SSPR WELCOME PAGE

FEATURE GUIDANCE

- To REGISTER a phone number and/or secondary email address as your recovery method(s), enabling you to use the Self Service Password Reset/Unlock options, see Register in Password Management.
- To change your password while your current password is functional, see Change Password.
- If you have forgotten your password and need to RESET it, see Reset/Unlock Account.
- If your password has expired, or if you know your password but your account is locked then you can UNLOCK it using Reset/Unlock Account.

IT SUPPORT CONTACT INFORMATION

- Phone # & link to initiate a Skype for Business call
- Email address & link to send a Skype IM
- Link to Domain Password Creation Rules
- Link to FAQ

IMPORTANT BASICS (also available in FAQ)

ACTIVE APPLICATION RECOVERY - (Preventing unintended password lockouts)

Before performing security altering activities you should remember to close applications that periodically need to re-authenticate using your credentials (e.g., Outlook, SharePoint, Skype, OneDrive, etc.). When such auto-connecting applications are left open during a password change they typically run under the old credentials for a time. Eventually they either prompt you for your new credentials, or the continuous logon retries from these open applications (still using your former password) can fail; causing your account to be locked.

AVOID CERTAIN ACTIONS

Avoid clicking on the “Cancel” button or the “Back” button as you navigate the portal. These two functions have fixed Microsoft behaviors which can land on pages that are out of place for our workflow. If you accidentally click one of these and find you are stuck, simply close the browser tab and revisit the site. It’s a great idea to place a shortcut to the SSPR portal right on your browser’s toolbar or in your favorites, enabling you to quickly revisit the portal if need be.

Similarly, the Help links on the Register in Password Management, Change Password, and Reset/Unlock Account pages are also Microsoft-fixed. Refer to this document (available via links from both Welcome and FAQ pages) for guidance.

INTERNET EXPLORER COMPATIBILITY MODE

If your SSPR pages render oddly in IE, try changing the browser’s compatibility mode.
REGISTER IN PASSWORD MANAGEMENT

Covered Topics

- Accessing the Register in Password Management Page
- Setting up your Authentication Phone
- Setting up your Authentication Email
- Modifying your Contact Information after Registration

NOTE: OSIsoft uses a registered mobile phone number or alternate email address to reset forgotten or expired passwords. If this information is not entered or is outdated, users will not be able to utilize the features provided on OSIsoft’s Self Service Password Reset Portal.

This information is for OSIsoft employee accounts.

Accessing the “Register in Password Management” Page

1) To register for password recovery, go to https://myaccount.osisoft.com and click on the Register in Password Management link. If prompted, enter your OSIsoft domain credentials.
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2) Once you are logged in successfully, you will see the "don't lose access to your account!" page.

![Image of the "don't lose access to your account!" page]

3) You need to set up at least one method of recovering your password: Authentication Phone or Authentication Email. IT recommends setting up both recovery options.

4) Click or tap the **Set it up now** link for Authentication Phone, Authentication Email or set up both.

![Image of the "Set it up now" link]

**NOTE:** if your domain account already has a mobile phone number published in Outlook, you will see the option to verify your cell phone, instead of “set it up now”.

![Image showing the option to verify your cell phone]
Setting up your Authentication Phone

If you choose Authentication Phone, you are prompted to provide your authentication phone number.

1) From the drop-down menu, select your country or region. Then enter your phone number.

2) Choose text me or call me to verify your phone number.

   a) If you selected text me,
      i) your phone will receive a Microsoft verification text with a multi-digit code.
      ii) Enter that code in the text field provided on the web page and click or tap verify.

   iii) If you entered the code correctly, your Authentication Phone will be verified.
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b) If you selected **call me** you will receive an automated call.
   i) Press the pound key (the # symbol) to authorize your phone number.
   ii) You will hear a message indicating “your sign-in was successfully verified. Goodbye!”

3) You will be returned to the “don’t lose access to your account!” page and your Authentication Phone will have a green checkmark.

4) Once you have completed the Authentication Phone verification via either **text** or **call**, you can click **Finish**.

At this point and you have successfully registered your account with the Self-Service Password Reset portal.

**NOTE:** IT recommends that you also configure your **Authentication Email** to provide an additional option for resetting/unlocking your account in the future.
Setting up your Authentication Email

1) **If you choose Authentication Email**, you are prompted to provide your authentication email. This email must be a non-OSIsoft email address.

2) Enter your secondary email address and click or tap **email me**.

