## Contents

## What is Self-Service Password Reset (SSPR)?

Self-Service Password Reset is a Microsoft solution that allows County of Orange employees to reset their passwords 24/7 without having to contact the Central IT Service Desk.

Use of SSPR requires that you complete a self-registration process on your Office 365 account **Security Info** page. Registration allows the system to verify your identity before authorizing you to reset your password.

If you have already registered for Azure Multifactor Authentication (MFA), the registration webpage will display the authentication methods you previously selected. You are set to go.

Click on the links below to access SSPR:

- Registration: https://aka.ms/ssprsetup
- Password Reset: https://aka.ms/sspr

You may also access these sites at:
http://www.ocgov.com/password

## Purpose of this Document

This document provides information on SSPR at the County of Orange, including how to register to use the service and what's required to reset your own password.

# How to Register for SSPR

Use of SSPR requires that you complete a self-registration process on your Office 365 account **Security Info** page.

If you have already registered for Azure Multifactor Authentication (MFA), the registration webpage will display the authentication methods you previously selected. You are set to go.

To complete the registration process:

- Open your web browser and enter https://aka.ms/ssprsetup in the address bar.
- Sign-in using your **County email address** and **network password**.
- On the Security Info page, click on the **Add Method** button.
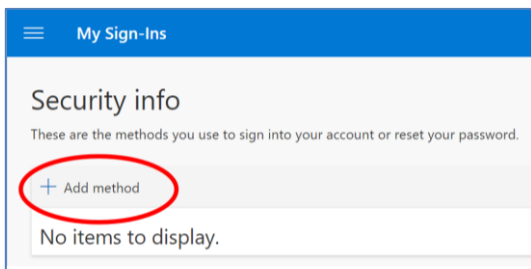


- Select at least one authentication method from the dropdown list:
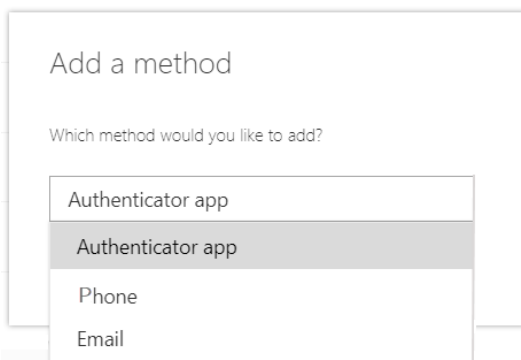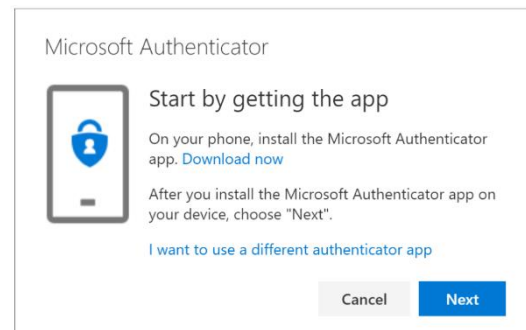


Each method is described in detail below.

## Authenticator App

The **Microsoft Authenticator** app allows you to display a one-time passcode on your smartphone via a mobile app.

To enable and use this method:

- Select **Authenticator app** from the **Add a method** dropdown list.
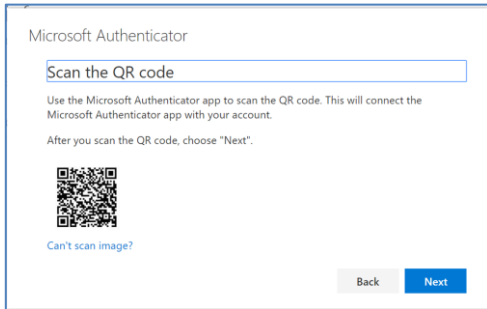
  The system will ask you to install the **Microsoft Authenticator** app on your mobile device.
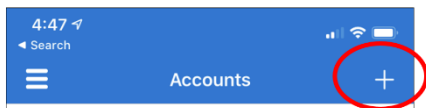


  The app is available in the **App Store** (iOS) or the **Google Play** store (Android). Go to the appropriate store to search for and install Microsoft Authenticator.
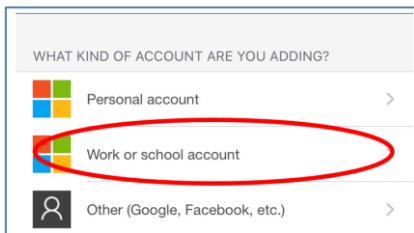
- On your computer screen, follow the message prompts until you arrive at the screen displaying a **QR code**.



