

## Self Service Password Reset

### Purpose

The purpose of this documentation is to give users the ability to change or reset their password with no administrator or help desk involvement. This ability reduces help desk calls and loss of productivity when a user can't sign in to their device or an application.

### Requirements

Previously set up your M365 Security Info well in advance of needing it by logging in to Microsoft Security Info and making sure that your cell phone and email (non-county email) are configured. Navigate to [My Sign-Ins \(microsoft.com\)](#) to update your contact information as needed.

End Users who are licensed for Microsoft 365 Azure AD P1 or P2 (comes with F1, F3, G3, & G5 but not with G1)

### Audience

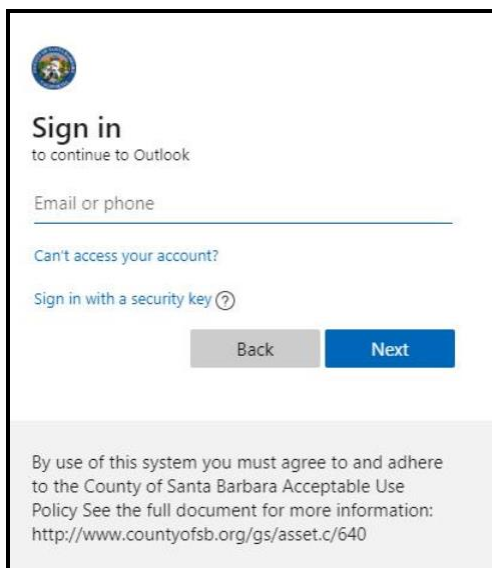
Licensed Microsoft 365 end users who will be able to reset their password themselves

### Resources

[Microsoft Online Password Reset](#)

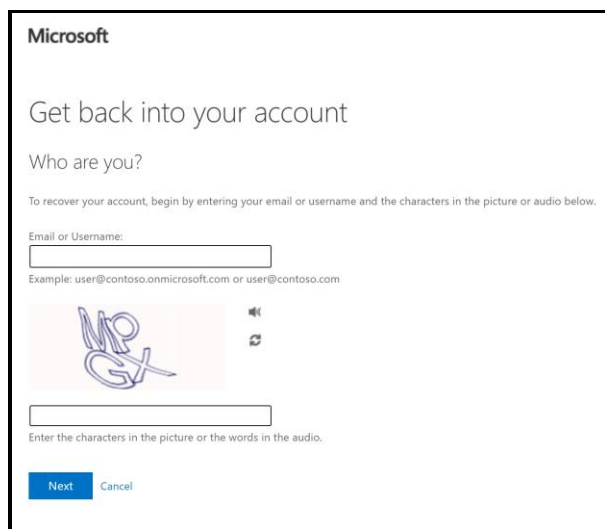
## Initiate Password Reset

If your presented with the below screenshot, click on *Can't access your acct?* to access SSPR Portal.  
Otherwise navigate to [Password Reset](#)



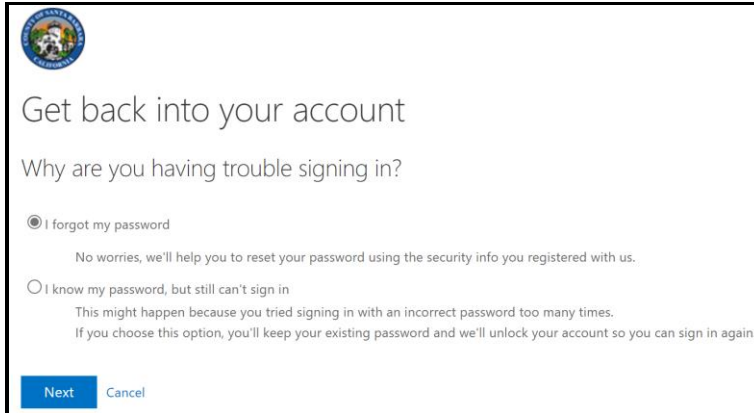
The screenshot shows the Microsoft Sign in page. At the top is the Microsoft logo. Below it, the text "Sign in" is followed by "to continue to Outlook". There is a text input field for "Email or phone". Below this field are two links: "Can't access your account?" and "Sign in with a security key (?)". At the bottom of the sign-in section are two buttons: "Back" and "Next". Below the sign-in section is a grey box containing the text: "By use of this system you must agree to and adhere to the County of Santa Barbara Acceptable Use Policy See the full document for more information: <http://www.countyofsb.org/gs/asset.c/640>".

1. Navigate to [Password Reset](#)
  - a. Enter in your *countyofsb* email address and the characters in the below box
  - b. Click **Next**



The screenshot shows the Microsoft "Get back into your account" page. At the top is the Microsoft logo. Below it, the text "Get back into your account" is followed by "Who are you?". Below this is a text input field for "Email or Username:". Below the field is an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". Below the example is a security image showing the letters "MP" and "GX" in a stylized font. Below the image is a text input field for entering the characters. Below the field is the text "Enter the characters in the picture or the words in the audio.". At the bottom are two buttons: "Next" and "Cancel".

2. Choose either option below and click **Next**
  - a. If you know your password choose the 2<sup>nd</sup> option and continue to follow the steps
  - b. If you forgot your password choose the 1<sup>st</sup> option and skip to **Step 7**



Get back into your account

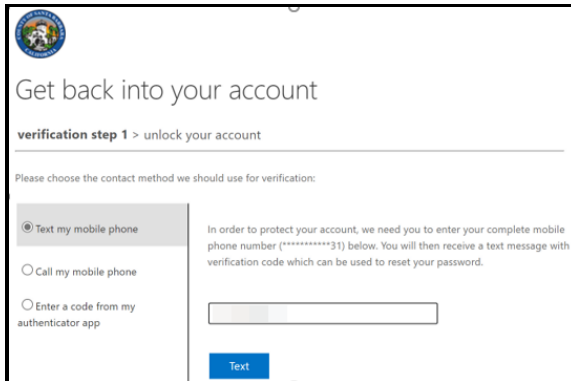
Why are you having trouble signing in?

