

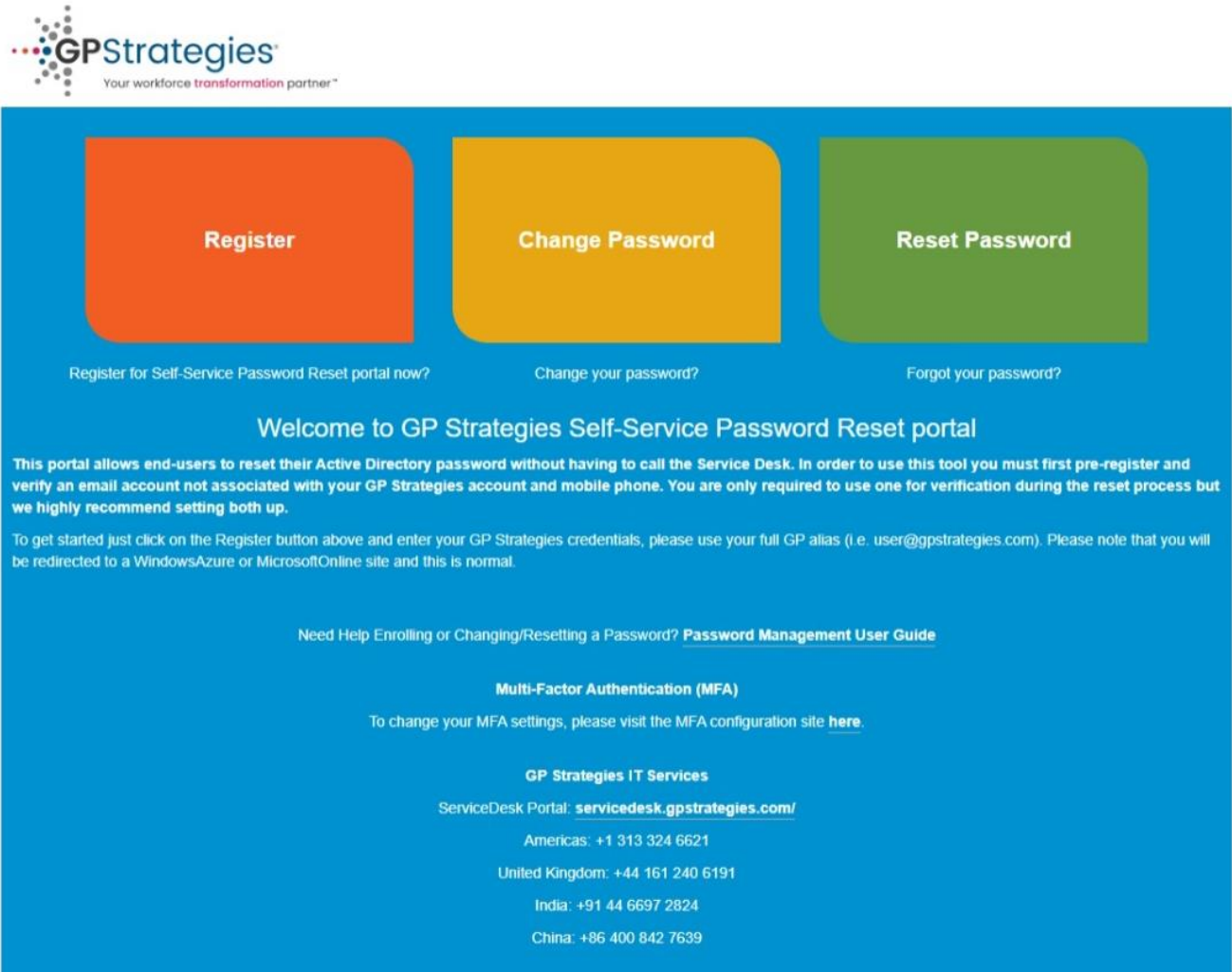
Microsoft 365 Self Service Password Reset

Audience and Purpose

SSPR is a self-service password reset tool that allows users to register for MFA, change passwords, and reset a forgotten password.

