



# MICROSOFT SELF-SERVICE PASSWORD RESET (SSPR)

DECEMBER 2020

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# OVERVIEW OF SELF-SERVICE PASSWORD RESET

Microsoft's Self Service Password Reset (SSPR) is a secure and convenient way for you to manage your main Waka Kotahi account password without needing to ask the Service Desk for help.

All you need to access this tool is a web browser and an internet connection; you don't need to be connected to the VPN. With SSPR, you can reset your password on any device, anywhere, any time.

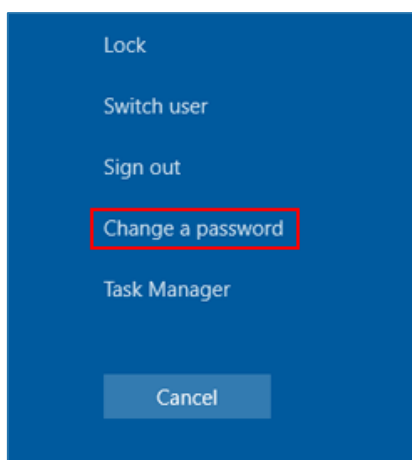
All new users will be asked to register at least two authentication methods when they first setup Multi-Factor Authentication, after which you will be able to do the following:

- Reset your password (if you know your current password)
- Reset your password (if you've forgotten your password)
- Unlock your account (if you've had too many failed login attempts)
- Reset your password on the lock screen (if you've forgotten your password)
- Unlock your account on the lock screen (if you've had too many failed login attempts).

## RESET YOUR PASSWORD (IF YOU KNOW YOUR PASSWORD)

*Important – Please save and close any Office 365 files/applications you are using before resetting your password, this will help avoid repeated sign-ins afterwards*

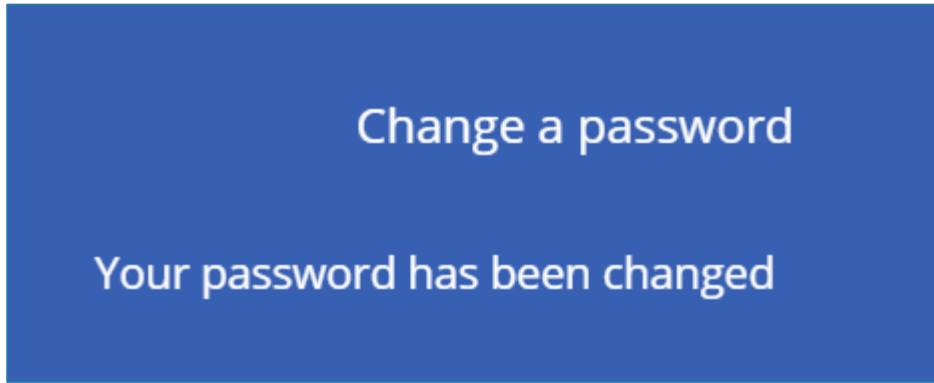
1. Press **CTRL-ALT-DELETE** and click **Change a password**



