

# How to reset your password

## Azure Self-Service Password Reset User Guide

With the new [Azure SSPR online tool](#) you can reset your Windows/Microsoft/Domain/Network/Login password yourself without calling the helpdesk from any device and any location.

To use the Azure SSPR online tool, you must be registered for Azure MFA. If you have not registered yet, please do so by following the instructions in the [Azure MFA User Guide](#).

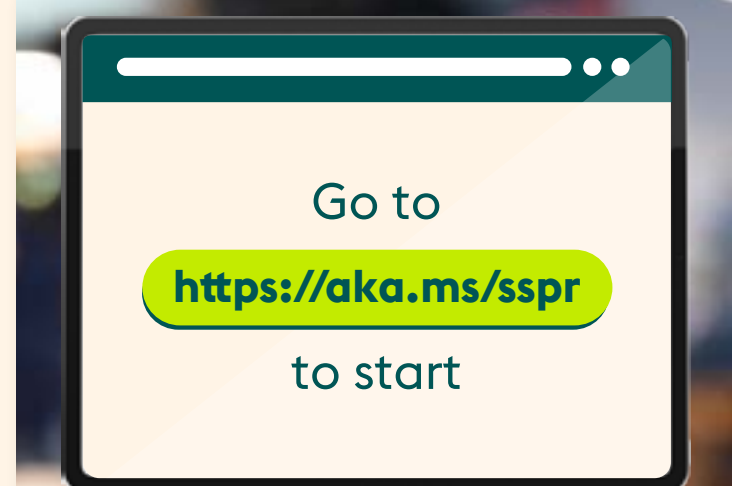


# Follow the steps below to reset your password using the Azure SSPR online tool

## STEP 1

Hey Zoe, how do I reset my password?

Hey Bert. With the new Azure SSPR online tool you can reset your Windows/Microsoft/Domain/Network/Login password yourself without calling the helpdesk. You can do it from any device, any time and any location!



Oh that's great!

To use the Azure SSPR online tool, you'll need to be registered for Azure MFA. If you have not registered yet, follow the instructions in the [Azure MFA User Guide](#).

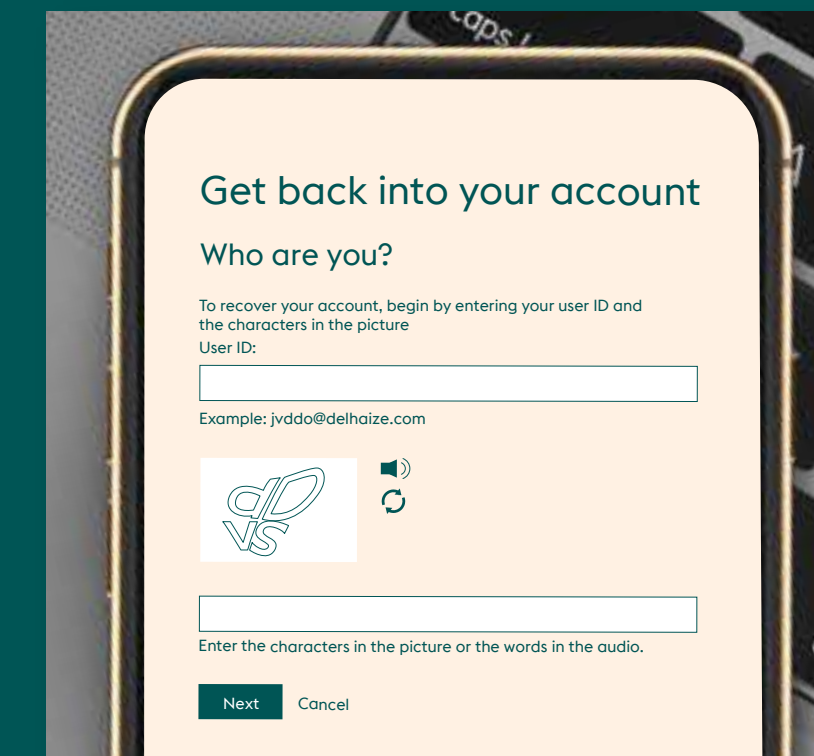
## STEP 2

< Messages

Bert

Thanks Zoe! I have registered for MFA.

What do I enter in the user ID box?



Well Bert, as we all work for Ahold Delhaize under different brands, you'll need to enter your relevant login ID like **loginid@<example suffix>**. Then enter the captcha.