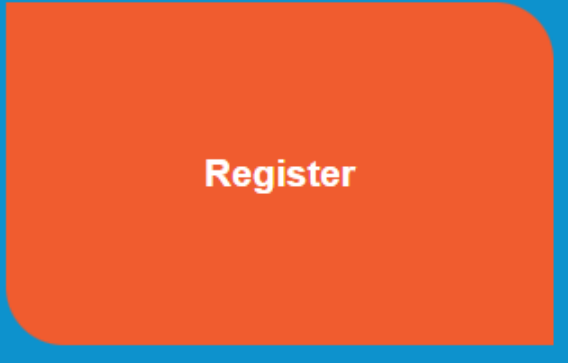
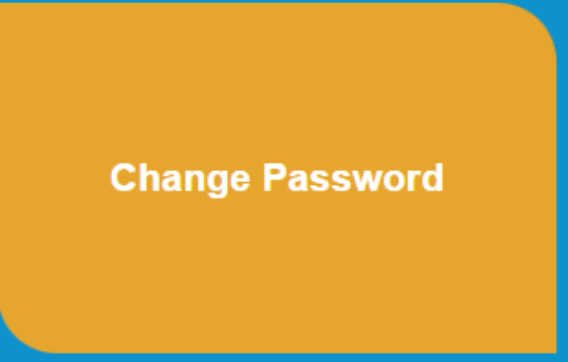
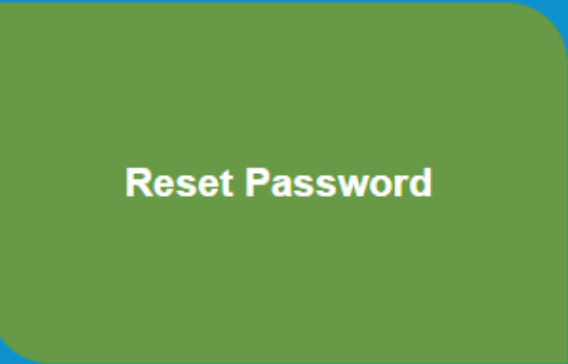
Steps

To access the GP Strategies landing page, go to <http://resetmypassword.gpstrategies.com/> and the below screen will appear.



The screenshot shows the GP Strategies Self-Service Password Reset portal. At the top left is the GP Strategies logo with the tagline "Your workforce transformation partner". Below the logo are three large, rounded rectangular buttons: "Register" (orange), "Change Password" (yellow), and "Reset Password" (green). Under each button is a question: "Register for Self-Service Password Reset portal now?", "Change your password?", and "Forgot your password?". Below the buttons is a heading "Welcome to GP Strategies Self-Service Password Reset portal" followed by a paragraph explaining that the portal allows end-users to reset their Active Directory password without calling the Service Desk, but requires pre-registration and verification. Below this is another paragraph stating that users should click on the Register button and enter their GP alias. At the bottom, there are links for "Need Help Enrolling or Changing/Resetting a Password? Password Management User Guide", "Multi-Factor Authentication (MFA)" with a link to the MFA configuration site, and "GP Strategies IT Services" with contact information for ServiceDesk Portal, Americas, United Kingdom, India, and China.

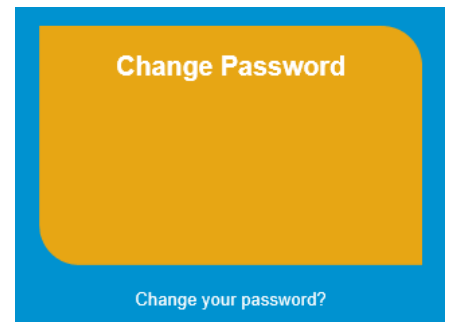
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Options	Purpose
 <p style="text-align: center;">Register</p>	<p>If you haven't already set up MFA, clicking the register button enables you to configure it, or if you've already configured MFA, it allows you to change your MFA settings.</p>
 <p style="text-align: center;">Change Password</p>	<p>When you are aware of your current password and need to update it, utilize the "Change Password" button.</p>
 <p style="text-align: center;">Reset Password</p>	<p>If you have forgotten your password, simply click on the "Reset Password" button, authenticate yourself using MFA, and proceed to setting up a new password for your account.</p>

