

Self-Service: Update Your Password

Purpose	<p>This Quick Reference Guide describes how to update your Password when:</p> <ul style="list-style-type: none"> You received a reminder that your password is about to expire and you want to reset it before it expires. You want to use a different password than you originally set.
Audience	<p>This guide is intended for users that are currently registered for Microsoft Multifactor Authentication and can access the SSPR tools.</p>

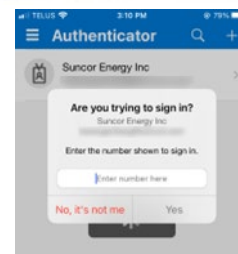
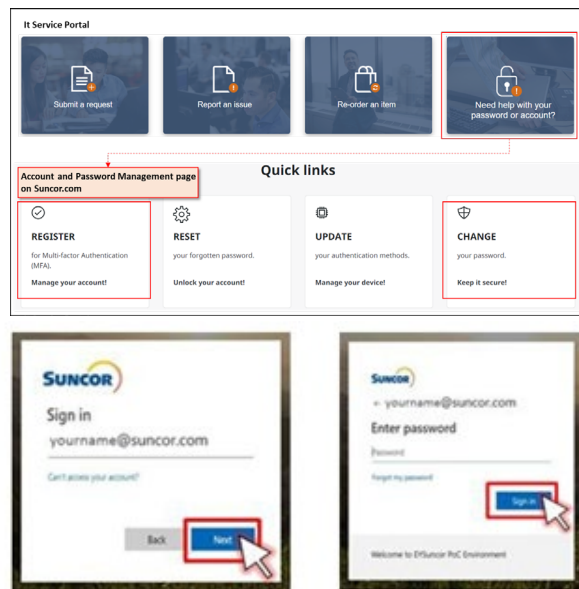
Procedure Steps

Sign-In

Note: If you have forgotten your password go to [Reset your forgotten password](#) instead.

You can copy/paste or click one of the following links to go to either your [IT Service portal](#) or the [Suncor Account and Password management](#) page. Click one of the Quick Link Tiles (as shown below). If sign in is triggered, complete steps 2-4 as indicated

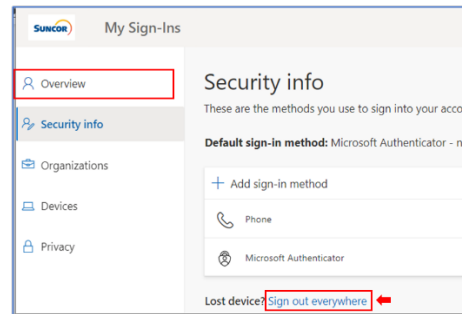
- To go to the **Security and Info** page so you can sign out everywhere.:
[My sign ins](#)
then go to step 5
or,
[Change your password](#)
then go to step 8
- Input your account and click **Next**.
- Input your password and click **Sign in**.
- Enter the number displayed on your computer into your Authenticator app and tap **Yes**.



Access password management

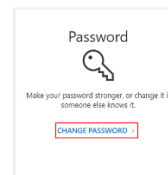
5. At the bottom of the **Security info** pane, click **Sign out of everywhere**.
6. On the left of the **Security info** pane, click the **Overview** tab.

*The **Overview** pane opens and displays your account and clickable info tiles.*



7. Find the Password tile and click **CHANGE PASSWORD**, or

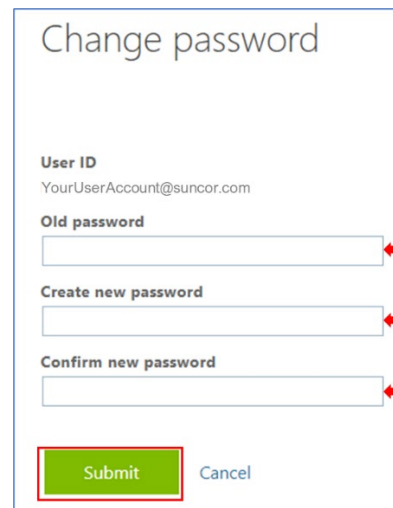
*The **Change password** dialog opens.*



8. Input your **Old password**
9. Input & Confirm your **New password** using the following rules:

Password Rules:

- Be a minimum of 8 characters in length and a maximum of 14 characters in length
- Must contain at least one uppercase letter
- Must contain at least one lower case letter
- Must contain at least one number
- May contain at least one symbol (!@#\$%^&*()_~`{}|;":'<>?,./) but not a space
- Must not contain a simple sequence or pattern of characters or numbers (e.g. abcde, 12345, qwerty, aaaaa)
- Must not contain the user name or account name to which they apply
- Must not contain proper words or dictionary words of over 4 characters in length
- Must not contain reserved words (e.g. Suncor, Petro, Sunoco, Firebag)



10. Click **Submit**

You can now sign in to your account with your new password.

Remember: All places/apps where you sign in with your Suncor account requires the new password. If you have stored instances of your password, (not recommended) resave when prompted.