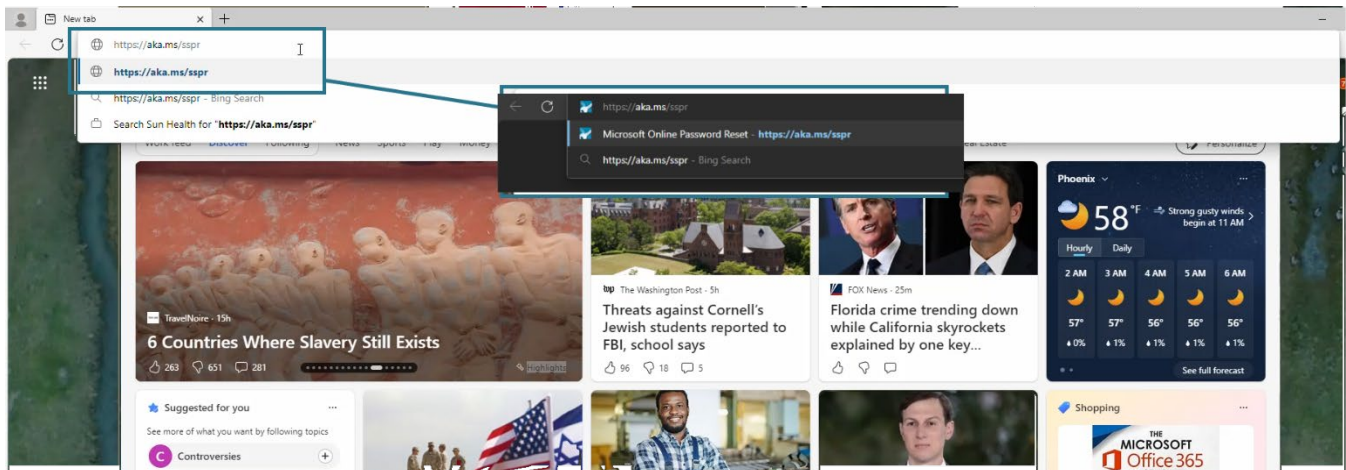
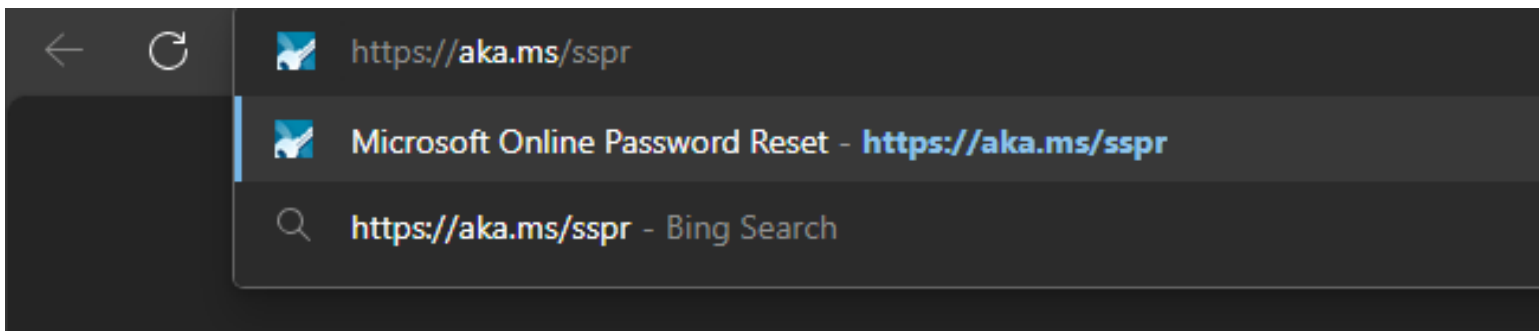


## SELF SERVICE PASSWORD RESET

### SELF SERVICE PASSWORD RESET

1. Start by opening a web browser and navigating to the *Microsoft Self-Service Password Reset (SSPR) portal* at:  
<https://aka.ms/sspr>




## SELF SERVICE PASSWORD RESET

2. On the *Get back into your account: Who are you?* page you will *enter your Sun Health e-mail address* in the Email or Username box.