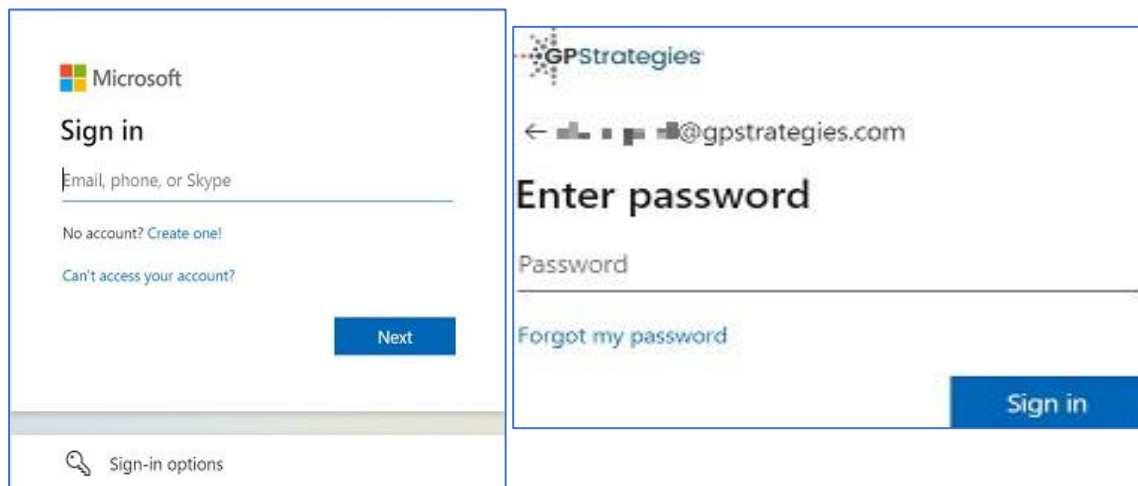
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Change Password:

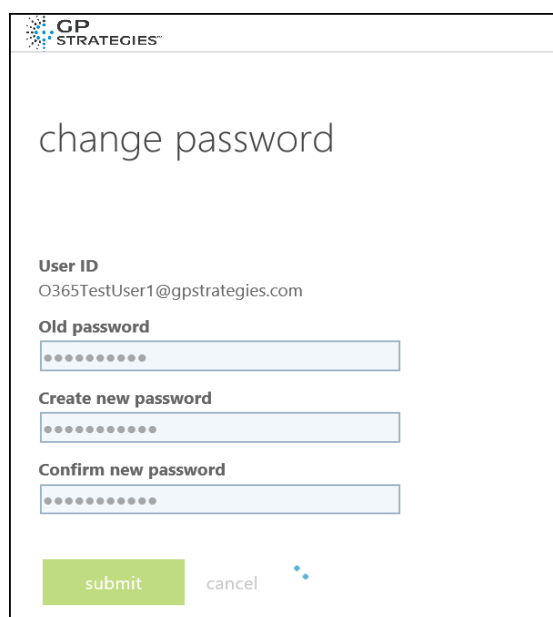
1. Select the Change Password button from the SSPR portal page.



2. Enter your GP Strategies email address and password.



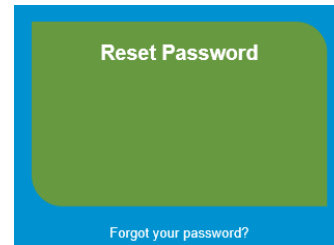
3. Enter the Fields now with your old and new password to update your Password.



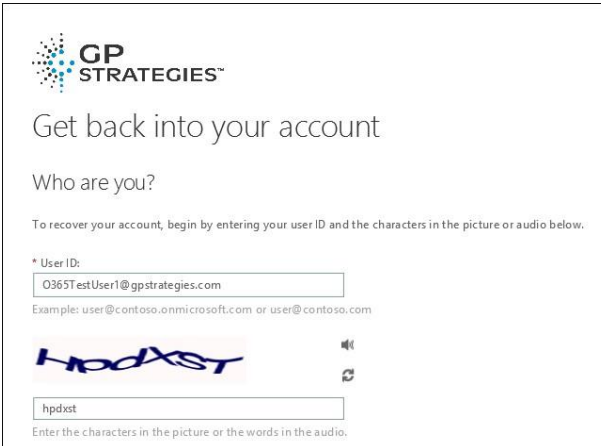
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Reset Password:

