

SSPR - REGISTRATION HOW TO GUIDE

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.



Self service Password Reset - SSPR

The following links will enable you to reset, or change your password without having to contact Goddard Systems IT Department.

- [Registration](#)
 - [Registration Reference Guide](#)
- [Password Reset](#)
 - [Password Reset Guide - GSI](#)



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.

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

Figure 3 - SSPR Registration

Press the Yes button when prompted.

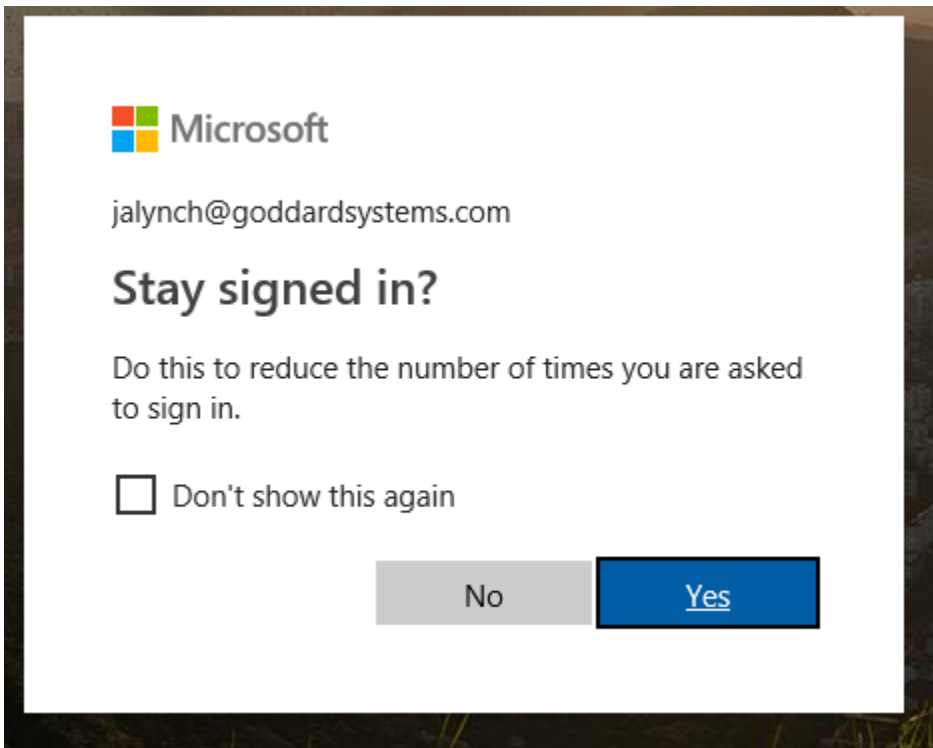


Figure 4 - SSPR Registration

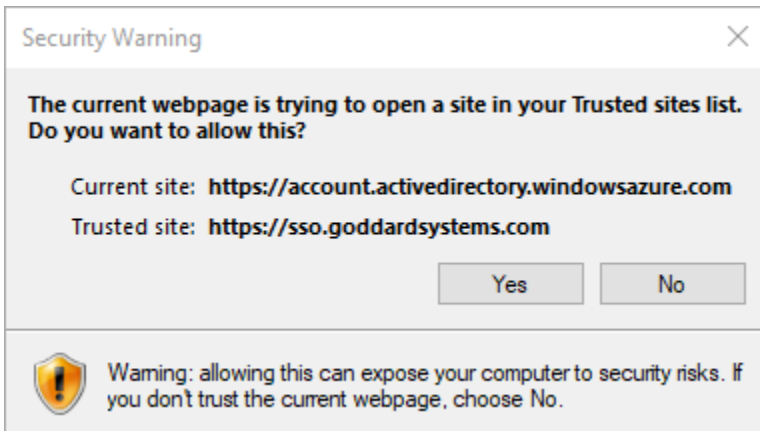


Figure 5 - Trusted site issue

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.