2. Type your old password and new password, then press **enter**

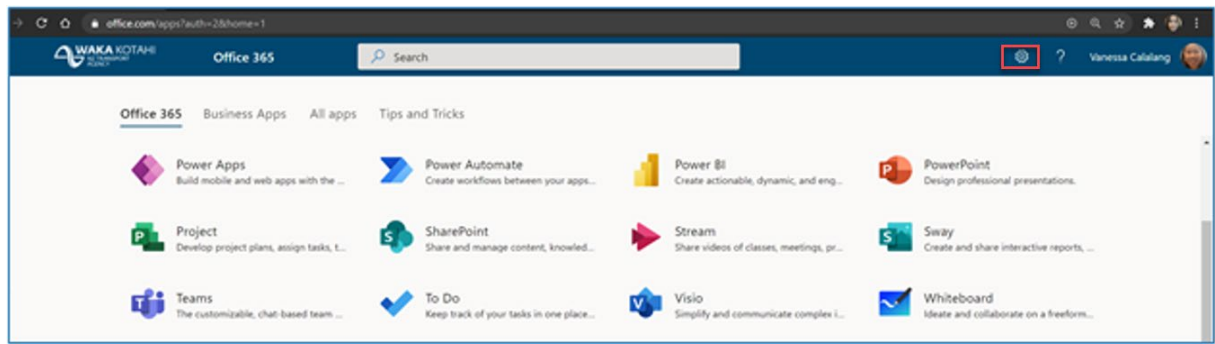


3. You will see a message confirming your password has been changed

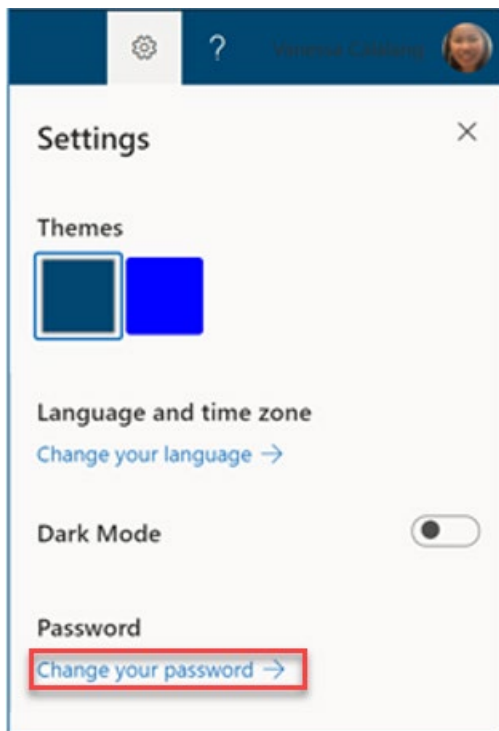


*Important – Please save and close any Office 365 files/applications you are using before resetting your password, this will help avoid repeated sign-ins afterwards*

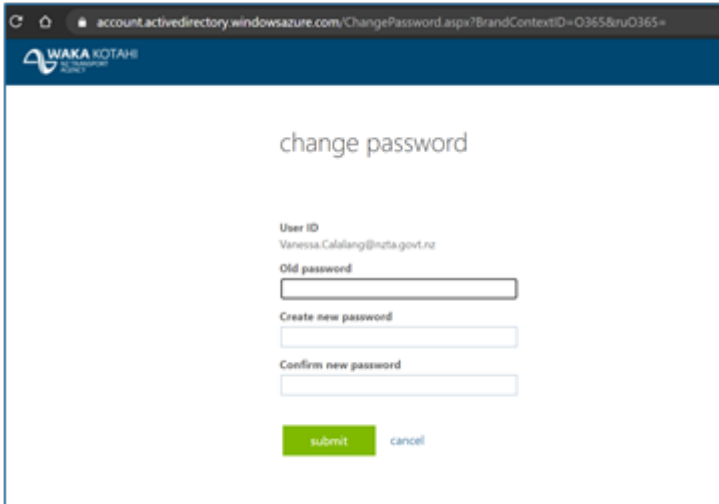
4. Visit <https://office.com> (you can do this on your Waka Kotahi device or **any other device**)
5. Click on the **Settings cog** in the top-right of the window



