

# How to reset your password

## Entra/Azure Self-Service Password Reset User Guide

With the new [Entra/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 Microsoft Entra/Azure SSPR tool, you must be registered for Security questions or MFA (Multi-Factor Authentication). To register for Security questions, please follow the step-by-step instructions in [SSPR security questions user registration guide](#). To register for MFA, please follow the [step-by-step instructions in MFA registration user guide](#).

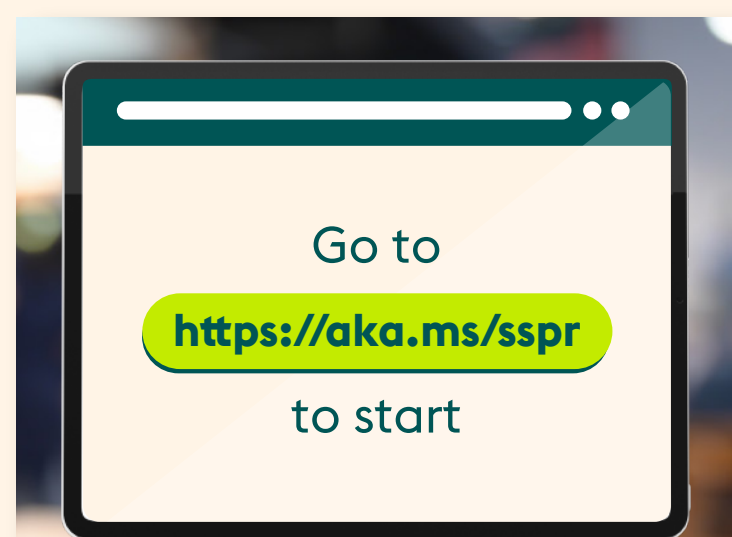


## Follow the steps below to reset your password using the Entra/Azure SSPR online tool

### STEP 1

Hey Zoe, how do I reset my password?

Hey Bert. With the new Microsoft Entra/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 Microsoft Entra/Azure SSPR tool, you must be registered for Security questions or MFA (Multi-Factor Authentication). To register for Security questions, please follow the step-by-step instructions in the [SSPR security questions user registration guide](#). To register for MFA, please follow the [step-by-step instructions in the MFA registration user guide](#).

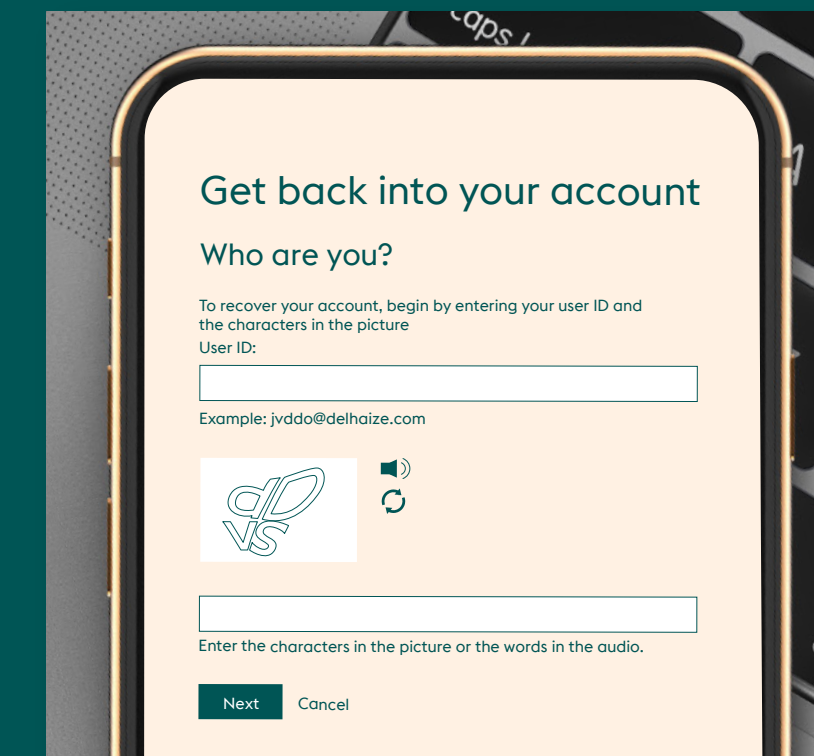
### STEP 2

< Messages

Bert

Thanks Zoe! I have registered for Security Questions and MFA.

What do I enter in the user ID box?