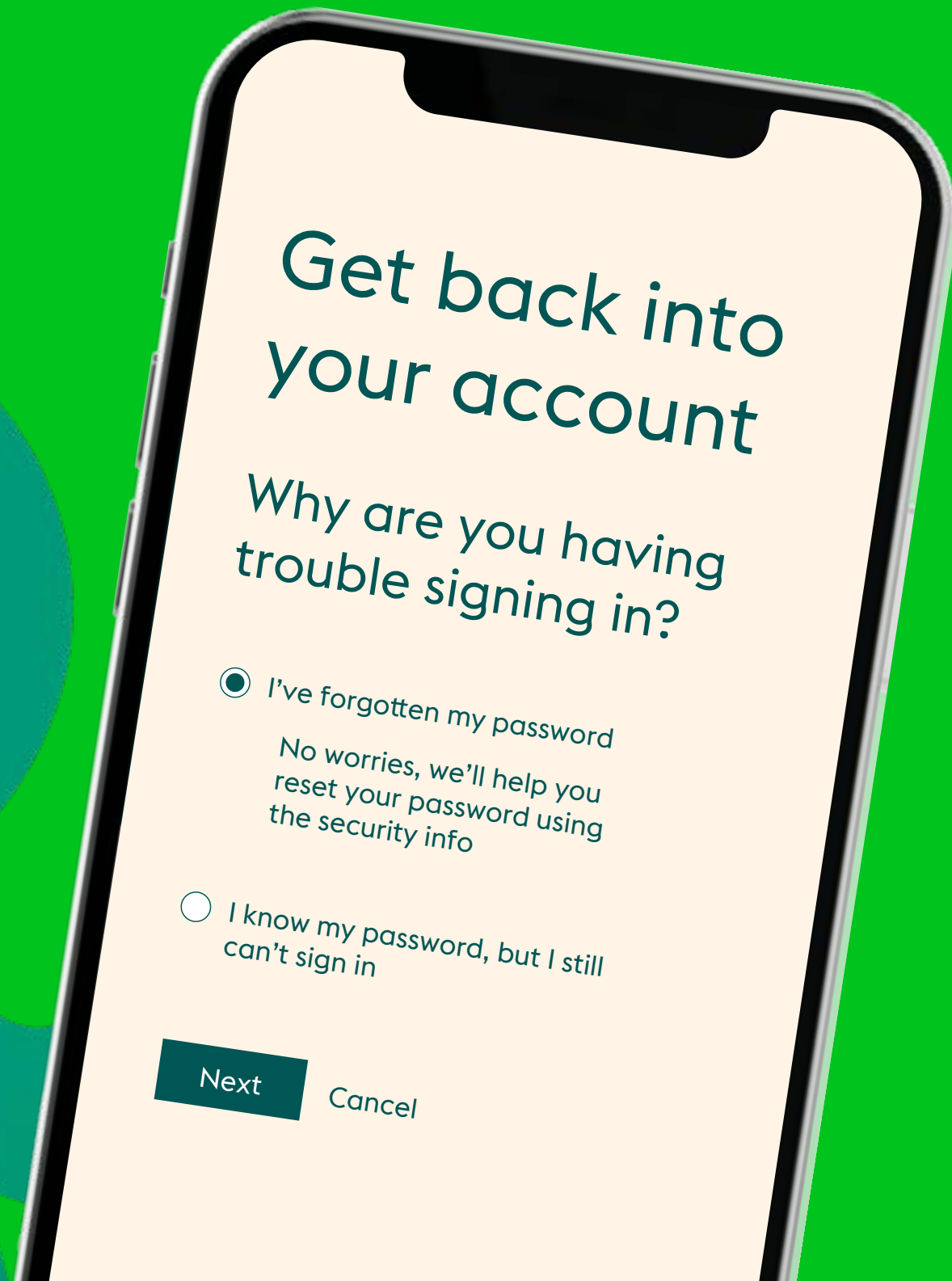
Awesome, that works! 😊



# STEP 3

Zoe, what option should I select?

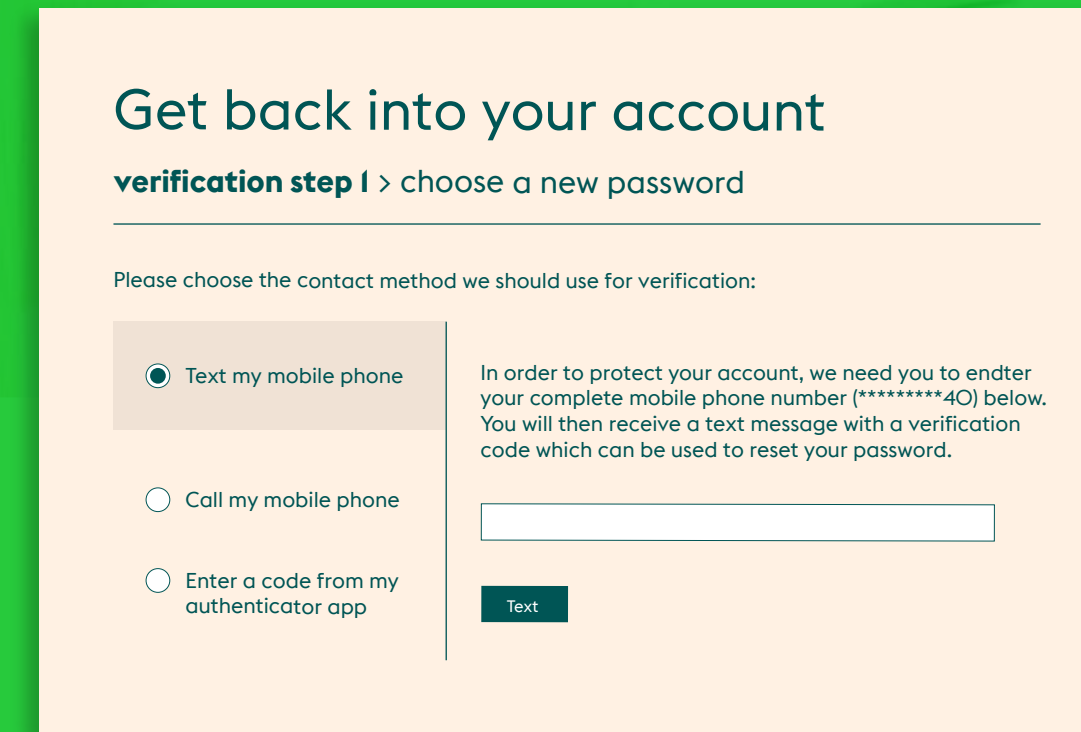
For your password reset, you will need to click the first option.



