

Self-Service: Reset a Forgotten Password

Purpose	This Quick Reference Guide describes how to reset a forgotten password
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

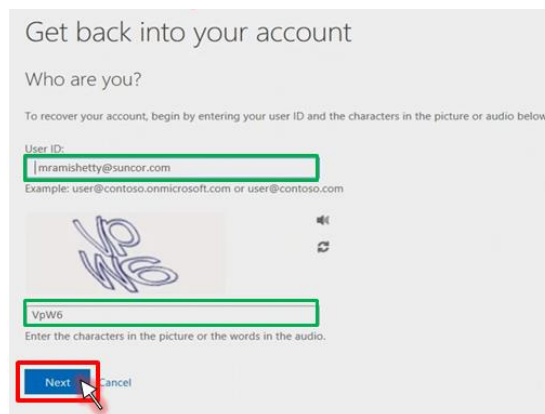
Procedure Steps

Enter SSPR link

1. Enter the below link into an internet browser and click ‘Enter’ on your keyboard
<https://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.”**



Reset your password



Get back into your account

Why are you having trouble signing in?

I forgot my password

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

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



4. Select “I forgot my password”.
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 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Text my mobile phone <input type="radio"/> Call my mobile phone <input type="radio"/> Enter a code from my authenticator app	<p>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.</p> <input type="text" value="403-555-1234"/> <input type="button" value="Text"/>
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Select new password, remember the password 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. Enter your new password in both fields.
11. **Click "Finish."** and you can now sign into your account with your new password.