Self-service password reset (SSPR) is a feature of Azure Active Directory that empowers users to easily reset their passwords without interacting with your helpdesk. SSPR is designed to enable enterprises to decrease support costs and to increase user productivity and security. The system includes detailed reporting that tracks when users access the system, along with notifications to alert administrators of misuse or abuse.

The Initial step to using the Self-Service Password Reset functionality is to register your methods of authentication.
To register use the Registration Link on the web page Passwordreset.Goddardsystems.com or use this link, Registration.
If you are not registered when SSPR is implemented for the company. The first time you log in you will be forced to register.

Figure 1 – Passwordreset.Goddardsystems.com

confirm your current password

In order to keep your security information private, we need you to re-enter your current password on the next page.

re-enter my password   cancel

Figure 2 - SSPR Registration

On the next screen enter your Goddard systems email address.
Enter your Goddard systems email password.
Please note: This screen may be different depending on the internet browser used.

sso.goddardsystems.com

Sign in with your organizational account

xxxx@GoddardSystems.com

Sign in

Figure 3 - SSPR Registration
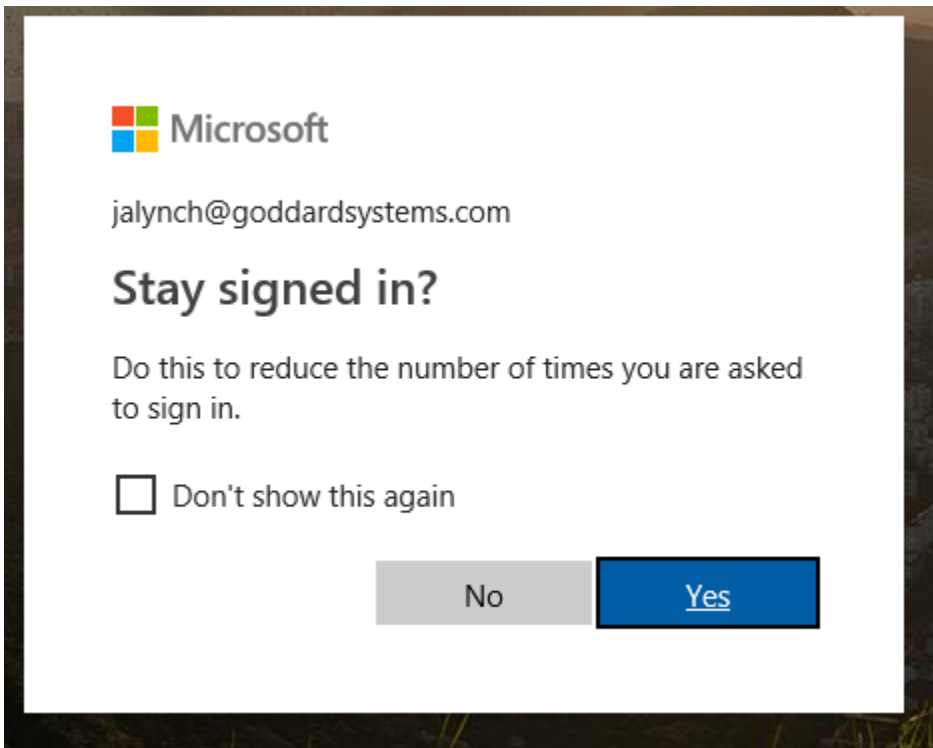
Press the Yes button when prompted.
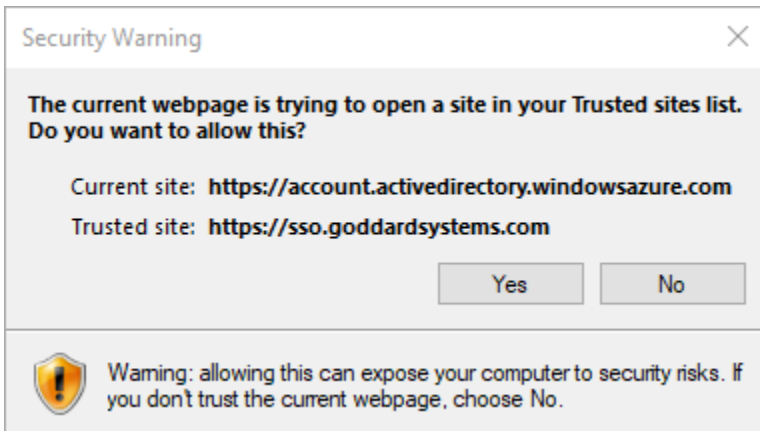