6. Select **Change your password**

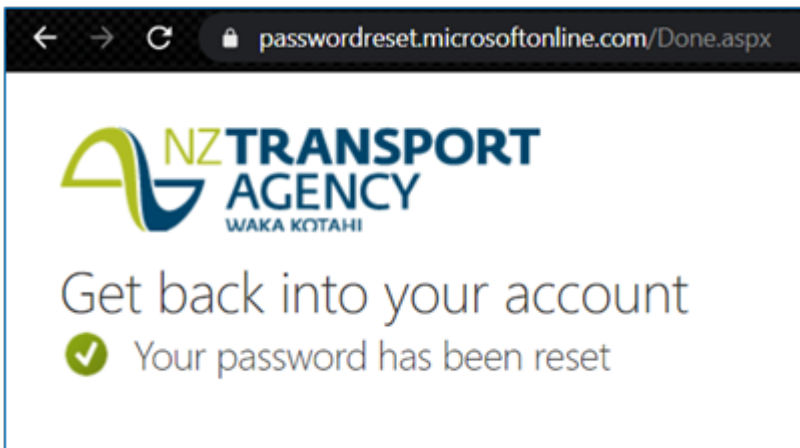


7. Enter your old password and your new password, then click **Submit**



The screenshot shows a web browser window with the URL `account.activedirectory.windowsazure.com/ChangePassword.aspx?BrandContextID=0365&ru0365=`. The page header features the Waka Kotahi logo. The main heading is "change password". Below this, the "User ID" is listed as `Vanessa.Calalang@neta.govt.nz`. There are three input fields: "Old password", "Create new password", and "Confirm new password". At the bottom, there are two buttons: a green "submit" button and a "cancel" link.

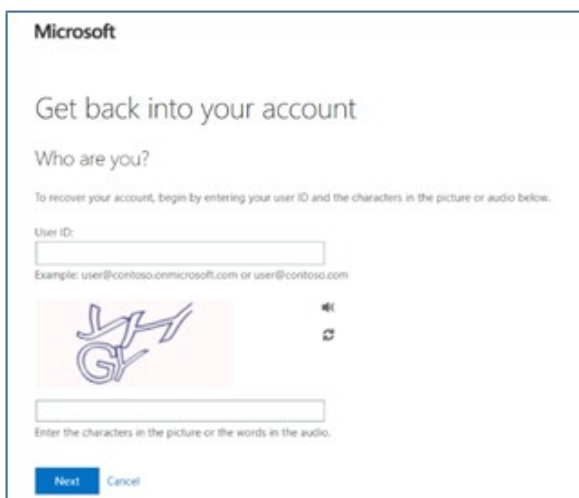
8. Message confirming your password has been reset.



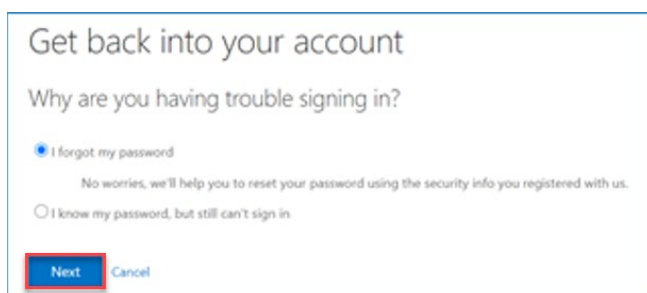
# RESET YOUR PASSWORD (IF YOU'VE FORGOTTEN YOUR PASSWORD)

*Important* – If you do not know your password and you need to reset it while you are working from home, you won't be able to log into your corporate device until you connect to the network in a Waka Kotahi office. This is because your Waka Kotahi device cannot sync with the network. Until you connect to an office network, you can continue working from home using an alternative device. Similarly, you can log into SAP using your new password once you're connected to the network in Waka Kotahi office.

1. Visit the Microsoft password reset website (if you can't log into your corporate device, you can use **any other device** to do this): <https://passwordreset.microsoftonline.com>
2. In the User ID box, enter your **Waka Kotahi email address**