3) You are sent an email message with a verification code to your authentication email.

4) Check your secondary email inbox and note the multi-digit code.

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NOTE: The email will come from “Microsoft on behalf of OSIsoft, LLC” (check your alternate email account’s junk/spam folder if you do not see the message in your Inbox)
5) The verification input box presents.

![Verification Input Box]

6) Enter the emailed code into the text field provided on the web page and click or tap verify
   a) If you entered the code correctly, your Authentication Email will be verified.
   b) Click or tap Finish

7) The "Applications" page appears. In the upper right, your OSIsoft email address is displayed.
   a) Click or tap your OSIsoft email and select Sign out.

![Applications Page]

You have successfully registered your password recovery methods.

**Note:** If you are having trouble registering your secondary email or phone number for password recovery, please contact the IT Sysman Support at (510) 297-5864.

Modifying your Contact Information after Registration

Please use this link for updating your contact information (alternate email accounts or a different mobile number) after registering for this service.
CHANGE PASSWORD

“I want to change my active password to different one.”

Here’s how to change your password that’s not expired using the Self Service Password Reset (SSPR) portal. If you have any questions, please contact IT Sysman Support at smanagers@osisoft.com or +1-510-297-5864.

8) Before changing your password you should close applications that periodically attempt to re-connect using your credentials. Otherwise, once the password change occurs, logon retries from those open applications (using your former password) will fail which can cause your account to be locked.

If you have wireless mobile devices, set them to offline/airplane mode to temporarily disable network access.
   a) iPad/iPhone/iPod airplane mode instructions
   b) Android airplane mode instructions
   c) Windows Phone airplane mode instructions

This step will prevent these devices from locking your account as they attempt to connect to email with an outdated password.

9) Exit from Outlook and Skype for Business applications. Open your web browser.

10) Go to https://myaccount.osisoft.com and click on the Change Password link.

11) If prompted, enter your current email username and password.
12) Change your password
   a) Enter your current password.
   b) Decide on a new password that complies with the current policy rules
   c) Enter your new password and then to confirm, enter your new password again.
   d) Click Submit when finished.
   e) If a message indicates the new password is out of compliance you must start again at step 1.

13) If the change was successful, you will land on the Microsoft Azure AD Profile page.

14) Reactivate network access on wireless mobile devices

15) Update your applications with the new password
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**RESET/(UNLOCK)ACCOUNT**

“I forget my password and want to create a new one before I get locked out.”

NOTE: OSIsoft uses a registered mobile phone number or alternate email address to reset forgotten or expired passwords.

This information is for users with a registered phone number and/or secondary email address set up for Self Service Password Reset. If you have not previously set up one of these recovery methods, please call the IT Sysman Support team at +1-510-297-5864 to reset your password.

1) Before changing your password you should close applications that periodically attempt to re-connect using your credentials. Otherwise, once the password change occurs, logon retries from those open applications (using your former password) will fail which can cause your account to be locked.

If you have wireless mobile devices, set them to offline/airplane mode to temporarily disable network access.
   a) iPad/iPhone/iPod airplane mode instructions
   b) Android airplane mode instructions
   c) Windows Phone airplane mode instructions

This step will prevent these devices from locking your account as they attempt to connect to email with an outdated password.

2) Go to [https://myaccount.osisoft.com](https://myaccount.osisoft.com) and click on the Reset/Unlock Account link.

3) You are prompted for your "User ID"; enter your OSIsoft email address in the "User ID" field.

NOTE: You may notice the top image will switch from Microsoft to the OSIsoft logo. This is to be expected as the Self-Service Reset Portal utilizes Microsoft Azure AD services.
4) Now enter the characters in the CAPTCHA (or the words in the audio). Click or tap Next.

5) The "Why are you having trouble signing in?" page appears. Keep "I forgot my password" selected and click or tap Next.
6) If you have an authentication email set up, select **Email my alternate email**. Click or tap **Email** to be sent an email message with a verification code to your authentication email account.

7) Check your secondary email inbox, note the multi-digit code, and enter the code in the text field provided on the web page.

8) Click or tap **Next**.
   a) If your authentication attempt fails to complete you must start again at step 1.
   b) If authentication was successful, **skip to Step 10**.
9) If you have an authentication phone set up, choose either “Text my mobile phone” or “Call my mobile phone”

For "Text my mobile phone":

a) Enter the authentication phone number and click or tap Text to receive a Microsoft verification text with a multi-digit code.

b) Enter that code in the text field provided on the web page and click or tap Next.
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For "Call my mobile phone":

a) Enter the authentication phone number and click or tap Call.