Microsoft Online Password Reset x +

← ↻ <https://passwordreset.microsoftonline.com>

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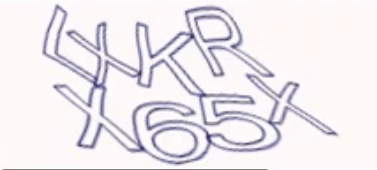


Get back into your account **Sun Health e-mail address**

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

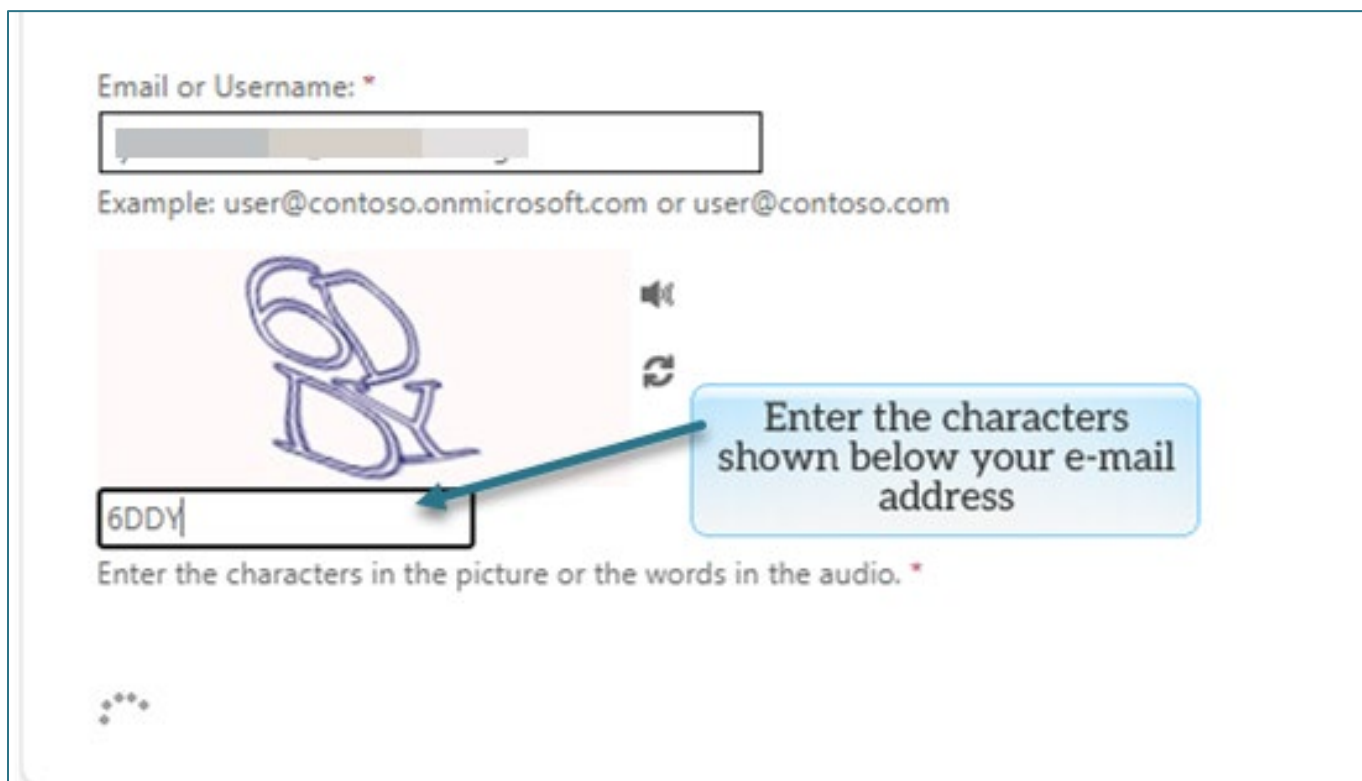
  

Enter the characters in the picture or the words in the audio. \*

## SELF SERVICE PASSWORD RESET

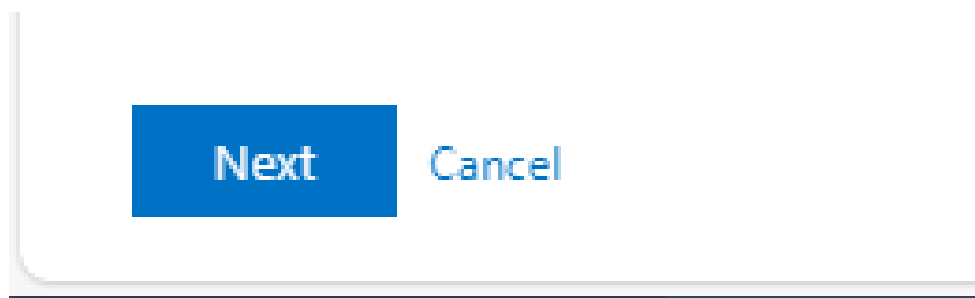
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3. Then input the CAPTCHA characters in the field below.