1. Select the Reset Password button from the SSPR portal page.



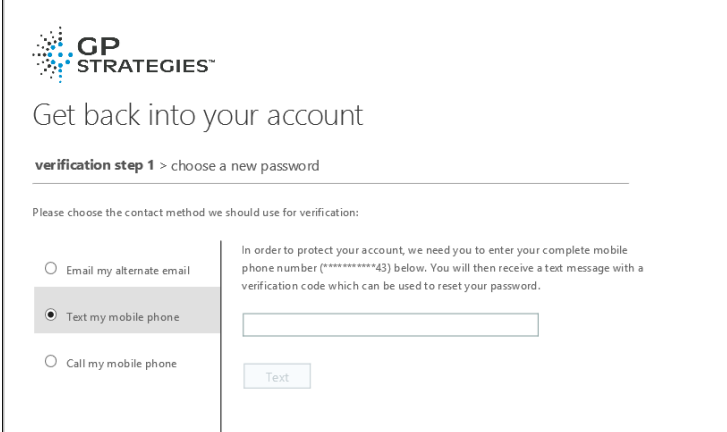
2. On the Who are you? Page, enter your GP issued user ID. (e.g. jdoe@gpstrategies.com). You will need to enter the captcha to ensure you're a live person.



3. Choose an option to reset your password. This option depends on your MFA configuration.
 - a. **Email my alternate email** - Sends an email with a 6-digit code to your alternate email address
 - b. **Text my mobile phone** - Texts your phone with a 6-digit code.
 - c. **Call my mobile phone** - Calls your mobile phone, press the # key to verify the call
 - d. **Enter a code from my authenticator app** – Open the Microsoft Authenticator app in your mobile phone and click your account to view the 6-digit code.

We'll use the "text my mobile phone" option as an example. Enter your full phone number and click Next to verify it's correct and send a text.

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GP STRATEGIES™

Get back into your account

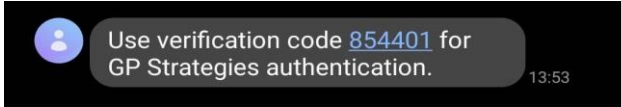
verification step 1 > choose a new password

Please choose the contact method we should use for verification:

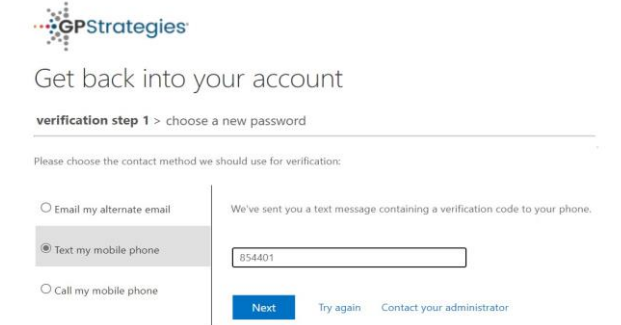
Email my alternate email
 Text my mobile phone
 Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****43) below. You will then receive a text message with a verification code which can be used to reset your password.

- When you receive the text, make sure you use the verification code in the message body, not the number the code was sent from. It might take a few minutes to the text, so be patient. Click the Next button.



Use verification code **854401** for GP Strategies authentication. 13:53



GP STRATEGIES™

Get back into your account

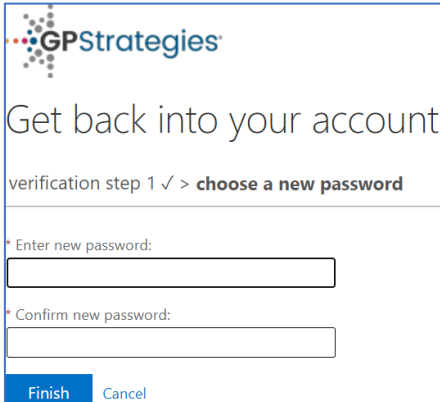
verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email
 Text my mobile phone
 Call my mobile phone

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

- On the Get back to your account page, enter a new password and confirm your choice. Click Finish, you will see a success page that will state Your password has been reset or Your account has been unlocked.