Figure 4 - SSPR Registration

Figure 5 - Trusted site issue

If any security warning appear about Trusted sites please press "YES"

You will now be asked for information that will be used reset your password in the future.
There are three methods of authentication that will be used.

1) Your office phone – This information will be automatically added into your profile.
2) Your cell phone – This information will be automatically added into your profile if you have a GSI cell phone. If not, you will be asked to supply a cell phone number that can be used for verification.
3) **An alternate email address which is NOT your Goddard Systems email address.**

At the end of the line, select the "Set it up now Link" to enter your cell phone information If this information has not been automatically added into your profile.
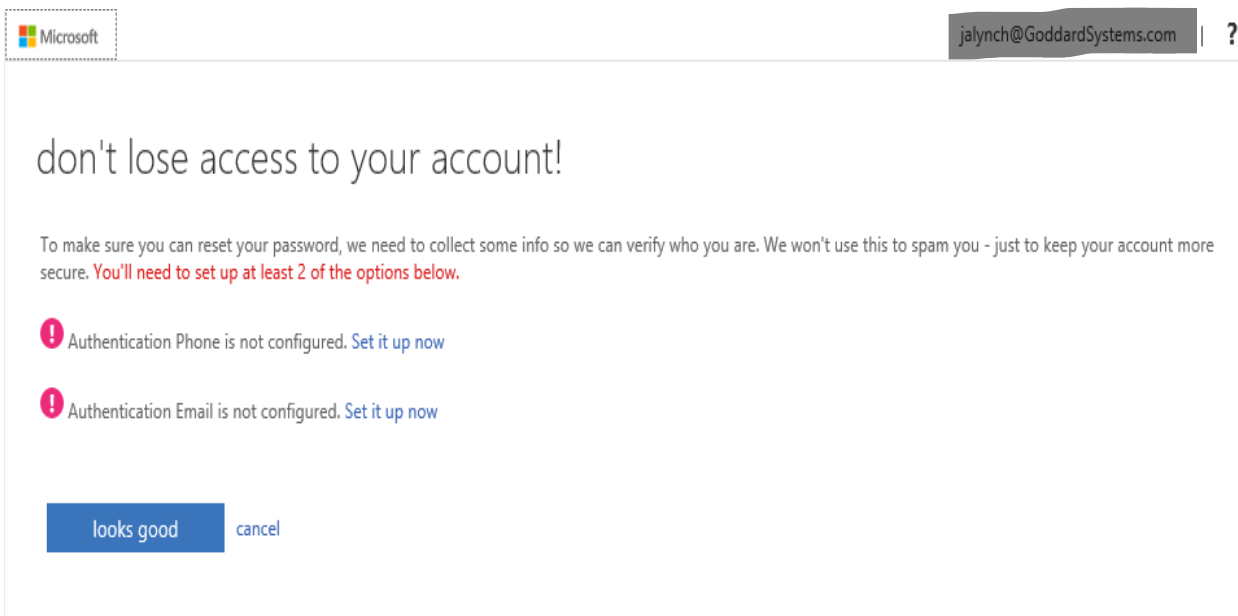