The screenshot shows a web form for password reset. At the top, there is a label "Email or Username: \*" followed by a text input field. Below the field is an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". The CAPTCHA challenge consists of a square image showing a pair of glasses. To the right of the image are a speaker icon and a refresh icon. Below the image is a text input field containing the characters "6DDY". A blue callout box with a white border and a blue arrow pointing to the input field contains the text "Enter the characters shown below your e-mail address". Below the input field is the instruction "Enter the characters in the picture or the words in the audio. \*". At the bottom left of the form area, there is a loading indicator consisting of five dots in a curved line.

4. Click **Next**.



The screenshot shows two buttons: a blue button with the text "Next" and a grey button with the text "Cancel". The buttons are positioned on a light grey background with a white border.

## SELF SERVICE PASSWORD RESET

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5. On the *Get back into your account* screen you will select the *two verification methods* you want to use to reset your password:



### Get back into your account

**verification step 1** > verification step 2 > choose a new password

---

Please choose the first contact method we should use for verification:

Text my mobile phone

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

Call my mobile phone

Approve a notification on my authenticator app

Next

Try again

Contact your administrator

Cancel


## SELF SERVICE PASSWORD RESET

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6. You can choose from:
  - a. Text my mobile phone: and get a text message with a code.

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← ↻ <https://passwordreset.microsoftonline.com>

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Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

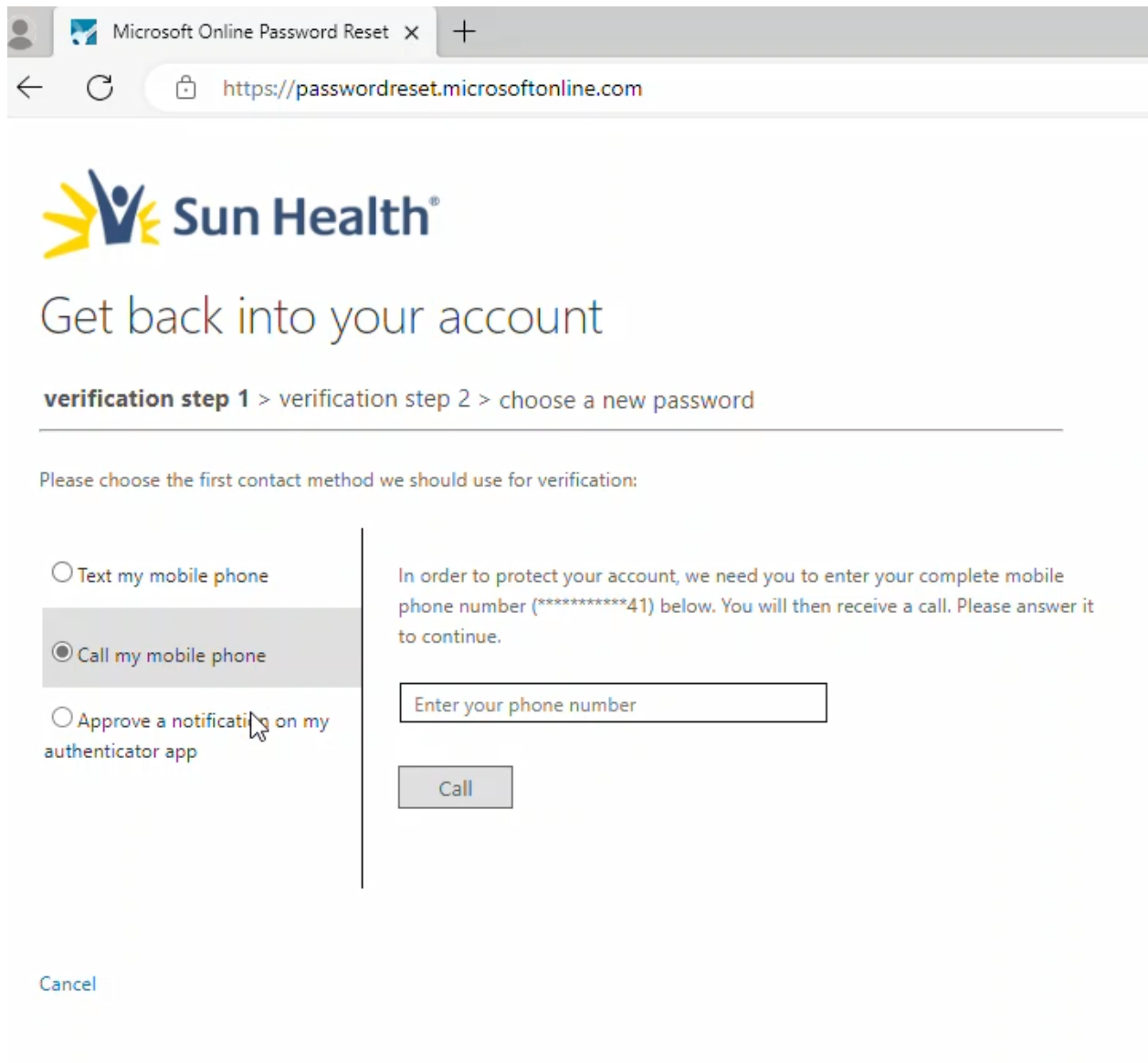
In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*41) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text


## SELF SERVICE PASSWORD RESET

- b. Call my mobile phone: Get a call at your mobile number.