GP STRATEGIES™

Get back into your account

verification step 1 > ✓ **choose a new password**

* Enter new password:

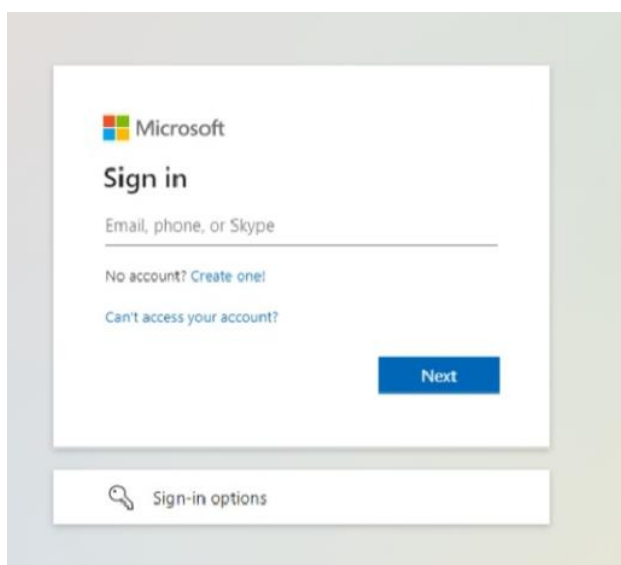
* Confirm new password:

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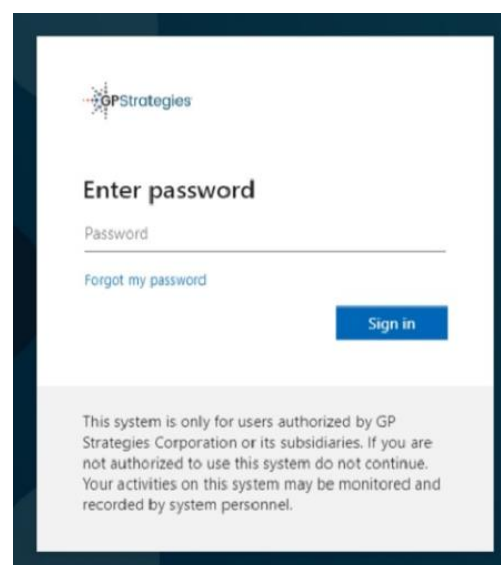
Register:

Microsoft offers a combined registration experience on your account for Multi-Factor Authentication (MFA) and Self-Service Password Reset (SSPR). This combined experience is now enabled on your account. By selecting the "Register" option, you will be directed to a screen where you can configure MFA for your account. Once MFA is successfully set up, your registration to the SSPR portal will be finalized. Please keep in mind that knowing your password is necessary to complete this registration process. We recommend calling the IT Hotline number to get your password reset.

1. After clicking Register, You will be prompted to enter your email address followed by you password. Enter the detail to sign in.

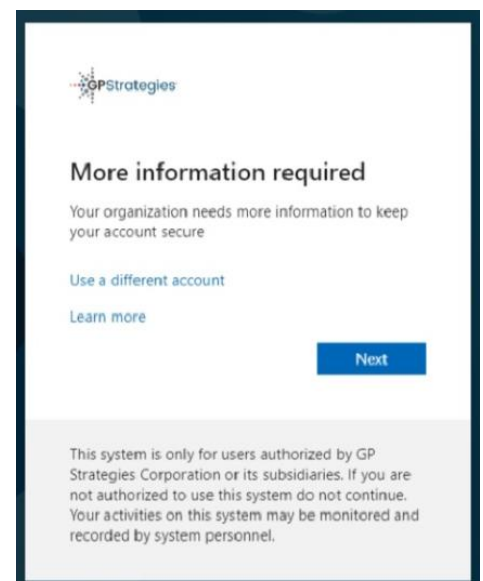


The screenshot shows the Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the heading "Sign in". There is a text input field labeled "Email, phone, or Skype". Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom right of the main content area is a blue "Next" button. At the bottom of the page, there is a "Sign-in options" link with a key icon.



The screenshot shows the "Enter password" screen. At the top left is the GPStrategies logo. Below it is the heading "Enter password". There is a text input field labeled "Password". Below the input field is a link "Forgot my password". At the bottom right is a blue "Sign in" button. At the bottom of the page, there is a disclaimer: "This system is only for users authorized by GP Strategies Corporation or its subsidiaries. If you are not authorized to use this system do not continue. Your activities on this system may be monitored and recorded by system personnel."