- Open the Authenticator app on your smartphone and click the **+** sign in the upper right corner.



- Select **Work or school account** from the Accounts listing.



- Using your smartphone, scan the QR code on your computer screen.

- The Authenticator app will be activated on your smartphone and a verification code will now appear in the app. The verification code changes every 30 seconds.
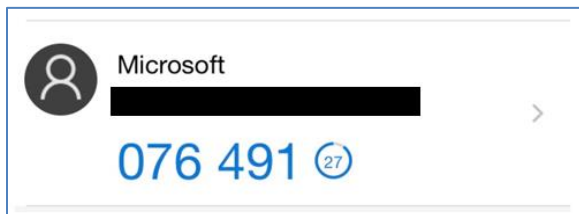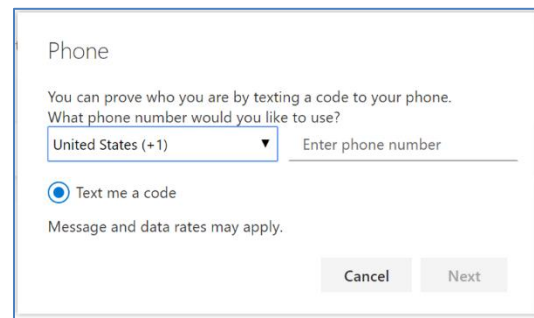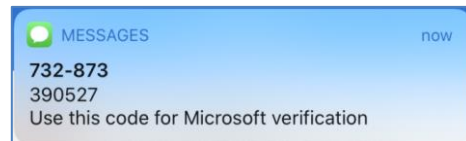


## Phone (SMS)

You can receive a one-time passcode via text message on your smartphone.

To enable and use this method:
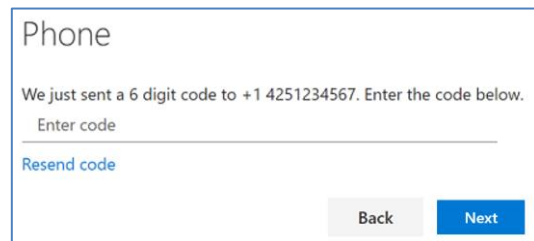
- Select **Phone** from the **Add a method** dropdown list.

- Enter the phone number that you would like to use to receive the passcode.



- You will immediately receive a text message containing a verification code on your smartphone.



- Open the text message and enter the six-digit **code** on the Code line of the **Phone** box.
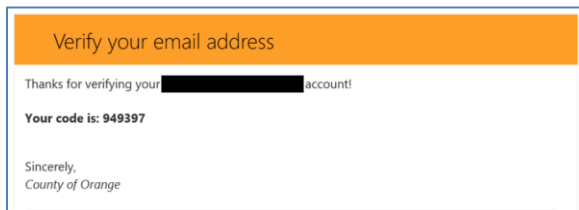


- Click **Next** to complete your registration.

## Email

You can receive a one-time passcode at any email address you select.

To enable and use this method:

- Select **Email** from the **Add a method** dropdown list.

- Enter the email address you would like to use for the authentication process. You can register any active email account, including your personal (non-County) email. Entering a non-County email will enable your ability to reset your password even when you are locked out of your County email account.

- A verification code will be sent to that email.



- Access the email account and open the verification email.

- Enter the six-digit **code** on the Code line of the **Email** box.

- Click **Next** to complete your registration.

## How to Reset Your Password

Once you have completed the registration process, you will be able to reset your password from the **Get back into your account page** accessible via any web browser.

To reset your password:

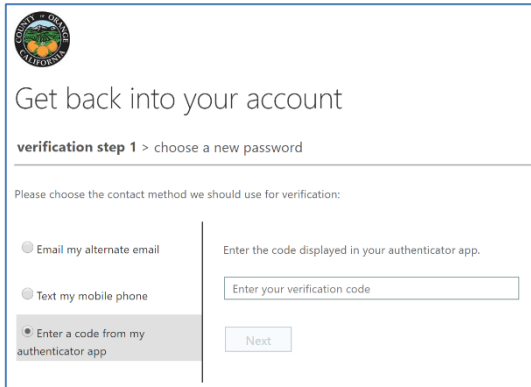- Enter https://aka.ms/sspr in the address bar of any web browser.