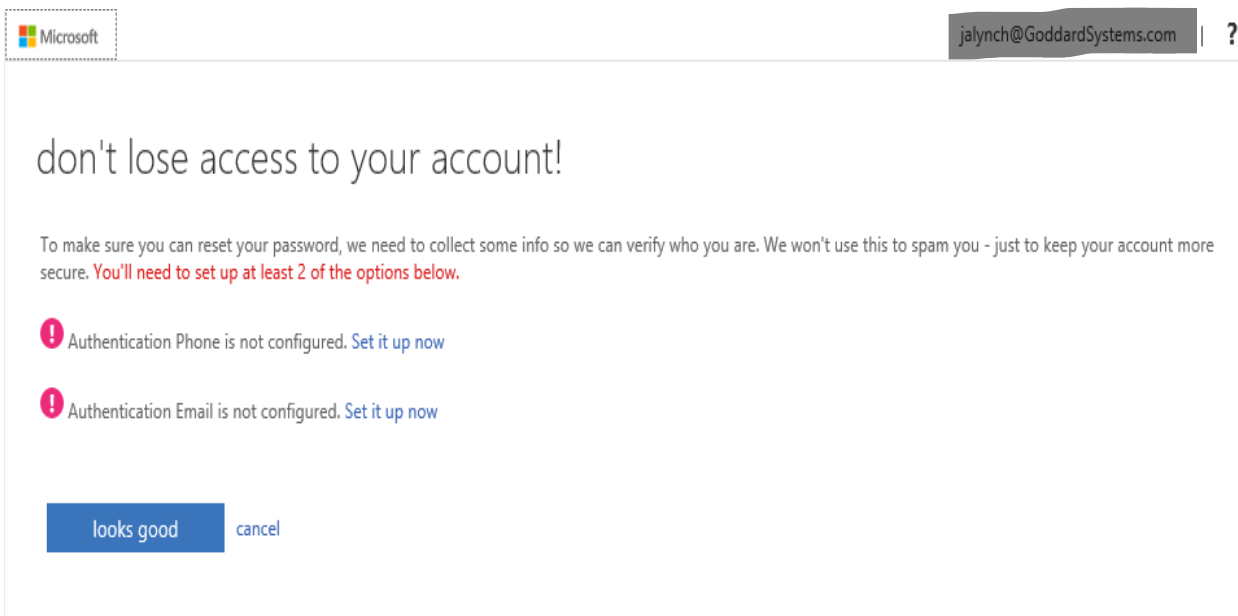


Figure 6 - SSPR Registration

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

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1) ▼

Enter your authentication phone number

text me

call me

back

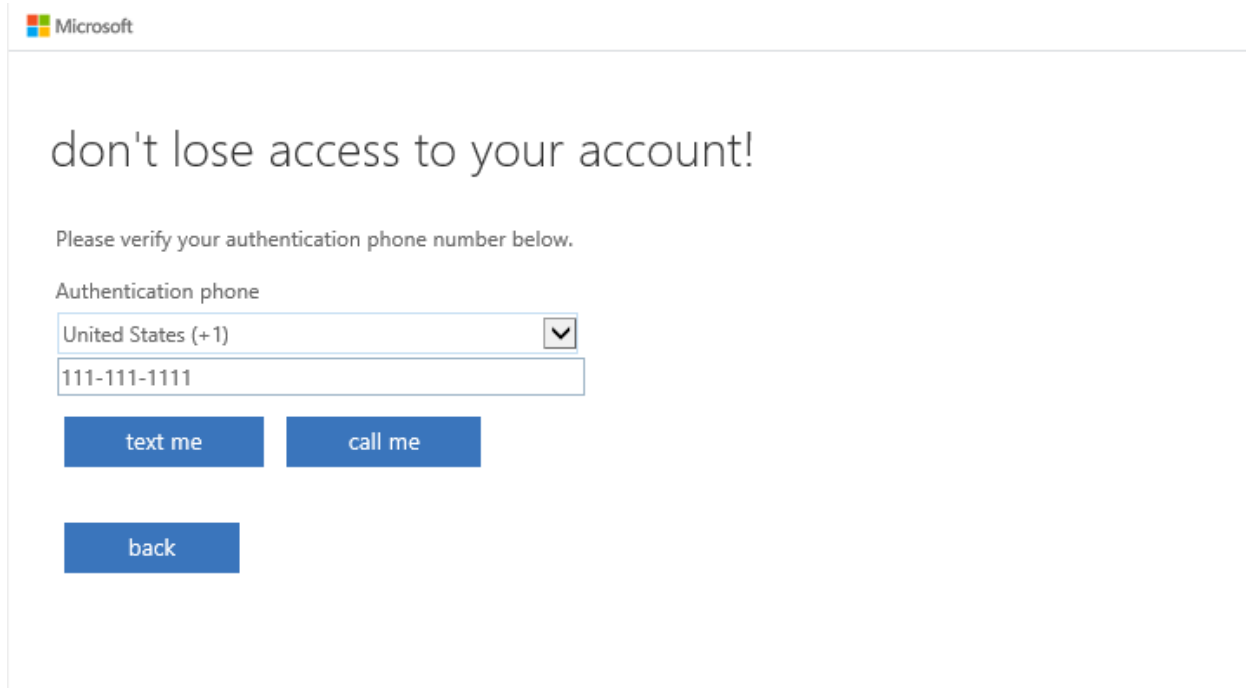
Figure 7 - SSPR Registration

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.



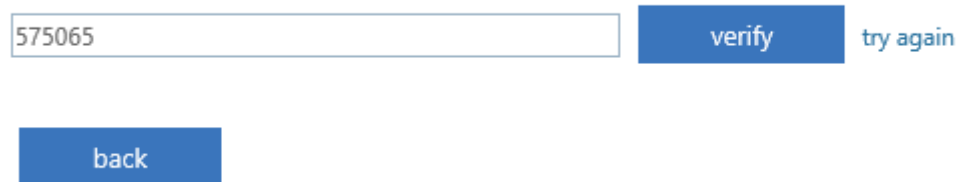
The screenshot shows the Microsoft account verification interface. At the top left is the Microsoft logo. The main heading reads "don't lose access to your account!". Below this, a message says "Please verify your authentication phone number below." The "Authentication phone" section includes a dropdown menu for the country, currently set to "United States (+1)", and a text input field containing "111-111-1111". There are three blue buttons: "text me", "call me", and "back".