![Call my mobile phone interface](image)

b) You will receive an automated call. Press the **pound key** (the # symbol) to continue.

c) If your authentication is not successful you must begin again at step 1.

10) If your authentication was successful, you will be prompted to choose your new password.

a) Decide on a new password that complies with the [current policy rules](#).

b) Enter your new password and then to confirm, enter your new password again.

c) Click **Finish** when complete

d) If a message indicates the new password is out of compliance you must start again at step 1.
11) The web page indicates if the password reset was successful.

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Your password has been reset
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We’ve reset your password successfully, but you’ll have to wait a few minutes before the changes are committed to the cloud. After these changes are committed, you’ll be able to use your new password wherever you sign in with a work or school account.

**NOTE:** A successful password reset can take a few minutes to finalize.
(See: [ACTIVE APPLICATION RECOVERY](#) for additional details)

If you did not successfully reset your password, review the password requirements above then retry your password reset.

12) If the reset was successful, close the browser window. Login with your new password to OSIsoft systems, such as Outlook or Skype for Business. Reactivate network access on wireless mobile devices and update your password on mobile devices.

13) If you have further questions or concerns, see the [Frequently Asked Questions](#) or contact IT Sysman Support at smanagers@osisoft.com or +1-510-297-5864.
UNLOCK YOUR ACCOUNT
“‘I know my password but I am locked out’

NOTE: OSIsoft uses a registered mobile phone number or alternate email address to unlock accounts.

This information is for users with a registered phone number or secondary email address set up for self-service password reset. If you have not previously set up one of these recovery methods, or if you encounter any trouble as you following the unlock procedures outlined below, please call the IT Sysman Support team at +1-(510) 297-5864 to unlock your account.

1) Before changing your password you should close applications that periodically attempt to re-connect using your credentials. Otherwise, once the password change occurs, logon retries from those open applications (using your former password) will fail which can cause your account to be locked.

If you have wireless mobile devices, set them to offline/airplane mode to temporarily disable network access.
   a) iPad/iPhone/iPod airplane mode instructions
   b) Android airplane mode instructions
   c) Windows Phone airplane mode instructions

This step will prevent these devices from locking your account as they attempt to connect to email with an outdated password.

2) Go to https://myaccount.osisoft.com and click on the Reset/Unlock Account link.
3) The “Get back into your account” page appears.

**NOTE:** You may notice the top image will switch from Microsoft to the OSIsoft logo. This is to be expected as the Self-Service Reset Portal utilizes Microsoft Azure AD services.

a) Enter your **OSIsoft email address** in the "User ID" field.

b) Now enter the characters in the CAPTCHA (or the words in the audio). Click or tap **Next**.

4) The “Why are you having trouble signing in?” page appears.

a) Select "**I know my password, but still can't sign in**" selected and click or tap **Next**.
5) If you have an authentication email set up, select **Email my alternate email**. Click or tap **Email**.

![Image](image1.png)

6) An email message with a verification code is sent to your authentication email account.

![Image](image2.png)

7) The verification input box presents.

![Image](image3.png)

8) Check your secondary email inbox and note the multi-digit code.

**NOTE:** The email will come from “Microsoft on behalf of OSIsoft, LLC” (check your alternate email account’s junk/spam folder if the message isn’t in your Inbox).

a) Enter the code in the text field provided on the web page.
b) If no message is received please call the IT Sysman Support team at +1-(510) 297-5864
9) Click or tap **Next**.
   a) If your authentication attempt fails to complete you must start again at step 1.
   b) If authentication was successful, **skip to Step 11**.

10) If you have an authentication phone set up, choose either “Text my mobile phone” or “Call my mobile phone”

For "Text my mobile phone":

a) Enter the authentication phone number and click or tap Text to receive a Microsoft verification text with a multi-digit code.

b) Enter that code in the text field provided on the web page and click or tap **Next**.
For "Call my mobile phone":

a) Enter the authentication phone number and click or tap Call to receive an automated call.
b) Press the pound key (the # symbol) to continue.

c) If your authentication was successful, you should see this message:

11) If the unlock was successful, close the browser window. Login to your OSIsoft systems, such as Outlook or Skype for Business. Reactivate network access on wireless mobile devices.

12) If you have further questions, see the Frequently Asked Questions or contact the IT Sysman Support at (510) 297-5864.