Figure 6 - SSPR Registration

On the Next screen choose United States (+1)
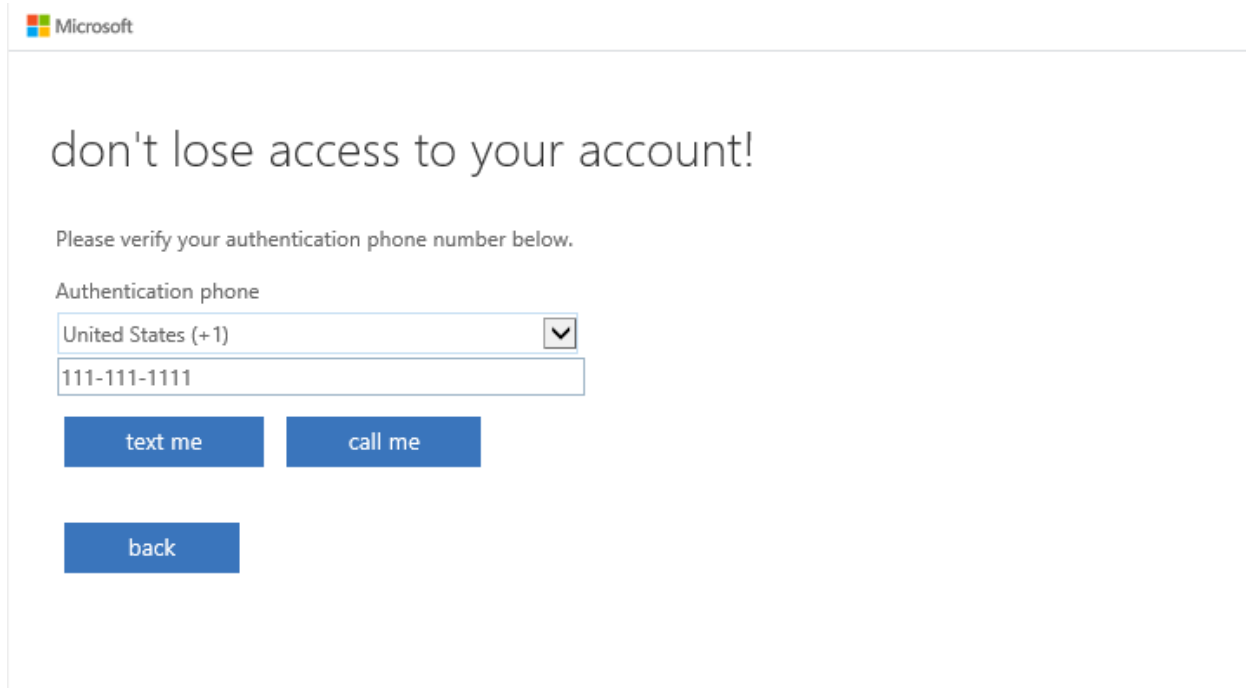Enter your cell phone number.

Figure 7 - SSPR Registration

Select either the
"Text Me" or "Call me" buttons.
"Text Me" will send a six-digit number to verify your phone. "Call Me" option you will be called and asked to hit "#".
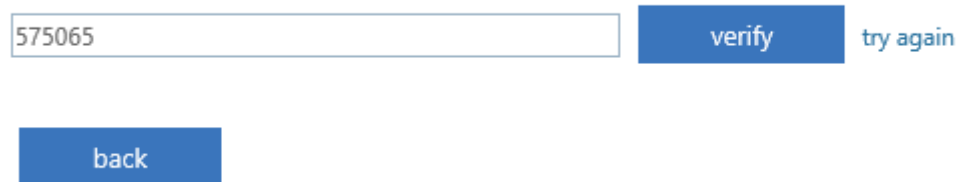Completing these steps will verify your number.

Figure 8 - SSPR Registration

This is for the "Text Me " option.

Enter the six-digit number provided. Press the Blue "verify" buton.