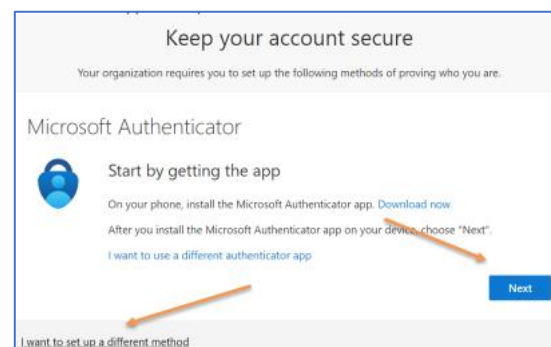
2. Once you are logged in, you will be prompted to provide More information required, click Next to start configuring MFA.



The screenshot shows the "More information required" screen. At the top left is the GPStrategies logo. Below it is the heading "More information required". The text reads: "Your organization needs more information to keep your account secure". Below this text are two links: "Use a different account" and "Learn more". At the bottom right is a blue "Next" button. At the bottom of the page, there is a disclaimer: "This system is only for users authorized by GP Strategies Corporation or its subsidiaries. If you are not authorized to use this system do not continue. Your activities on this system may be monitored and recorded by system personnel."

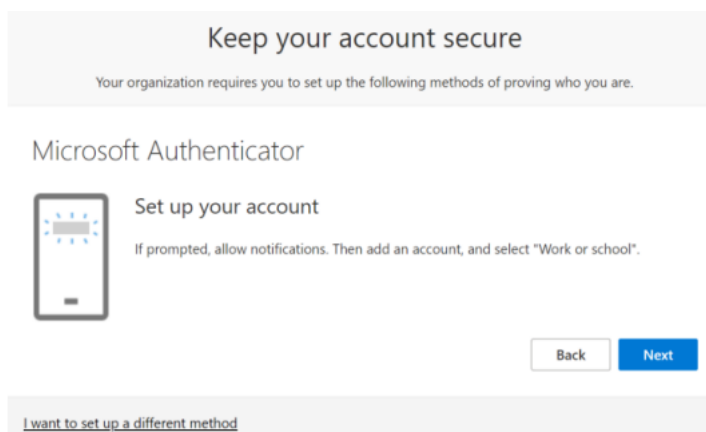
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- On the Keep your account secure window, you can either choose to Install the Microsoft Authenticator app to complete initial authentication or use a different method.



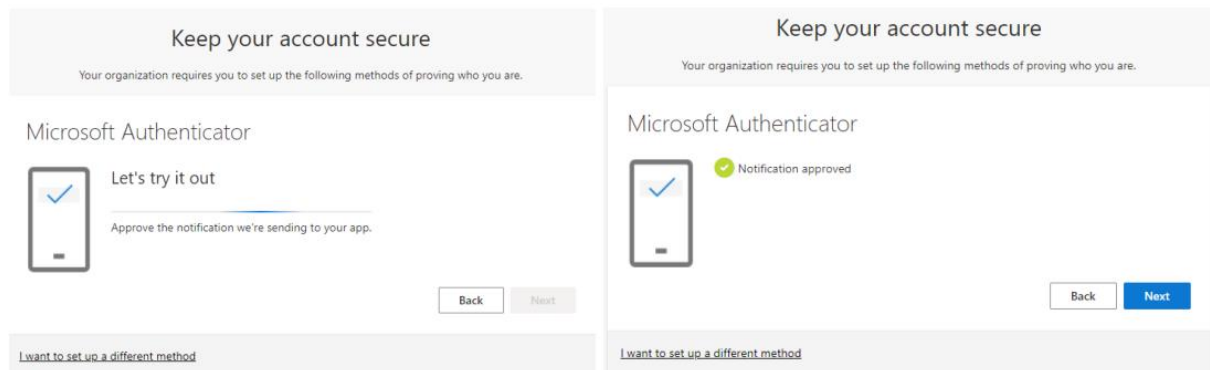
- Lets go ahead with Microsoft Authenticator app setup.

- Please follow the on-screen instructions to configure the Microsoft Authenticator app. On your mobile device Click Add an account and select Work or School.



- Next screen would show a QR code. On your mobile, you will be prompted to choose between Scan a QR code or sign in, Choose to Scan a QR code and Place the scanner to the QR code on the screen.
- Once the scan is completed, Account gets added to your Authenticator app and the following screen will appear to test the Authenticator app. On your mobile device, You will be prompted to Approve or Deny your sign-in request. Approve it to confirm and then Click next once it confirms that the notification has been approved.

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8. Success message would then appear confirming that the Authenticator app is configured.