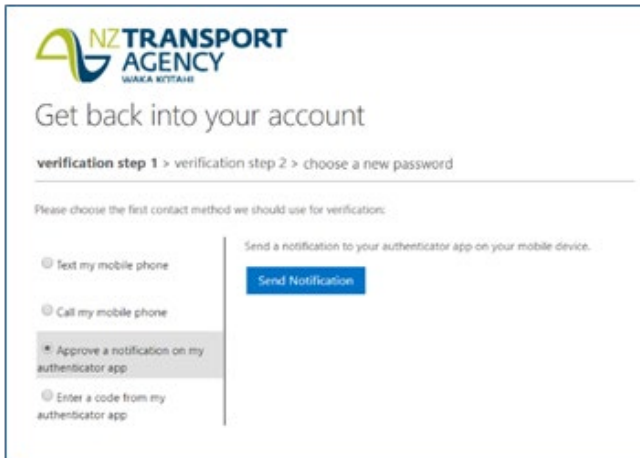


3. In the second box, enter the **characters** you see in the image
  - If it's unclear, click on the **refresh button** to the right of the image
4. Click **Next**
5. Confirm that 'I forgot my password' is **selected**

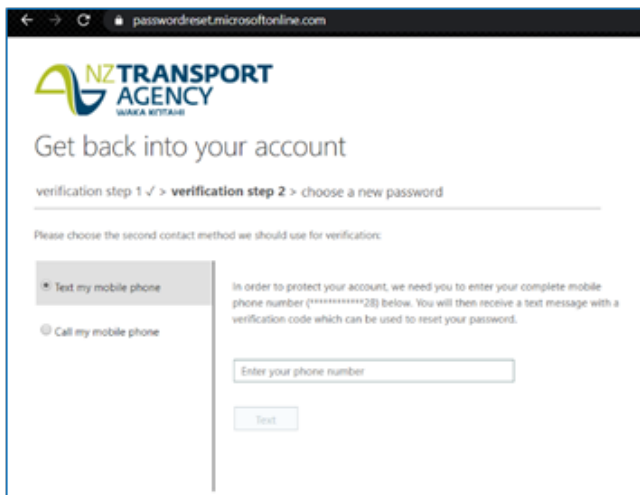


6. Click **Next**

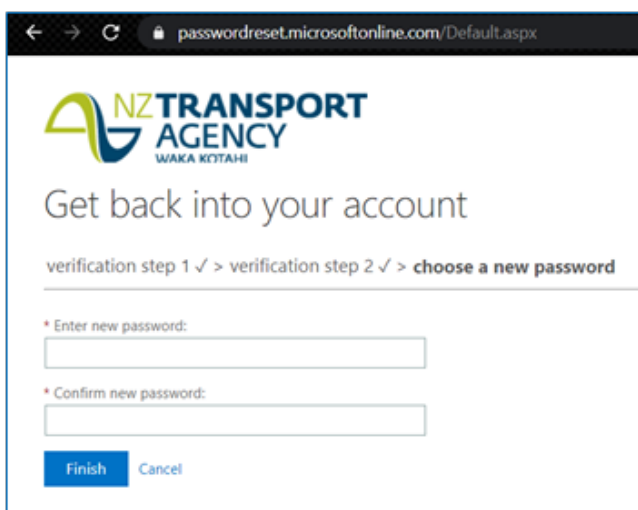
7. You now need to verify who you are. Choose your **preferred option** on the left, this will then give you a box on the right to **confirm your details** using your chosen option (in this example you'd receive a notification on your mobile Authenticator app)



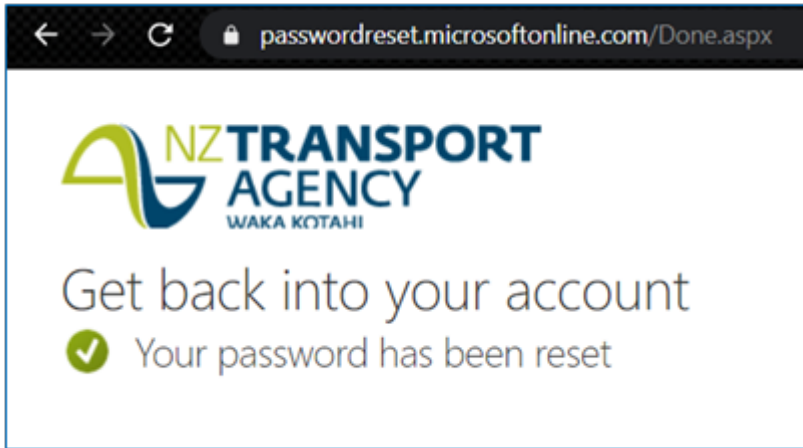
8. Once you have verified yourself, click **Next**
9. You now need to complete a second verification, using a **different option**