- Verify your identity.
  - Enter your County email address in the **User ID** field.
  - Enter the characters shown in the picture into the appropriate box.
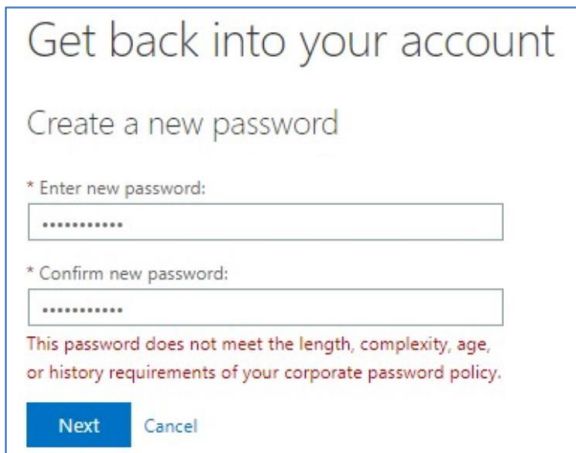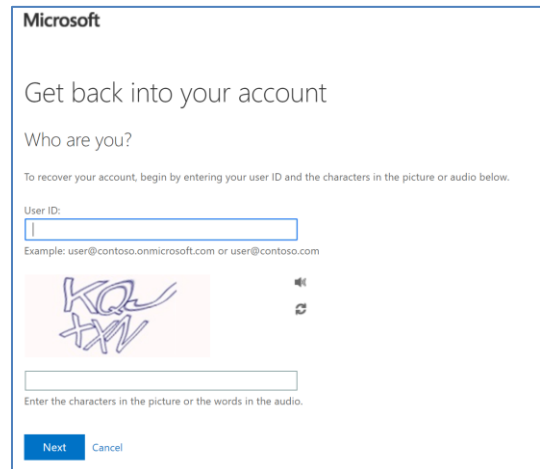


- Select the authentication method you configured during registration. The system will send a passcode via the selected method.

- Enter the passcode onto the **Verification code** box of the **Get back into your account** screen.



- Select a new password and type it into the **Enter new password** and **Confirm new password** boxes on the **Get back into your account** screen.



> **NOTE**: Your password must meet the County's policy for password complexity or you will receive an error message from the system.

- Click **Finish**.

## Frequently Asked Questions (FAQs)

**Q. Will the Central IT Service Desk still be available to assist me with my password?**

A. Yes. You can always contact the Central IT Service Desk for assistance.

The Service Desk can also direct you to the SSPR registration and reset process so that you can reset your password on your own.

**Q. How long should I wait to receive an email, SMS, or phone call from password reset?**

A. Emails, SMS messages, and phone calls should arrive in under a minute. The normal case is 5 to 20 seconds. If you don't receive the notification in this time frame:

- Check your junk folder.
- Check that the number or email being contacted is the one you expect.

**Q. What should I do if my account is locked?**

A. If you are locked out, wait 30 minutes and your account will automatically unlock. If you need to unlock it immediately, contact the Central IT Service Desk.

**Q.** **I know my password, but I want to change it. How do I do that?**

**A.** You can change your password at any time (but not more than once each day) by going to https://aka.ms/sspr.

**Q.** **Can I change my registration to use another method, cell phone number, or email address?**

**A.** Yes. You may update your authentication method at any time by going to https://aka.ms/ssprsetup.

**Q.** **I don't have a County-issued smartphone. Can I still use SSPR?**

**A.** Yes. You can use your personal smartphone to register and use SSPR. There is no risk in using your own smartphone, as the County has no control over it, no visibility into its use, and no ability to "wipe" it if it is lost or stolen. Your smartphone is simply receiving a one-time code whenever you need to authenticate your identity and reset your password.

**Q.** **I reset my password, but I can't login to my work laptop. What should I do?**

**A.** If you reset your network password while working remotely (i.e., outside of the County network), your new password will not be in sync with the cached password on your County laptop. Until you reconnect to the County network, you will need to use your **old** password to unlock your laptop and your **new** password to access your network account.

## Need Assistance?

- Submit a ticket to the Service Desk via the online ServiceNow portal