

## Self-Service: Reset a Forgotten Password

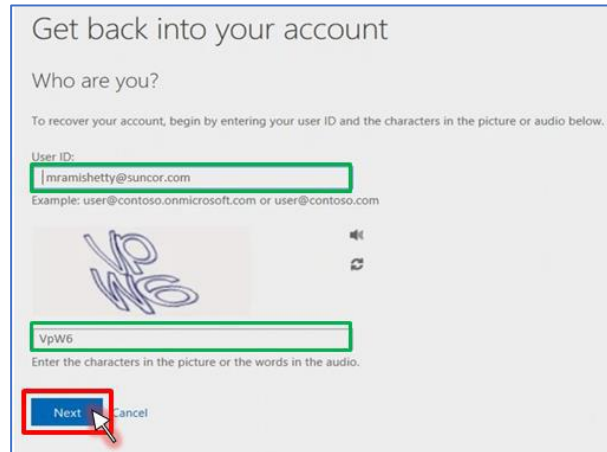
<b>Purpose</b>	This Quick Reference Guide describes how to reset a forgotten password.
<b>Intended User</b>	This guide is intended for users that are currently registered for Microsoft Multifactor Authentication and can access the SSPR tools.

*NOTE: To update your password, you can use this method or see [QRG Update my Password](#) on the [Suncor Self Service Portal](#)*

## Procedure Steps

### Open SSPR link – Who are you?

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



Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

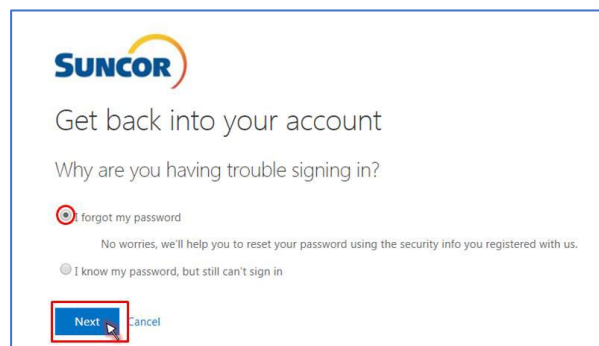
User ID:  
mramishetty@suncor.com  
Example: user@contoso.onmicrosoft.com or user@contoso.com

VpW6  
Enter the characters in the picture or the words in the audio.

Next Cancel

### Why are you having trouble signing in?

4. Select **I forgot my password**.
5. Click **Next**.



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Get back into your account

Why are you having trouble signing in?

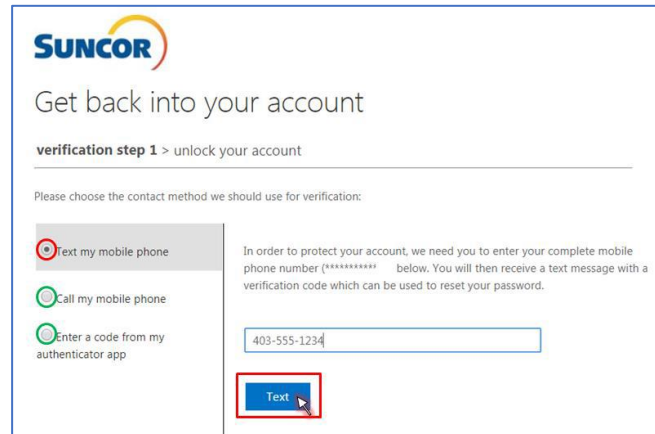
I forgot my password  
No worries, we'll help you to reset your password using the security info you registered with us.

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

Next Cancel

## Enter your verification choice

6. 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**.



## Set new password; remember the rules!

10. Using the rules below, enter your new password in both fields.

### 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)



11. Click **Finish**.

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, resave when prompted.