10. Once you have verified yourself, click **Next**
11. Now that you have verified your identity, you can change your password, just type your **new password** into the two boxes. Once you've entered your password twice, click **Finish** to complete your password reset

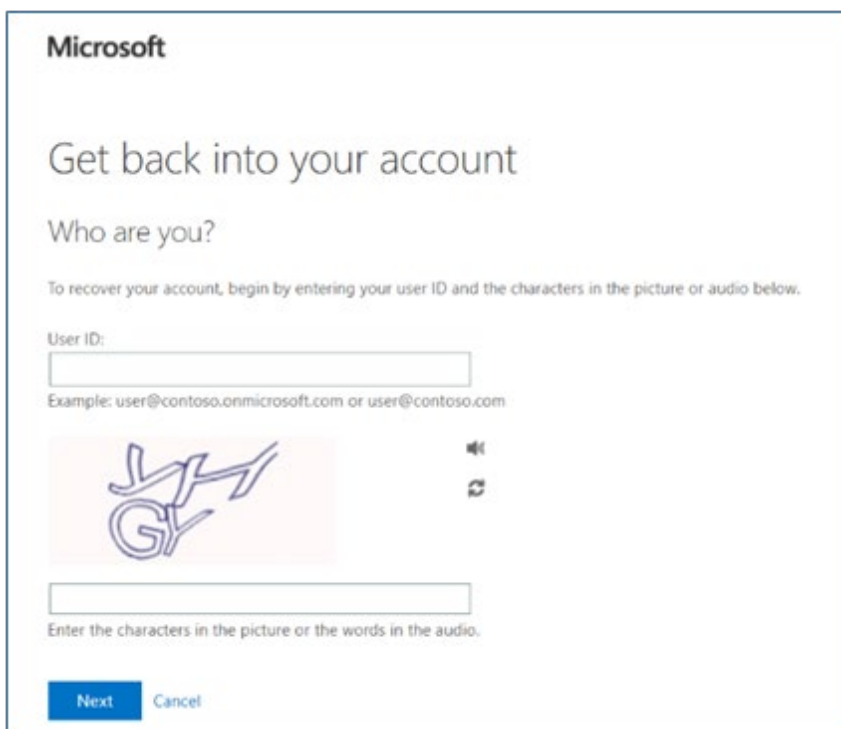


12. Message confirming your password has been reset

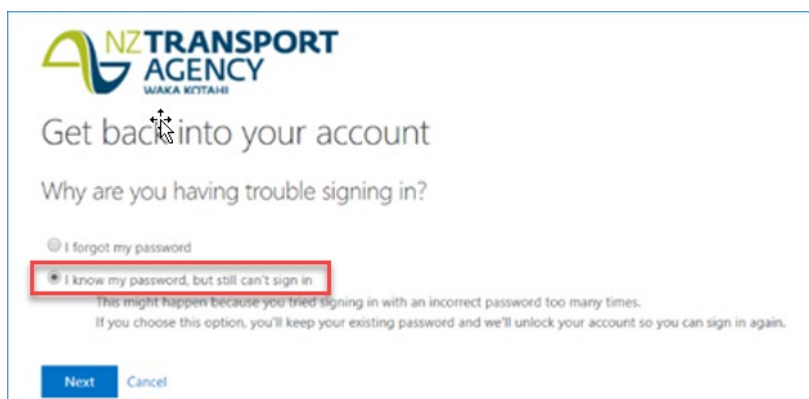


# UNLOCK YOUR ACCOUNT (IF YOU'VE HAD TOO MANY FAILED LOGIN ATTEMPTS)

1. Visit the **Microsoft password reset website** (if you can't log into your corporate device, you can use any other device to do this): <https://passwordreset.microsoftonline.com>
2. In the User ID box, enter your **Waka Kotahi email address**