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← ↻ <https://passwordreset.microsoftonline.com>

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Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*41) below. You will then receive a call. Please answer it to continue.

Enter your phone number

Call

Cancel

Or

## SELF SERVICE PASSWORD RESET

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c. Approve a Notification on my authenticator app.



# Get back into your account

**verification step 1** > verification step 2 > choose a new password

---

Please choose the first contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

Send a notification to your authenticator app on your mobile device.

[Send Notification](#)

[Cancel](#)

[Success](#)

Send a notification to your authenticator app on your mobile device.

Approve a notification on my authenticator app

## SELF SERVICE PASSWORD RESET

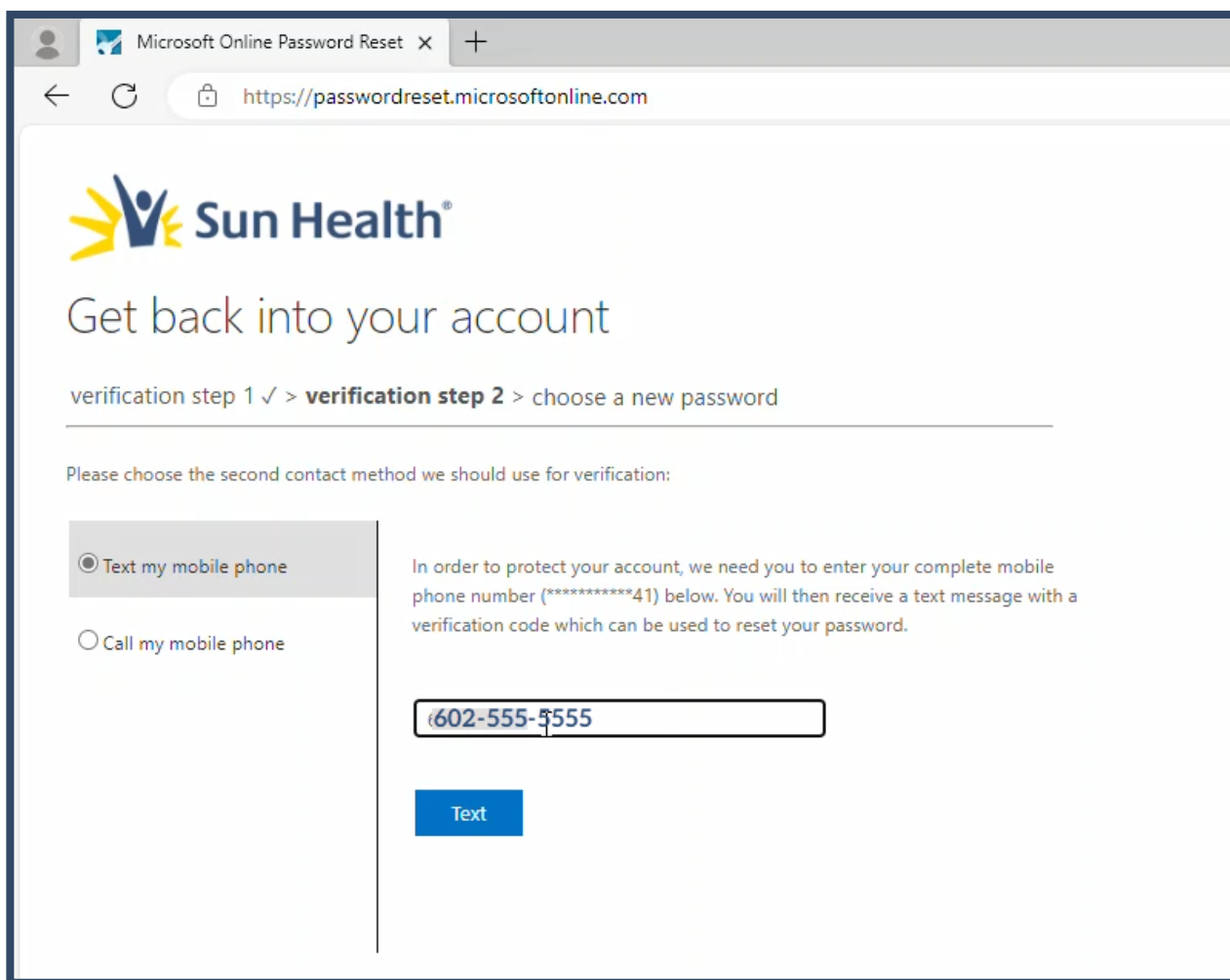
7. Choose any of these three methods by clicking on the circle next to that choice.






