

Self-Service: Reset a Forgotten Password

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

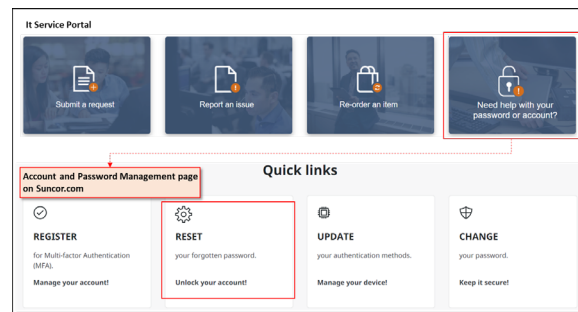
Audience | This guide is intended for users that are currently registered for Microsoft Multifactor Authentication and can access the SSPR tools.

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

Procedure Steps

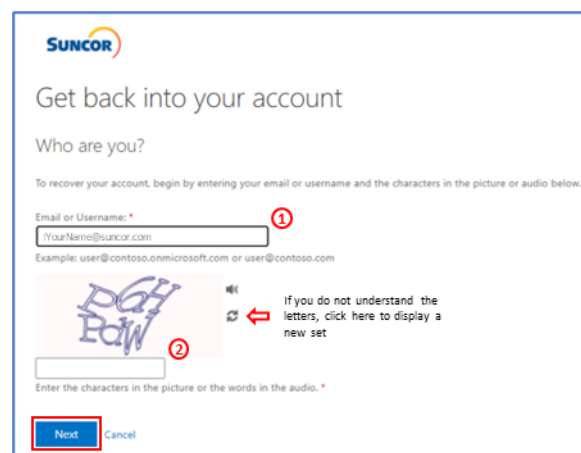
The 'Forgot password' link on the sign in dialog will start the 'reset password' process for your account. However, if this does not show on the sign in dialog, or you know ahead that you have forgotten your password, you can select any of the following options:

- The [IT Service portal](#)
 - Select tile (as indicated) to take you to the web page below
- The [Suncor Account and Password management](#) page (bookmark this page)
 - Select RESET tile
- Link <http://aka.ms/sspr> to go directly to the reset password dialog



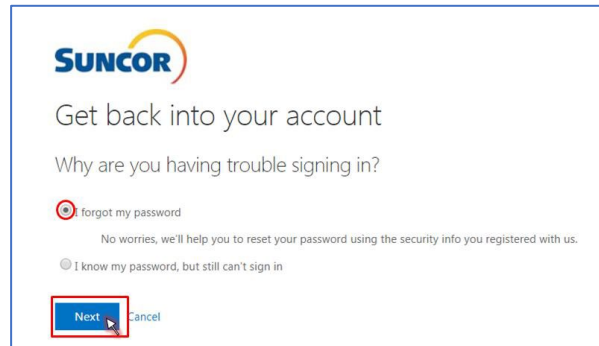
Get back into your account

1. In the **Email or Username** field (if not already displayed) enter your Suncor email address.
2. From the picture or audio, enter the characters then click **Next**.


 A screenshot of the 'Get back into your account' dialog. It has the Suncor logo at the top. The title is 'Get back into your account'. Below it is the question 'Who are you?'. A message says: 'To recover your account, begin by entering your email or username and the characters in the picture or audio below.' There is a text input field for 'Email or Username: *' with a red circle 1 next to it. Below the field is an example: 'Example: user@contoso.onmicrosoft.com or user@contoso.com'. Below the example is a CAPTCHA image showing the letters 'PQY EdW' with a red circle 2 next to it. To the right of the CAPTCHA is a speaker icon and a red arrow pointing left, with the text: 'If you do not understand the letters, click here to display a new set'. Below the CAPTCHA is a text input field for 'Enter the characters in the picture or the words in the audio. *'. At the bottom are two buttons: 'Next' (highlighted with a red box) and 'Cancel'.

Why are you having trouble signing in?

3. Select **I forgot my password**.
4. 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

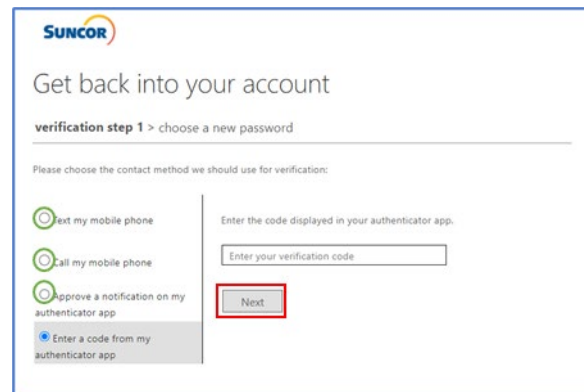
Next Cancel

Select your verification choice

5. Choose any authentication method shown.
The display changes with choice selected.

Note: does not affect your account setup.

- **Text**, enter your number and click **Text**
- **Call**, enter your number and click **Call**
- **Authenticator**- enter the displayed verification code into Authenticator, indicate 'Yes', then click **Next**.
- **Code**, enter the most recent code displaying in your Authenticator app



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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☐ Text my mobile phone

☐ Call my mobile phone

☐ Approve a notification on my authenticator app

☒ Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

Enter your verification code

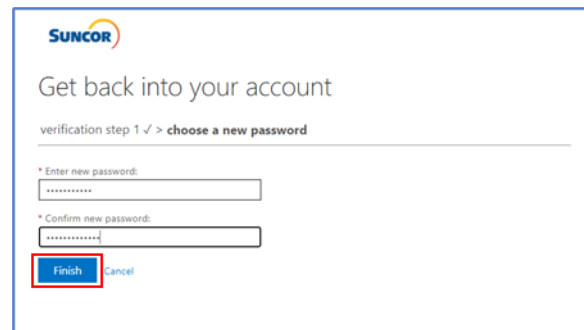
Next

Set new password; remember the rules!

6. 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)



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Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish Cancel

7. Click **Finish**.

Success!

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