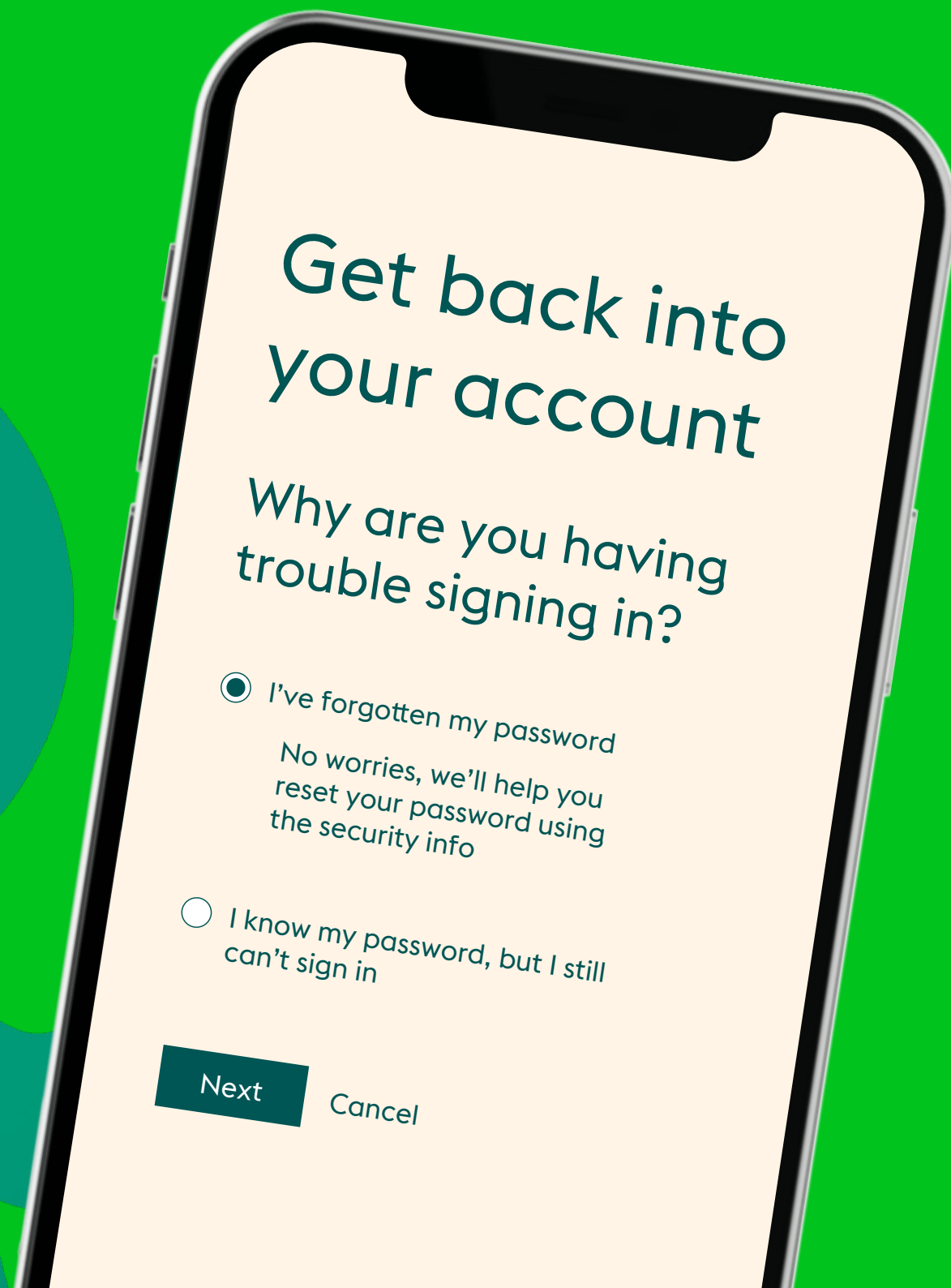
Well Bert, as we all work for Ahold Delhaize under different brands, you'll need to enter your relevant login ID like **loginid@<example suffix>** Then enter the captcha.

Awesome, that works! 😊

# STEP 3

Zoe, what option should I select?

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

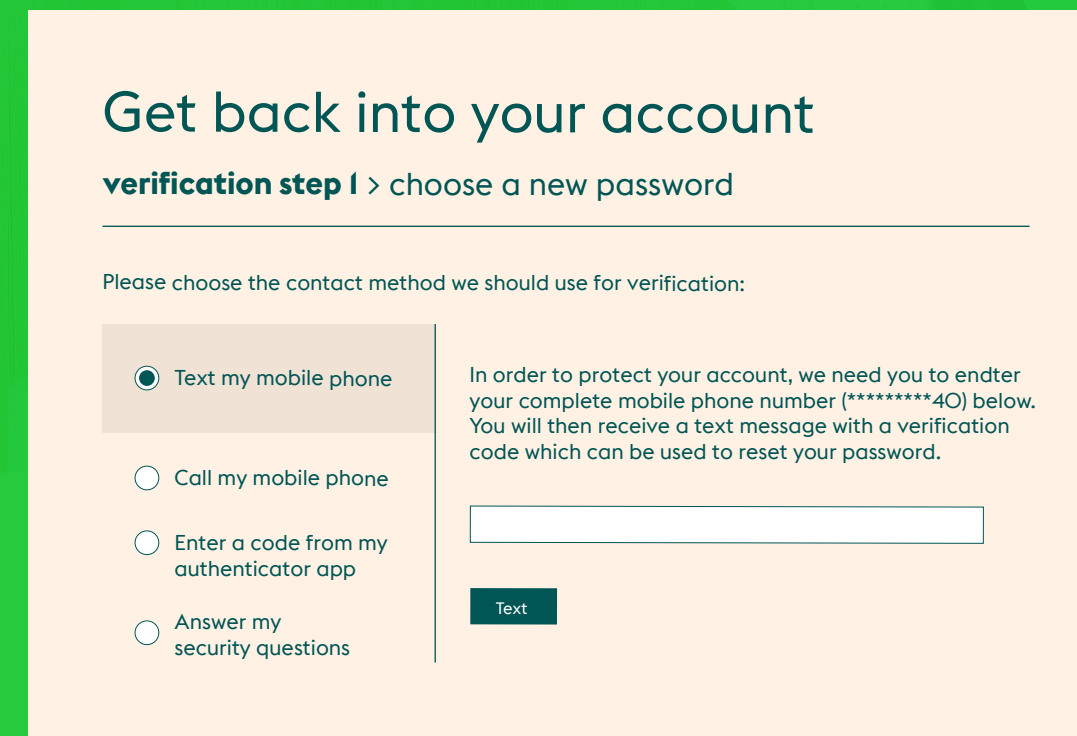


# STEP 4

Select your option and verify your identity

Zoe, it's now asked me to prove my identity.

Yes Bert, this is to make sure it's you!



Please note, Entra/Azure SSPR online tool and IVR are the two strategic tools going forward.

## 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 Entra/Azure SSPR online tool to reset the password.