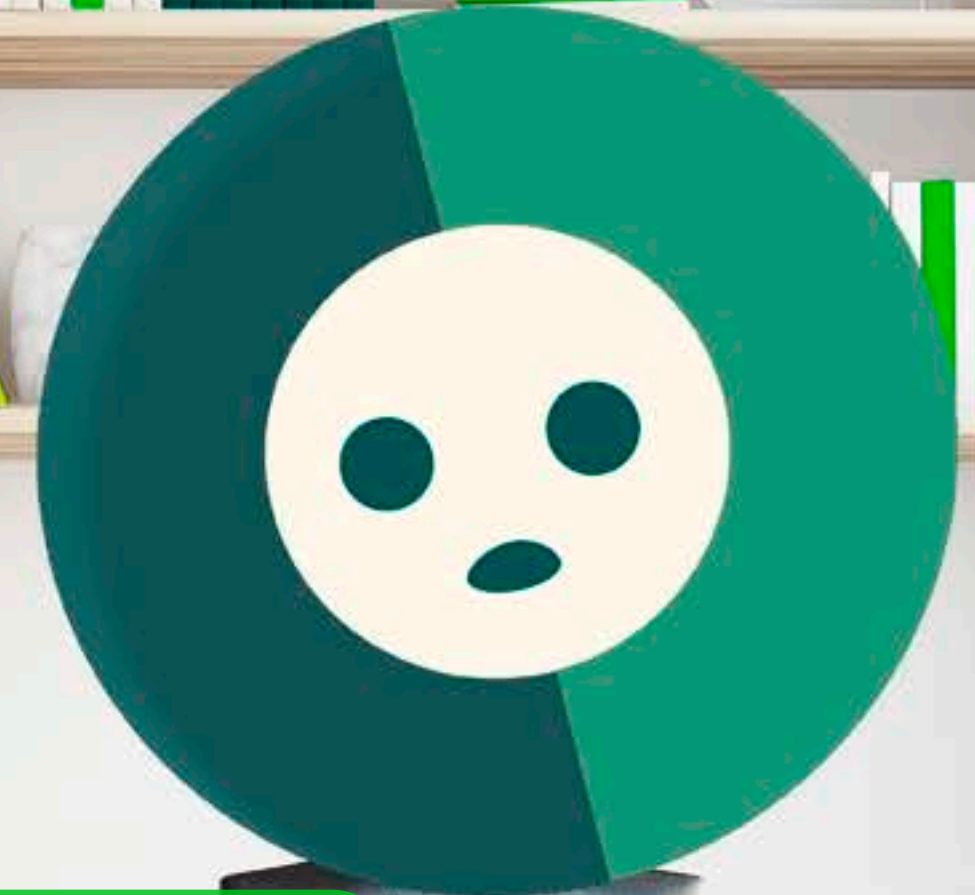
# STEP 4

Zoe, it's now asked me to prove my identity by validating my second factor.

Yes Bert, this is to make sure it's you! Select your MFA second factor validation and complete the verification process.



Please note, Azure SSPR online tool and IVR are the two strategic tools going forward. Existing legacy tools will be decommissioned.





## STEP 5

Once you verify your identity, you should see a screen to reset the password.

Make sure your new password has upper and lower case letters, numbers and special characters.

### Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

\*Enter new password:

\*Confirm new password:

Finish Cancel

Zoe, I have entered my new password and can confirm it was successfully reset. Yay!

See Bert, I told you it would be easy!

It's great that I can do it all myself without calling the helpdesk.

I'll inform others that is easy to use Azure SSPR online tool to reset the password.