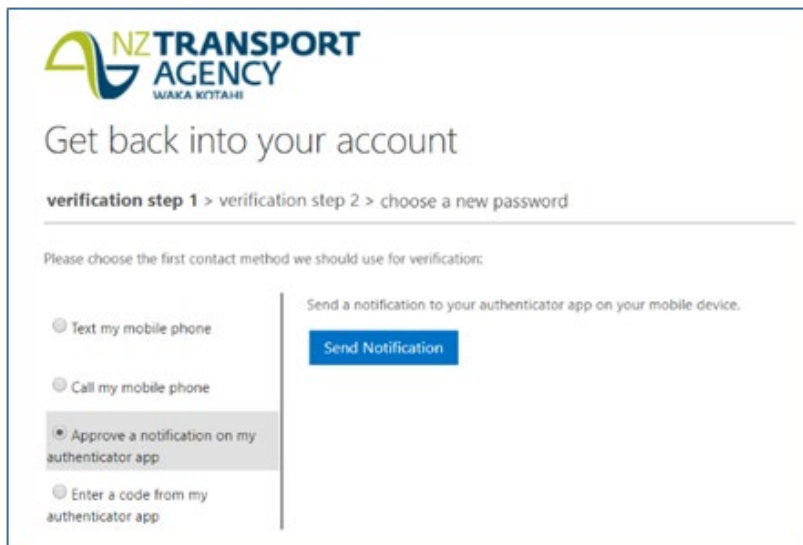
3. In the second box, enter the **characters** you see in the image
  - If it's unclear, click on the **refresh button** to the right of the image
4. Click **Next**
5. Confirm that 'I know my password but still can't sign in' is **selected**



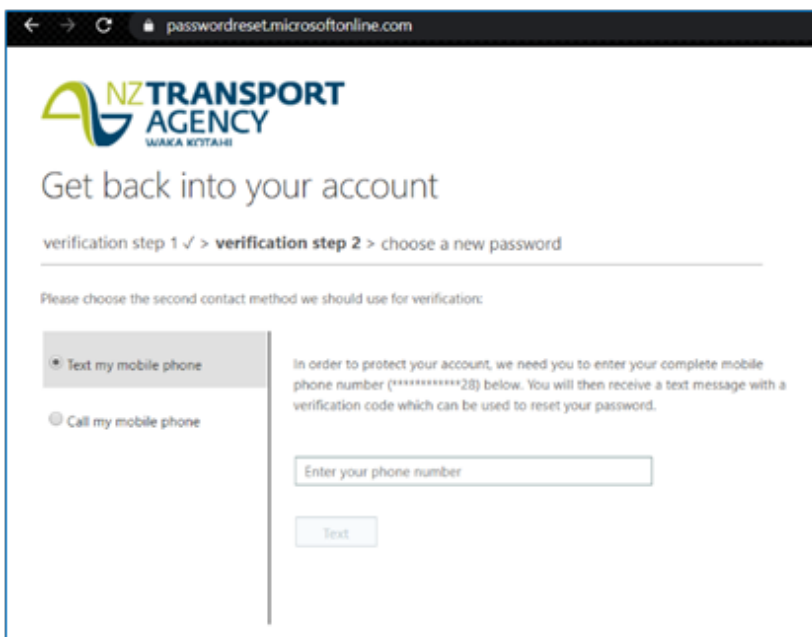
6. Click **Next**



7. You now need to verify who you are. Choose your **preferred option** on the left, this will then give you a box on the right to **confirm your details** using your chosen option (in this example you'd receive a notification on your mobile Authenticator app)