## SELF SERVICE PASSWORD RESET

8. For the **Text** or **Phone call** authentication options input your mobile number associated with your Microsoft account and select **Text** or **Call**.



Microsoft Online Password Reset x +

https://passwordreset.microsoftonline.com

 Sun Health®

Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

Text my mobile phone

Call my mobile phone

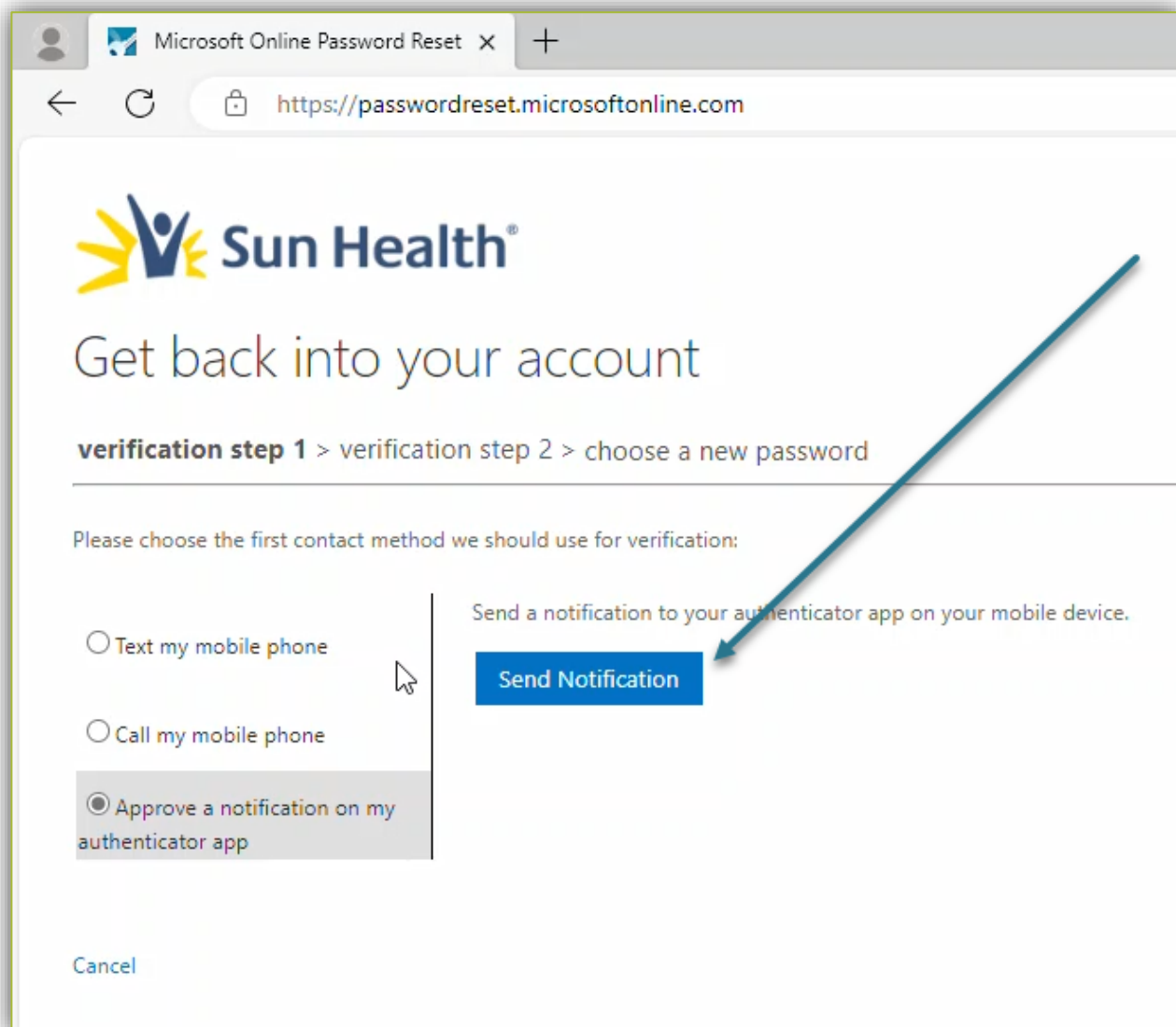
In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*41) below. You will then receive a text message with a verification code which can be used to reset your password.

