* 10 minutes

In this unit, you’ll configure and test self-service password reset (SSPR) by using your mobile phone. You’ll need to use your mobile phone to complete the password-reset process in this exercise.

The default Azure Active Directory (Azure AD) organization in the Azure sandbox doesn’t support SSPR. So in this exercise, let’s create a second organization and switch to it.

1. Sign in to the [Azure portal](https://portal.azure.com/learn.docs.microsoft.com) with the same account you used to activate the sandbox.
2. Select **Create a resource** > **Identity** > **Azure Active Directory**.

* ![Screenshot that shows Azure Active Directory in the Azure Marketplace.](data:image/png;base64;base64,)
* Screenshot that shows Azure Active Directory in the Azure Marketplace.

1. Select **Azure Active Directory**, then select **Next : Configuration**.
2. On the **Create tenant** page, use these values, select **Review + Create**, then select **Create**.

| * Property | * Value |
| --- | --- |
| * Organization name | * Choose any organization name. |
| * Initial domain name | * Choose a domain name that’s unique within **.onmicrosoft.com**. Make a note of the domain you choose. |
| * Country or region | * United States. |
|  |  |

1. Complete the captcha, then select **Submit**.
2. After you create the organization, select the F5 key to refresh the page. In the upper-right corner, select your user account. Then select **Switch directory**.
3. Select the organization you just created.

Now activate a trial Premium subscription for the organization so that you can test SSPR.

1. Go to **Azure Active Directory** > **Password reset**.
2. Select **Get a free Premium trial to use this feature**.
3. Under **AZURE AD PREMIUM P2**, expand **Free trial** and then select **Activate**.
4. Refresh the browser to see the **Password reset - Properties** page.

## Create a group

You want to roll out SSPR to a limited set of users first to make sure your SSPR configuration works as expected. Let’s begin by creating a security group for the limited rollout.

1. In the Azure AD organization you created, under **Manage**, select **Groups**.
2. Select **+ New Group**.
3. Enter the following values:

| * Setting | * Value |
| --- | --- |
| * Group type | * Security |
| * Group name | * SSPRTesters |
| * Group description | * Testers of SSPR rollout |
| * Membership type | * Assigned |
|  |  |

1. Select **Create**.

* ![Screenshot that shows new group form filled out and the create button highlighted.](data:image/png;base64;base64,)
* Screenshot that shows new group form filled out and the create button highlighted.

## Create a user account

To test your configuration, create an account that’s not associated with an administrator role.

1. In your Azure AD organization, under **Manage**, select **Users**.
2. Select **+ New user**, and use the following values:

| * Setting | * Value |
| --- | --- |
| * User name | * balas |
| * Name | * Bala Sandhu |
| * Password | * Select **Show Password**, and make a note of the password. |
| * Groups | * Select SSPRTesters. |

1. Select **Create**.

## Enable SSPR

Now you’re ready to enable SSPR for the group.

1. In your Azure AD organization, under **Manage**, select **Password reset**.
2. If the **password reset** page still displays the message **Get a free Premium trial to use this feature**, wait for a few minutes and then refresh the page.
3. On the **Properties** page, select **Selected**. Select the **SSPRTesters** group, and then select **Save**.

* ![Screenshot of the Password Reset properties panel wwith SSPR enabled and selected group set to SSPRTesters.](data:image/png;base64;base64,)
* Screenshot of the Password Reset properties panel wwith SSPR enabled and selected group set to SSPRTesters.

1. Under **Manage**, select the **Authentication methods**, **Registration**, and **Notifications** pages to review the default values.
2. Select **Customization**.
3. Select **Yes**, and then in the **Custom helpdesk email or URL** text box, enter admin@organization-domain-name.onmicrosoft.com. Replace “organization-domain-name” with the domain name of the Azure AD organization you created. If you’ve forgotten the domain name, hover over your profile in the upper-right corner of the Azure portal.
4. Select **Save**.

## Register for SSPR

Now that the SSPR configuration is complete, register a mobile phone number for the user you created.

Note

If you get the message: The administrator has not enabled this feature. Use private/incognito mode in your web browser.

1. In a new browser window, go to <https://aka.ms/ssprsetup>.
2. Sign in with the user name balas@organization-domain-name.onmicrosoft.com and the password that you noted earlier.
3. If you’re asked to update your password, enter a new password of your choice. Make sure you note the new password.
4. Next to **Authentication phone is not configured**, select **Set it up now**.
5. Enter your mobile phone details.

* ![Screenshot that shows mobile phone registration form for SSPR.](data:image/png;base64;base64,)
* Screenshot that shows mobile phone registration form for SSPR.

1. Select **text me**.
2. When you receive the code on your mobile phone, enter the code in the text box.
3. Select **verify**, and then select **finish**.

## Test SSPR

Now let’s test whether the user can reset their password.

1. In a new browser window, go to <https://aka.ms/sspr>.
2. For **User ID**, type balas@organization-domain-name.onmicrosoft.com. Replace “organization-domain-name” with the domain you used for your Azure AD organization.

* ![Screenshot that shows the password reset dialog.](data:image/png;base64;base64,)
* Screenshot that shows the password reset dialog.

1. Complete the captcha, and then select **Next**.
2. Enter your mobile phone number, and then select **Text**.
3. When the text arrives, in the **Enter your verification code** text box, enter the code you were sent. Select **Next**.
4. Enter a new password, and then select **Finish**. Make sure you note the new password.
5. Sign out of the account.

## Next unit: Exercise - Customize directory branding

[Continue](https://docs.microsoft.com/en-us/learn/modules/allow-users-reset-their-password/5-exercise-customize-directory-branding/)

Need help? See our [troubleshooting guide](https://docs.microsoft.com/en-us/learn/support/troubleshooting?uid=learn.azure.allow-users-to-reset-their-password.exercise-set-up-self-service-password-reset&documentId=13766398-75e0-9289-9108-5e7ef4bbc4f9&versionIndependentDocumentId=4329397b-c454-f6f3-87d4-daddd2760a3b&contentPath=%2FMicrosoftDocs%2Flearn-pr%2Fblob%2Flive%2Flearn-pr%2Fazure%2Fallow-users-reset-their-password%2F4-exercise-set-up-self-service-password-reset.yml&url=https%3A%2F%2Fdocs.microsoft.com%2Fen-us%2Flearn%2Fmodules%2Fallow-users-reset-their-password%2F4-exercise-set-up-self-service-password-reset&author=justinha) or provide specific feedback by [reporting an issue](https://docs.microsoft.com/en-us/learn/support/troubleshooting?uid=learn.azure.allow-users-to-reset-their-password.exercise-set-up-self-service-password-reset&documentId=13766398-75e0-9289-9108-5e7ef4bbc4f9&versionIndependentDocumentId=4329397b-c454-f6f3-87d4-daddd2760a3b&contentPath=%2FMicrosoftDocs%2Flearn-pr%2Fblob%2Flive%2Flearn-pr%2Fazure%2Fallow-users-reset-their-password%2F4-exercise-set-up-self-service-password-reset.yml&url=https%3A%2F%2Fdocs.microsoft.com%2Fen-us%2Flearn%2Fmodules%2Fallow-users-reset-their-password%2F4-exercise-set-up-self-service-password-reset&author=justinha#report-feedback).