

Self-Service: Account Unlock

Purpose	 This Quick Reference Guide describes how to unlock your Suncor account when: You attempted entry with an incorrect password too many times (ie. Caps lock on) A password was reset and a program was using an old stored password in a retry loop.
Intended User	This guide is intended for users that are currently registered for Microsoft Multifactor Authentication (MFA) and can access the SSPR tools.

Procedure Steps

Open SSPR link – Who are you?

- Input, Copy/paste or click on this link to open in your internet browser: <u>http://aka.ms/sspr</u>
- 2. In the **User** ID field enter your Suncor email address.
- 3. From the picture or audio, enter the characters then click **Next.**

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Why are you having trouble signing in?

- 4. Select I know my password, but still can't sign in.
- 5. Click Next.





Enter your verification choice

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



Success!

Your account is unlocked.

10. Click click here and sign in as usual