☒ 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  
This might happen because you tried signing in with an incorrect password too many times.  
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

3. Choose the 2<sup>nd</sup> option if you know your password and can't sign in and click **Next**
4. Select the best contact method to receive a text, call or code and proceed



Get back into your account

verification step 1 > unlock your account

Please choose the contact method we should use for verification:

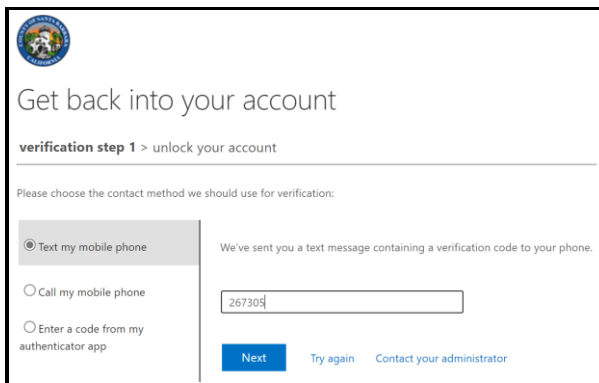
☒ Text my mobile phone  
In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*31) below. You will then receive a text message with a verification code which can be used to reset your password.

☐ Call my mobile phone

☐ Enter a code from my authenticator app

Text

5. If receiving a *text* or *code* from your authenticator app, enter the 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:

☒ Text my mobile phone  
We've sent you a text message containing a verification code to your phone.

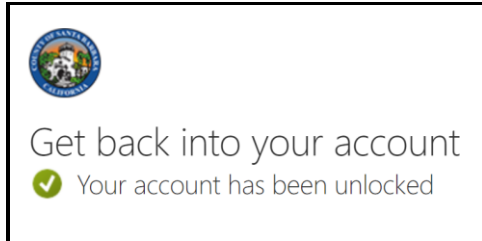
☐ Call my mobile phone

☐ Enter a code from my authenticator app

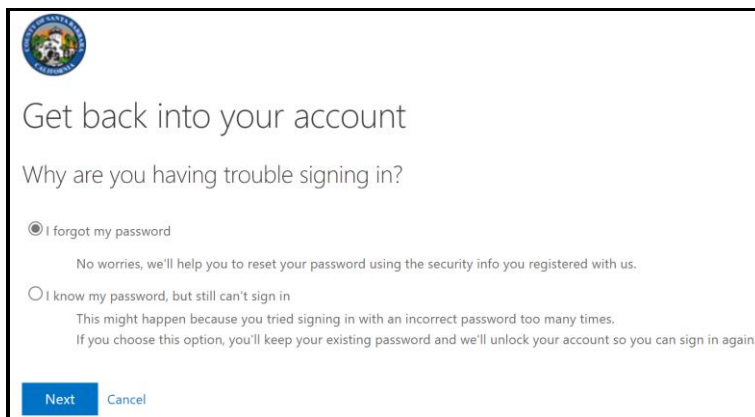
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Next Try again Contact your administrator

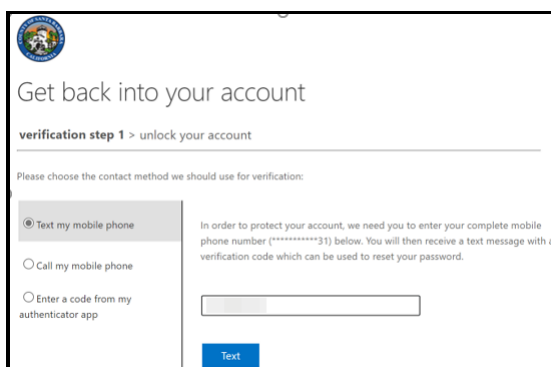
6. Confirmation that your account has been unlocked



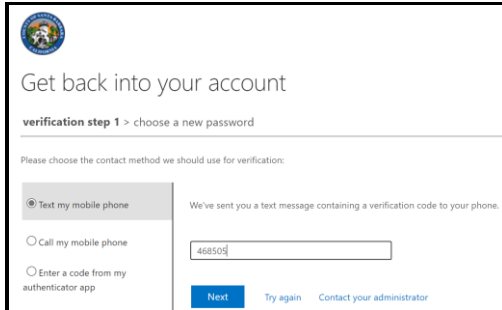
7. Choose the 1<sup>st</sup> option and click **Next**



8. Select the best contact method to receive a text, call or code and proceed



9. If receiving a text or code from your authenticator app, enter the 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:

☒ Text my mobile phone We've sent you a text message containing a verification code to your phone.

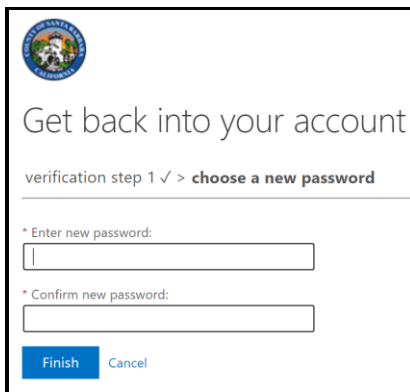
☐ Call my mobile phone

☐ Enter a code from my authenticator app

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Next Try again Contact your administrator

10. Enter in your new password and click **Finish**



Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

\* Confirm new password:

Finish Cancel