602-555-5555

Text

## SELF SERVICE PASSWORD RESET

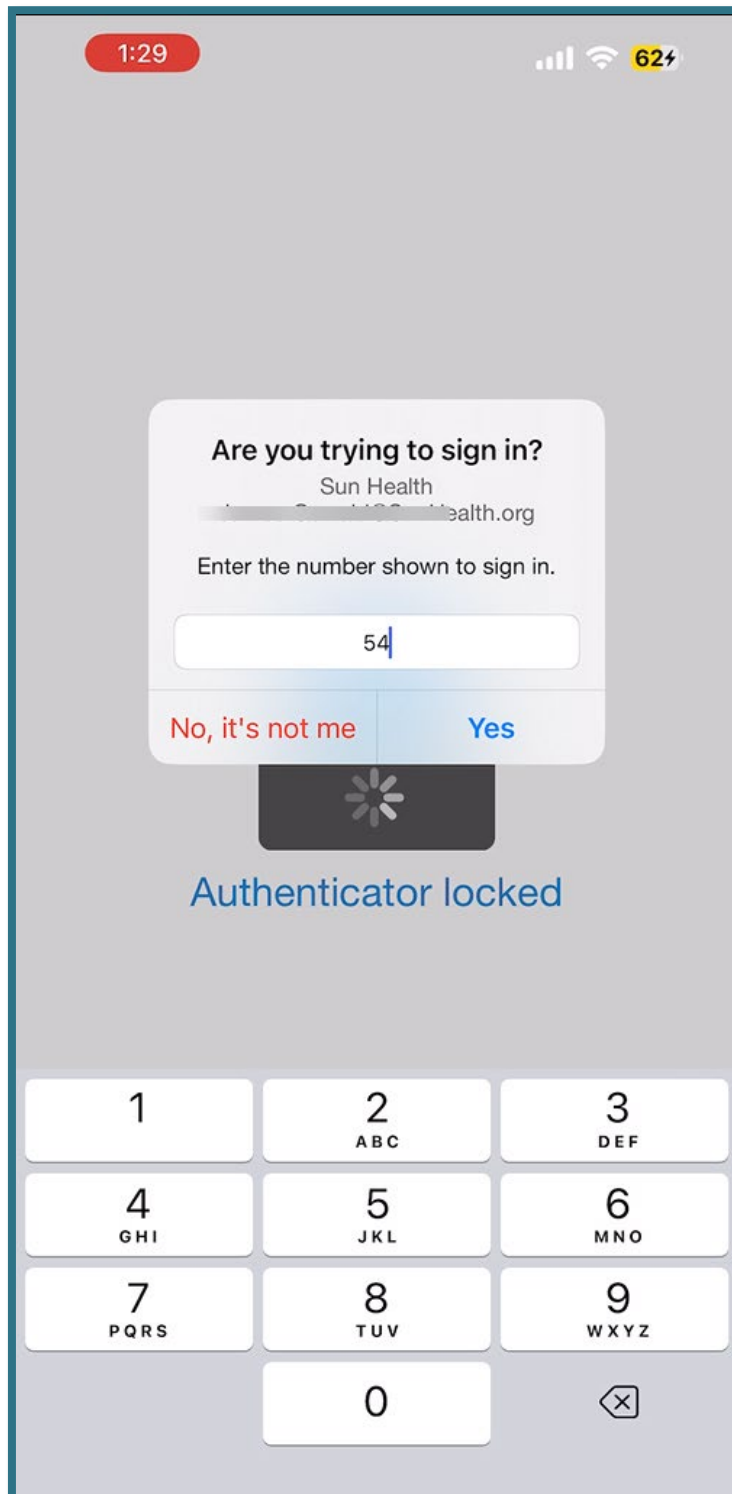
9. For the authenticator app notification select **Send Notification** and you will receive a confirmation prompt on your iPhone or Android device.



