

Self-Service Password Reset (SSPR)

Password Reset Walkthrough

1. Go to <https://passwordreset.microsoftonline.com/>
2. Enter your Email address and fill in the Captcha.

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:

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



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

Next

Cancel

3. With I forgot my password already selected click Next.

Microsoft

Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

Next

Cancel

4. Now select the option you would like to use to verify with SMS Text or a Phone call. Then enter your mobile number in the space provided, and click Text box

For this example, we will be using SMS Text message

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

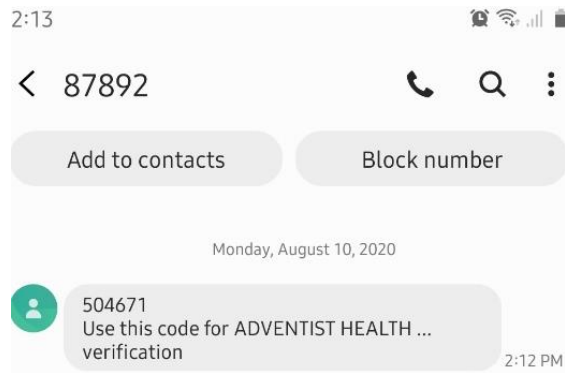
Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****02) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

5. You will receive a similar text message with your verification code.



6. Enter the verification code that you received via SMS Text message.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Text my mobile phone	We've sent you a text message containing a verification code to your phone.
<input type="radio"/> Call my mobile phone	
	<input type="text" value="Enter your verification code"/>
	<input type="button" value="Next"/>

7. To proceed click Next

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

We've sent you a text message containing a verification code to your phone.

Call my mobile phone

504671

Next

Try again

Contact your administrator

8. Create a new password according to our organization's password policy.

Microsoft

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel

9. Once you have entered your new password click Finish

Microsoft

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel


10. You have now successfully changed your password and once logged on you will receive an email like the one below in your inbox.

Microsoft

Get back into your account

✓ Your password has been reset

Note if you have received the below email and have not reset your password please reset your password and contact the Support center at 916-406-2222 and create an Ivanti support ticket.

 msonlineserviceteam@microsoftonline.com
Mon 8/10/2020 2:15 PM
To: Ben K. Renta

Password reset notification

The password on your account has recently been reset. If you performed this password reset, then this message is for your information only.

• **User ID: RentaBKTest@ah.org**

If you are not sure you or your administrator performed this password reset, then you should contact your administrator immediately.

Remember: Make sure you update all of your devices (phones, tablets, and PCs) with your new password!

Sincerely,
ADVENTIST HEALTH SYSTEM/WEST

Microsoft Corporation | One Microsoft Way Redmond, WA 98052-6399

This message was sent from an unmonitored email address. Please do not reply to this message.

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