



New Directions Self Service Password Reset (SSPR) Procedure

Group IT Department

CONTROLLED DOCUMENT

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Date	Issue no.	Section No.	Modification	Authorised by
26/04/2023	1			A GRIFFITHS

Purpose

To ensure the safety of company information, it is crucial to implement strong password policies and authentication methods. In line with this, the objective of the procedure is to provide clear and concise instructions for employees on how to change or reset their password using two-factor authentication, specifically the Microsoft Authenticator app. By utilizing two-factor authentication, the procedure aims to enhance the security of company accounts and prevent unauthorized access. It is essential for all employees to follow this procedure to ensure the integrity of company data and maintain a safe and secure work environment.

Scope

This procedure is for all employees of New Directions. It explains how to change or reset passwords using the Microsoft Authenticator app, which adds an extra layer of security. All employees should follow these instructions to protect the company's information from unauthorized access. It covers all devices and systems that require a password. By following this procedure, employees can help keep the company's information safe while following the company's security policies.

Procedure**Step 1**

In the event that an employee's password has expired or they are unable to log in with their existing password, they are advised to access the Microsoft Online Password Reset website at <https://passwordreset.microsoftonline.com/> using any device or browser. The website is accessible on mobile phones as well in case the employee is unable to access their laptop or computer.

Step 2

Once you access the site you can start the password reset process by entering your email address and completing the CAPTCHA challenge below:

Microsoft


Get back into your account

Who are you?

To recover your account, begin by entering your email address 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. *

Step 3

After selecting 'Next' please select the 'I've forgotten my password' option to reset the password:

Get back into your account

Why are you having trouble signing in?

☒ I've forgotten my password

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

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

This might happen because you've tried to sign in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

[Next](#) [Cancel](#)

Step 4 – Verification

For this step, you will need your **Microsoft Authenticator app** on your mobile phone. If this is not set up, please contact IT.

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:

- ☐ Send a text to my mobile phone number
- ☐ Call my mobile phone number
- ☐ Call my office phone number
- ☐ Approve a notification on my authenticator app
- ☒ Enter a code from my authenticator app

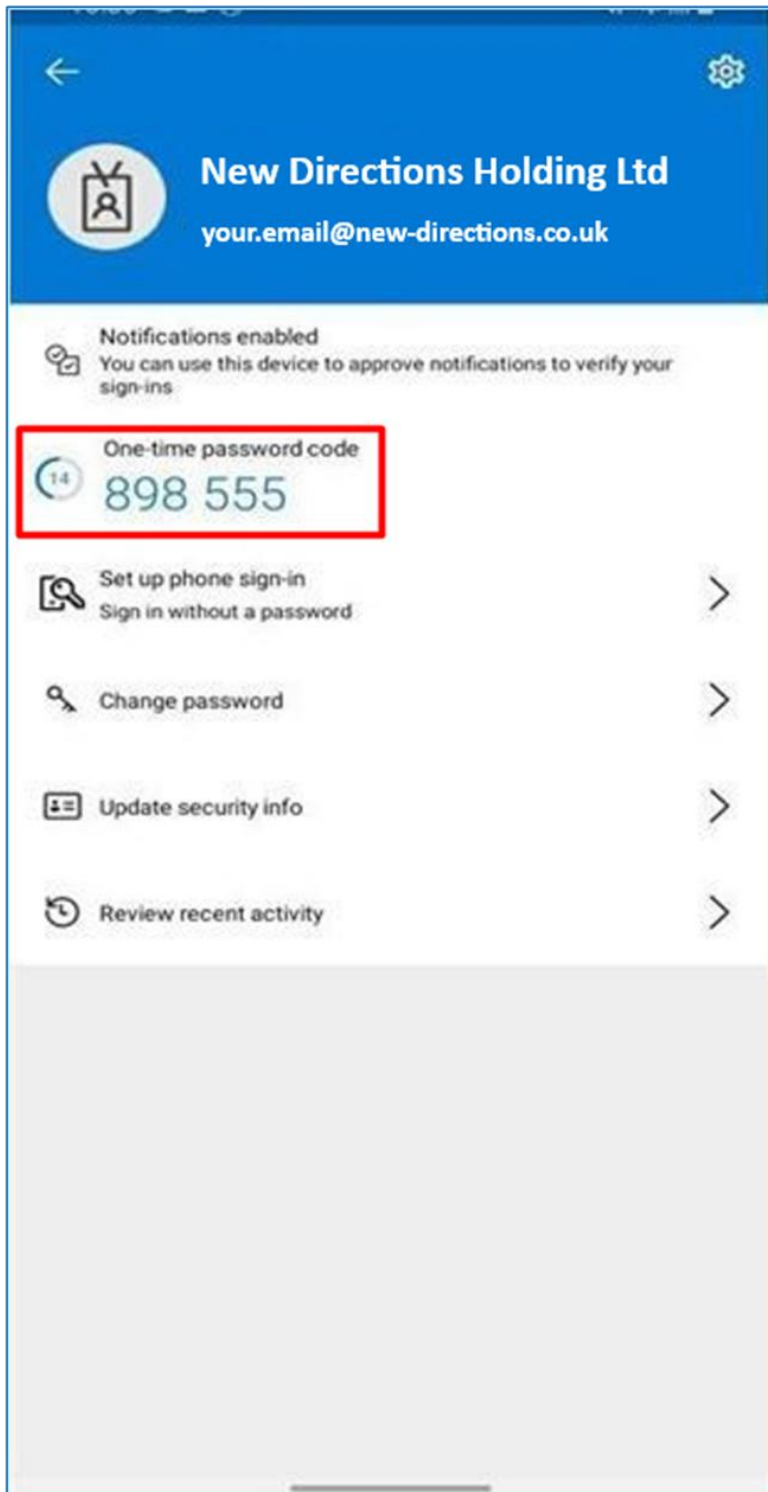
Enter the code displayed in your authenticator app.