## SELF SERVICE PASSWORD RESET

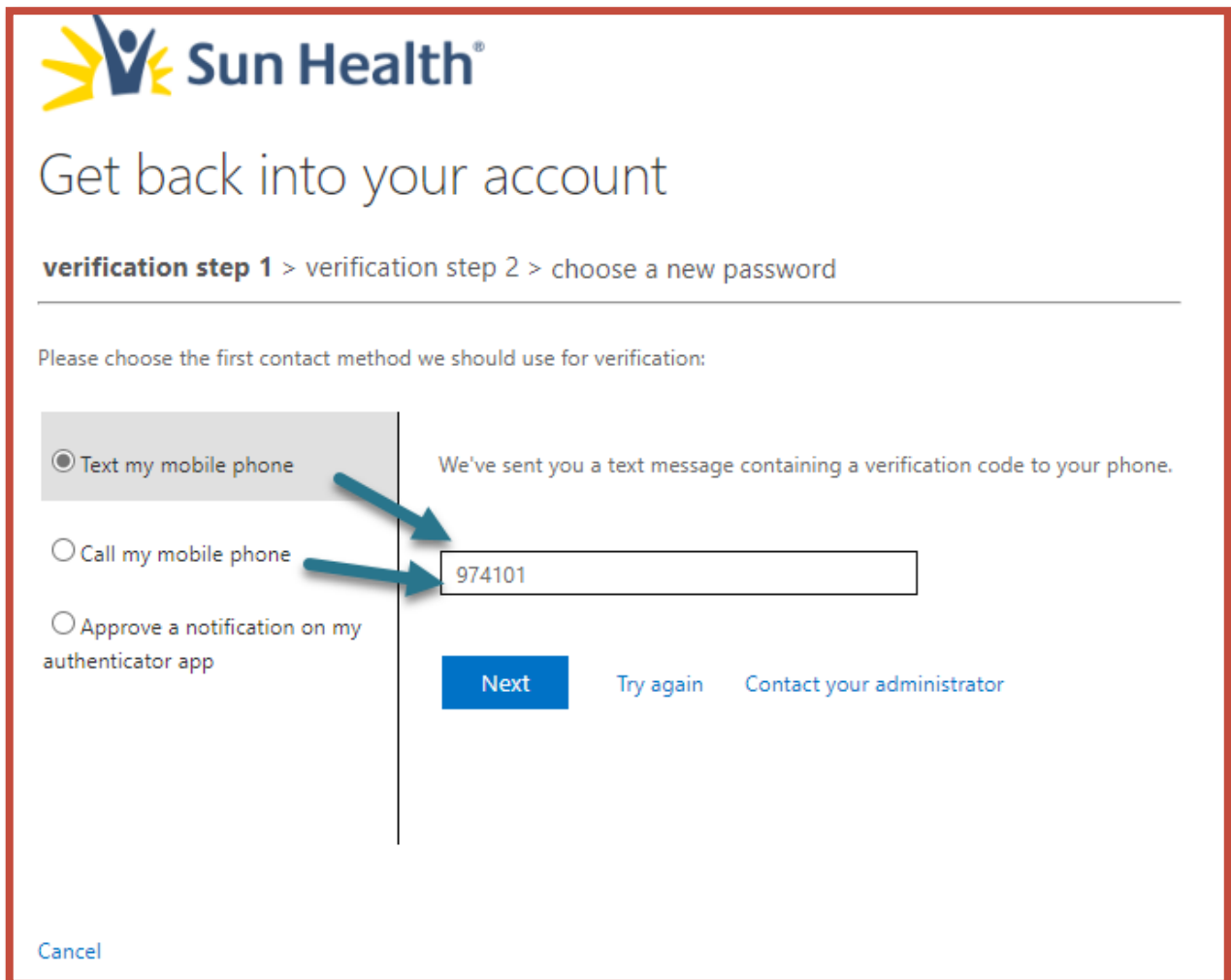
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10. Proceed to verify by entering the 2-digit code into the prompt on your phone if using the app.



## SELF SERVICE PASSWORD RESET

11. If you chose text or call enter the 6-digit code, you receive via received into the field in the web portal on your browser.

