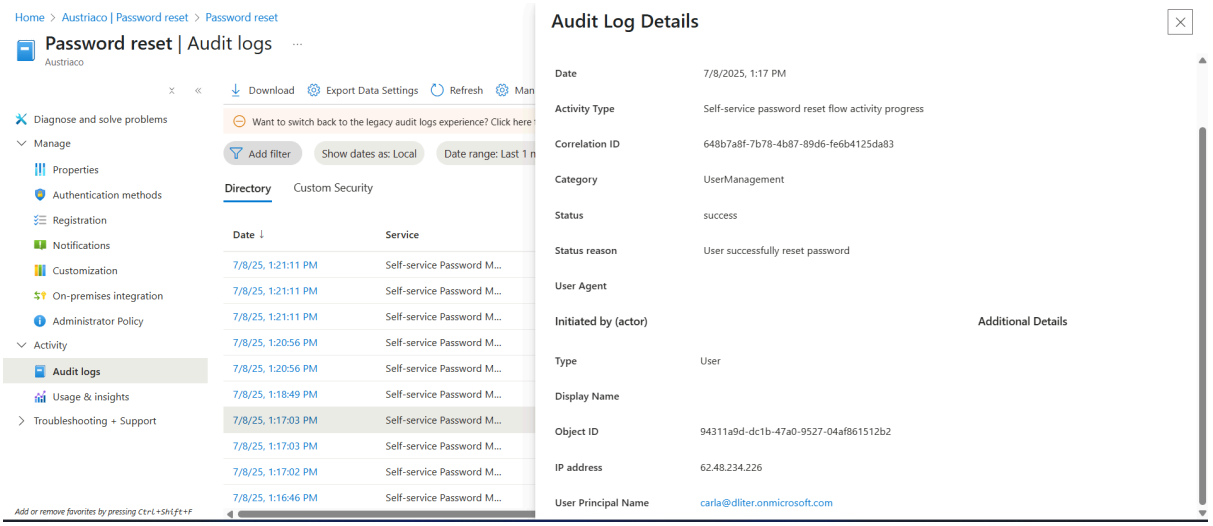


And in the end, I checked the report in the Audit Log, which showed all the successful and unsuccessful password reset attempts.









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!