

How to reset your password

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.

Identity Access Management AM

Entra/Azure Self-Service Password **Reset 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 Bert

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

What do I enter in the user ID box?

Get back into your account
Who are you?
To recover your account, begin by entering your user ID and the characters in the picture User ID:
Example: jvddo@delhaize.com
Enter the characters in the picture or the words in the audio.

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! 😀







Zoe, what option should I select?

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

Get back into your account

Why are you having trouble signing in?

I've forgotten my password No worries, we'll help you reset your password using the security info

 I know my password, but I still can't sign in

Next Cancel



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!

Get back into your account

verification step l > choose a new password

Please choose the contact method we should use for verification:

۲	Text my mobile phone
\bigcirc	Call my mobile phone

Enter a code from my authenticator app

security question

Answer my

In order to protect your account, we need you to endter your complete mobile phone number (*******40) below. You will then receive a text message with a verification code which can be used to reset your password.

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







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.

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.

Get	back i	nto y	our	accour
verific	ation step l	> choos	e a new	password
Please ch	oose the contact i	method we sł	nould use fo	or verification:
*Enter nev	w password:			_
*Confirm	new password:			7
Finish	Cancel			