Enter your verification code

Next

Cancel

You can either **approve a notification** that is sent to the authentication app or **enter the code displayed on the authentication app** when you select your New Directions account. An example of the authenticator code can be seen on the next page.

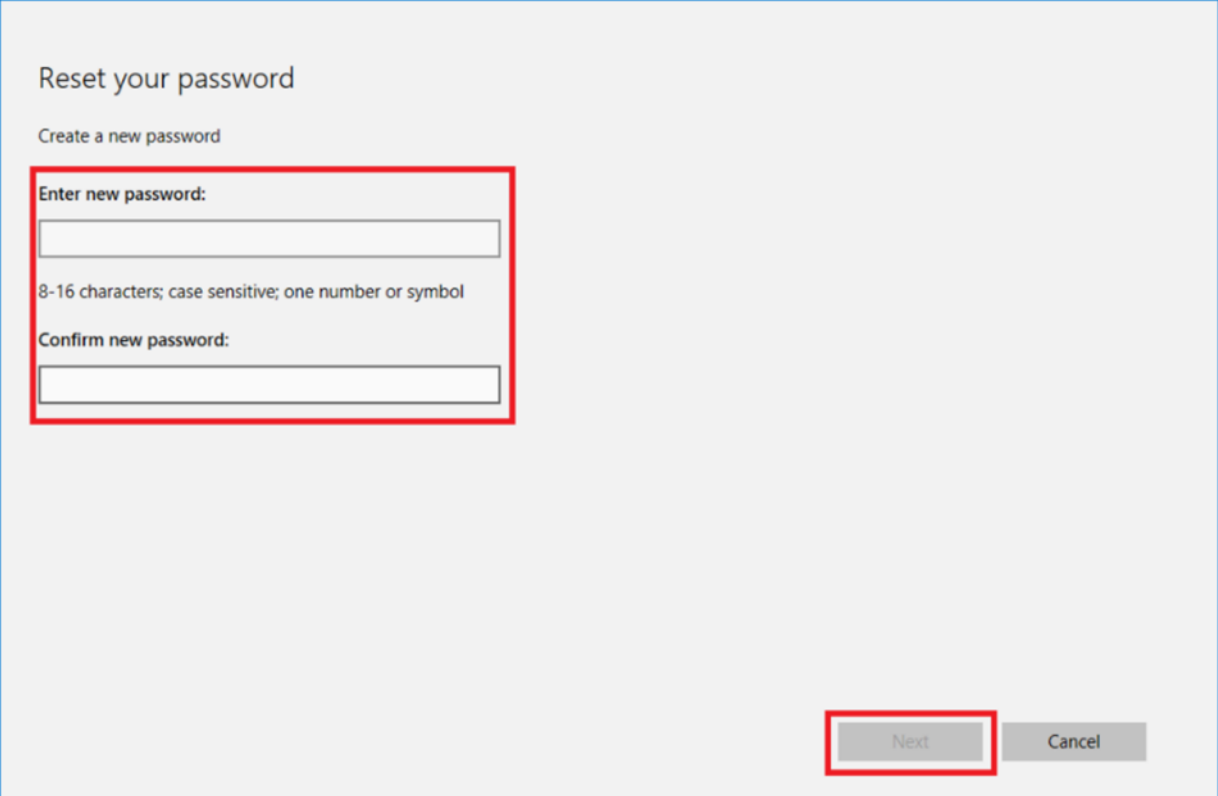


You can also use your phone number and receive a text or call. **If you only have this option, please contact IT so we can set up the authenticator app.**

Step 5 – Resetting your password

You can now reset your password according to our password policy:

- Contain both upper and lower-case characters (e.g., a-z, A-Z)
- Where allowed, have digits and special characters as well as letters e.g., 0-9, !@#\$%^&* etc.
- Are at least 12 alphanumeric characters long and/or is a passphrase (Lo0k@tth3scr33n).



Reset your password

Create a new password

Enter new password:

8-16 characters; case sensitive; one number or symbol

Confirm new password:

Next Cancel

After this step, click next and your password will be reset. You should now be able to log into your device or Cudalaunch.

PLEASE NOTE IF YOU ARE SIGNING INTO A LAPTOP WITH YOUR EMAIL AND NEW PASSWORD, THIS MAY TAKE UP TO 10 MINUTES BEFORE YOU ARE ABLE TO SIGN IN.