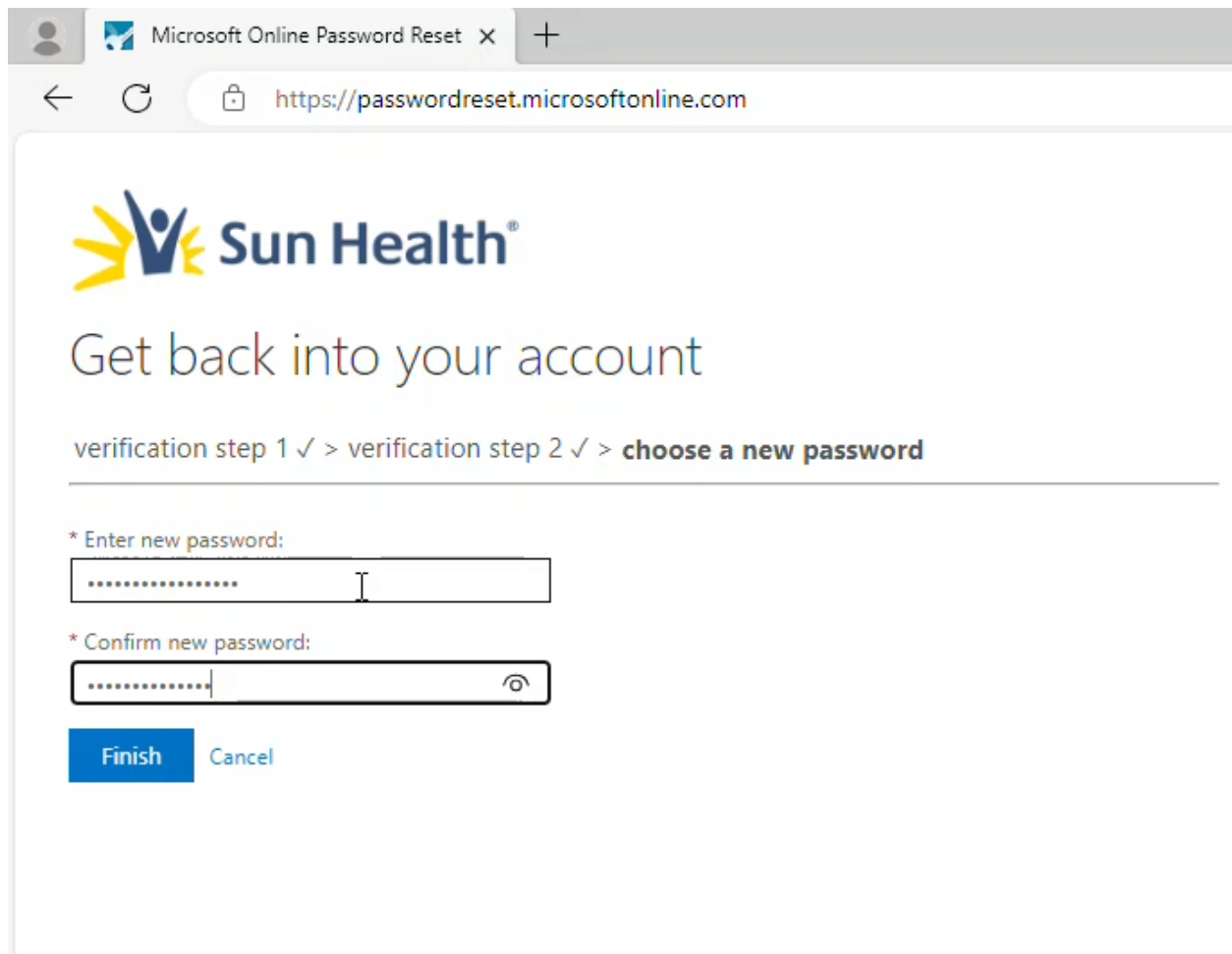


The screenshot shows the Sun Health password reset interface. At the top left is the Sun Health logo. Below it is the heading "Get back into your account". A breadcrumb trail reads "verification step 1 > verification step 2 > choose a new password". The instruction "Please choose the first contact method we should use for verification:" is followed by three radio button options: "Text my mobile phone" (selected), "Call my mobile phone", and "Approve a notification on my authenticator app". To the right of these options, a text message confirmation states "We've sent you a text message containing a verification code to your phone." Below this, a text input field contains the code "974101". Two blue arrows point from the "Text my mobile phone" option to the input field. At the bottom of the form are three buttons: "Next" (blue), "Try again", and "Contact your administrator". A "Cancel" link is located at the bottom left of the form area.

## SELF SERVICE PASSWORD RESET


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12. Once your identity has been verified, you can create a new password that meets the requirements outlined below.



Microsoft Online Password Reset x +

← ↻ <https://passwordreset.microsoftonline.com>


 Sun Health®

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

\* Enter new password:

\* Confirm new password:

**Finish** Cancel

## SELF SERVICE PASSWORD RESET


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13. The new a password that meets the following complexity requirements:

- Fourteen plus characters, containing a combination of at least 1 of the following:
  - 1 Upper Case Letter
  - 1 Lower Case Letter
  - 1 Number *Base 10 digits (0 through 9)*
  - 1 Special Character (for example, !, \$, #, %, or a space between any of the characters)

Microsoft Online Password Reset × +

← ↻ <https://passwordreset.microsoftonline.com>

 Sun Health®

Get back into your account

Create a new password

\* Enter new password:

\* Confirm new password:

Unfortunately, your password contains a word, phrase, or pattern that makes it easily guessable. Please try again with a different password.

## SELF SERVICE PASSWORD RESET

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14. Once you have successfully created a new password, select **Next** to complete the process.

***\*\*\*You will receive additional authentication prompts the first time you access a Microsoft Application. \*\*\****