Figure 9 - SSPR Registration

Select the "Set it up now Link" to enter your Alternative email address

Microsoft

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

✅ Authentication Phone is set to +1 xxx-xxx-xxxx   Change

❗ Authentication Email is not configured. Set it up now

[**finish**]   cancel

Figure 10 - SSPR Registration

Enter your alternative email address.
Press the "email me" button

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

| user@email.com |

[**email me**]

[**back**]

Figure 11 - SSPR Registration

Figure 12- SSPR Registration

Enter the Six-Digit number from the email received. Press the Blue "verify" buton.

Figure 13- SSPR Registration

Press the "Finish" button and you are ready for the Self-service Password Reset, SSPR.
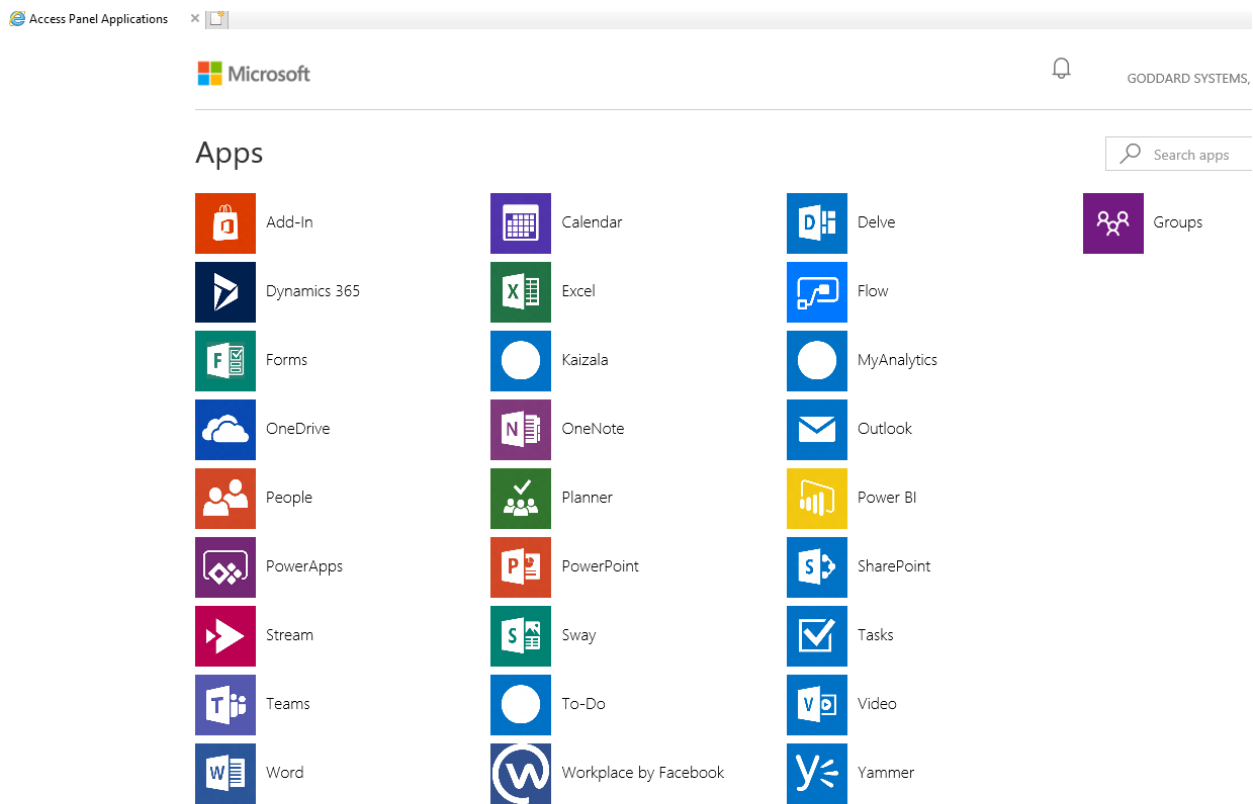

Figure 14 -SSPR Registration

Close or exit when you see the next screen.

Figure 15 - SSPR Registration