

Configure Self-Service Password Reset (SSPR) for Azure AD

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Azure Active Directory Self Service Password Reset (SSPR) allows end-users to provide verification methods for their account, allowing them to reset their account password without an administrator.

This service is only needed if users forget their passwords. If users know their current password, they can change it through their Office 365 portal without SSPR being enabled.

Enable SSPR

Before end-users can set up their accounts for SSPR, it will need to be enabled by the account administrator. Administrator accounts are always enabled for SSPR.

1. Log into the Azure portal as an administrator at <https://portal.azure.com>
2. Select **Azure Active Directory** from the menu
3. Select **Password Reset** from the Menu
4. Select **Properties** from the Menu
5. Select the required setting for your Organisation:

None - Passwords can only be reset by administrators

Selected - Allows you to specify a Group, whose members are enabled for SSPR

All - All users are enabled for SSPR

6. Press **Save**
7. Select **Authentication Methods** from the menu
8. Select the number of authentication methods a user must specify to reset their password
9. Select the authentication methods users can configure for their account
10. Press **Save**

Set Up Security Verification

1. Open an Internet browser, for example Internet Explorer or Google Chrome.
2. In the **URL bar**, enter <https://portal.office.com>.
3. Enter your **Username** and select **Next**.
4. Enter your **Password** and select **Next**.
5. Select **Yes**.
6. In the **URL bar**, enter <https://account.activedirectory.windowsazure.com/proofup.aspx?proofup=1>
7. Select **Next**.
8. Select the **Authentication Phone** drop-down box.
9. Select the type of authentication method you would like to use.

Note: For the purposes of this guide, authentication phone will be used.

10. Select the **Select your country or region** drop-down box.
11. Select the relevant **country**.
12. Enter the **telephone number** you want to use.
13. Select **Send me a code by text message**
14. Select **Next**.
15. Enter the **verification code**.
16. Select **Save**.

Unable to Reset your Password

If you go through the steps to reset your password and are prompted with a

message advising you that you have not

registered for a password reset, you will need to select **Contact Your Administrator** which will send them an

email asking them to reset your

password.

1. Open an Internet browser, for example Internet Explorer or Google Chrome.
2. In the **URL bar**, enter `https://portal.office.com`.
3. Enter your **Username** and select **Next**.
4. Select **Forgotten my password**.
5. Enter the **characters** in the picture and select **Next**.
6. Enter the **telephone number** and select **Text**.
7. Enter the **code** and select **Next**.
8. Enter a new **Password**, re-type it and then select **Finish**.
9. Select **Click Here**.
10. Enter your **Username** and select **Next**.
11. Enter your **Password** and select **Next**.
12. Select **Yes**.