

Self-Service: Account Unlock

Purpose	This Quick Reference Guide describes how to unlock your Suncor account.
Intended user	The intended users of this QRG have registered Microsoft Multifactor Authentication’s (MFA) Self Service Password Reset (SSPR) tool.
Prerequisites	<ul style="list-style-type: none"> MFA users

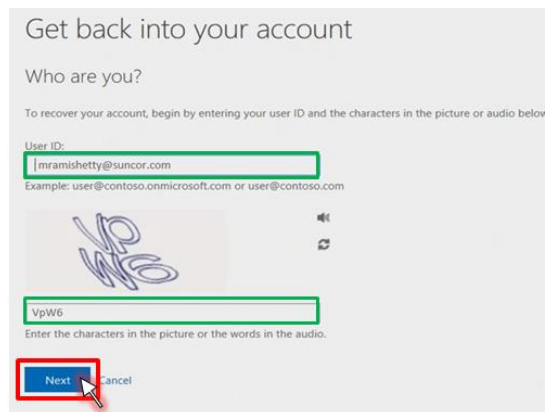
Procedure Steps

Enter SSPR link

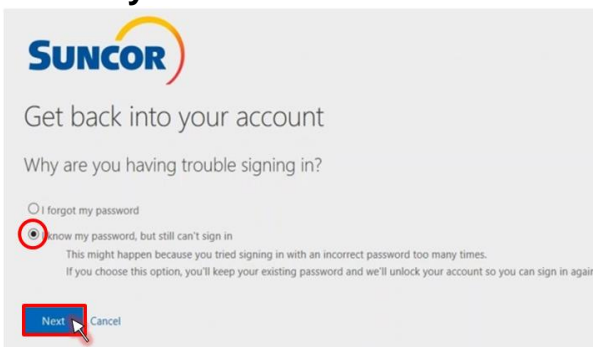
1. Enter the below link into an internet browser and click ‘Enter’ on your keyboard
<http://aka.ms/sspr>

Enter Suncor email

2. In the field titled “User ID,” enter your Suncor email address.
3. Enter the characters from the small picture into the next field and **click “Next.”**



Unlock your Account



4. Select “I know my password, but still can’t sign in”.
5. **Click “Next”.**

Enter your verification choice

6. Choose the authentication method you selected during registration (SMS text, Call or Authenticator App).
7. If you choose **text**, enter your number and **click 'Text'**
8. If you choose **call**, enter your number and **click 'Call'**
9. If you choose **Authenticator**, enter your verification code and **click 'Next'**.



Get back into your account

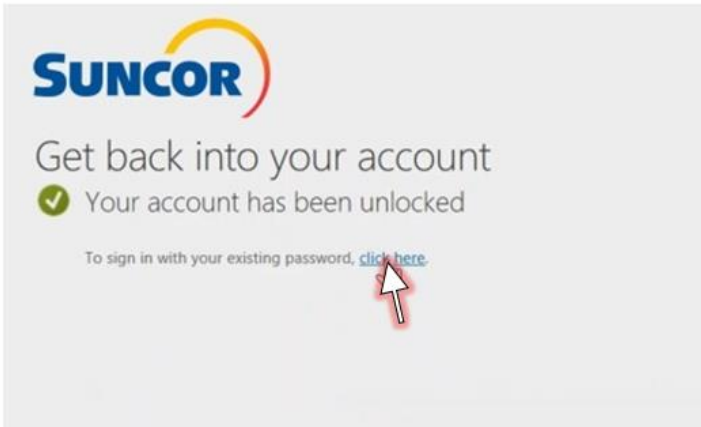
verification step 1 > unlock your account

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Text my mobile phone	In order to protect your account, we need you to enter your complete mobile phone number (***** below). You will then receive a text message with a verification code which can be used to reset your password.
<input type="radio"/> Call my mobile phone	
<input type="radio"/> Enter a code from my authenticator app	

403-555-1234

Success!



10. Your account is unlocked!
11. **Click "Click here"** and sign as usual.