Figure 8 - SSPR Registration

This is for the “Text Me “ option.

Enter the six-digit number provided. Press the Blue “verify” button.

We've sent a text message containing a verification code to your phone.



The screenshot shows the verification code input screen. A text input field contains the six-digit code "575065". To the right of the input field is a blue "verify" button and a "try again" link. Below the input field is a blue "back" button.

Figure 9 - SSPR Registration

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



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

email me

back

Figure 11 - SSPR Registration

Verify your email address

Thanks for verifying your [REDACTED]@GoddardSystems.com account!

Your code is: 590959

Sincerely,
The Azure Active Directory Team

Microsoft Corporation | One Microsoft Way Redmond, WA 98052-6399

This message was sent from an unmonitored email address. Please do not reply to this message.

Microsoft

[Privacy](#) | [Legal](#)

Figure 12- SSPR Registration

Enter the Six-Digit number from the email received. Press the Blue “verify” button.
We've sent an email message containing a verification code to your inbox.

verify

try again

back

Figure 13- SSPR Registration

Press the “Finish” button and you are ready for the Self-service Password Reset, SSPR.
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 set to jaytlynch@verizon.net. [Change](#)

finish

cancel

Figure 14 -SSPR Registration

Close or exit when you see the next screen.

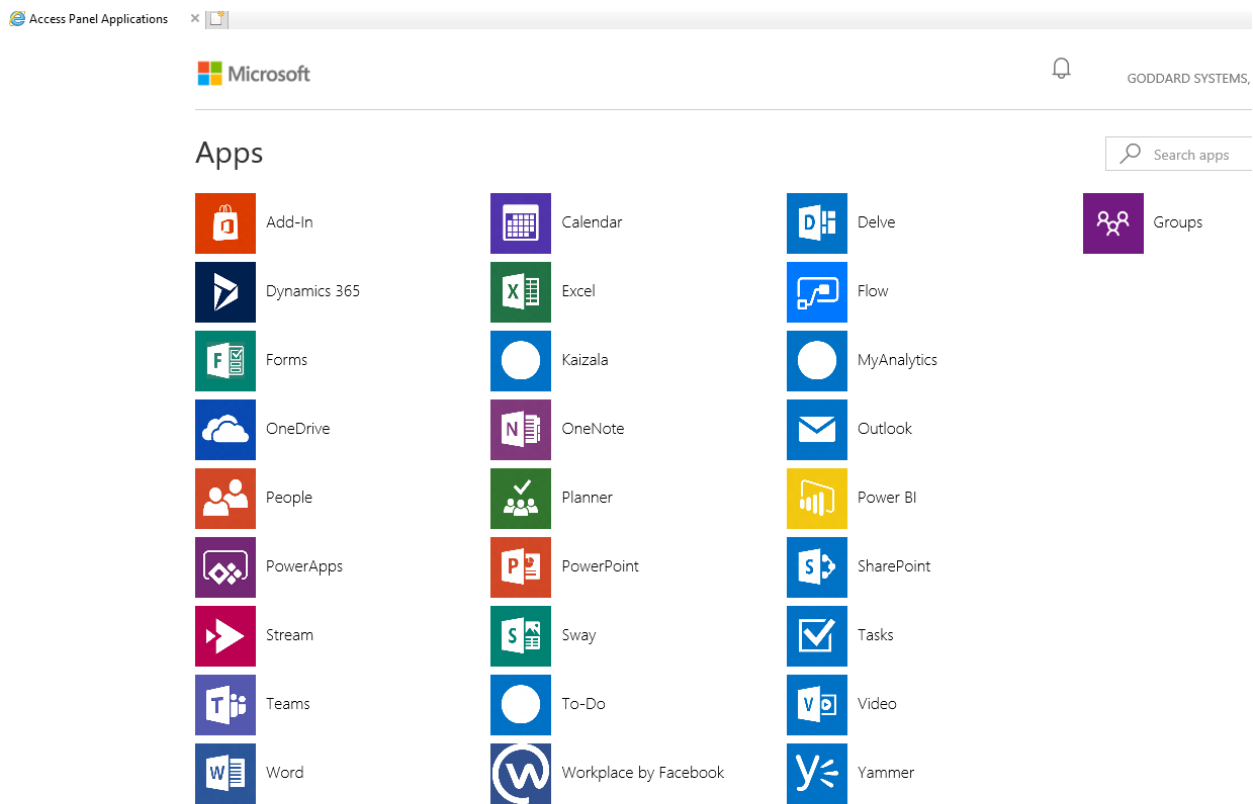


Figure 15 - SSPR Registration