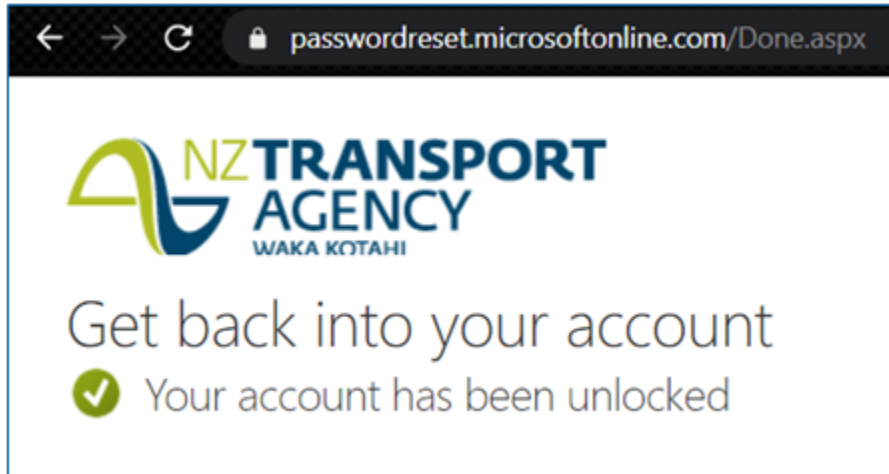


8. Once you have verified yourself, click **Next**
9. You now need to complete a second verification, using a **different option**



10. Once you have verified yourself, click **Next**

11. Your account has now been successfully unlocked



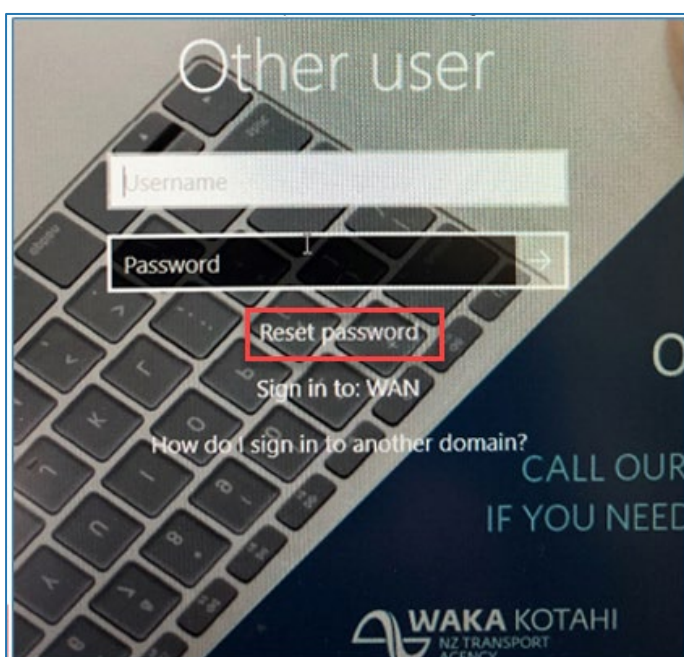
# RESET YOUR PASSWORD ON THE LOCK SCREEN (IF YOU'VE FORGOTTEN YOUR PASSWORD)

*Important* – If you do not know your password and you need to reset it while you are working from home, you won't be able to log into your corporate device until you connect to the network in a Waka Kotahi office. This is because your Waka Kotahi device cannot sync with the network. Until you connect to an office network, you can continue working from home using an alternative device. Similarly, you can log into SAP using your new password once you're connected to the network in Waka Kotahi office.

The latest version of Windows 10 includes a password reset option on your Waka Kotahi laptop's lock screen.

*Please note* - If your laptop doesn't have this option, please follow the steps in [the second section](#) on **any other device**.

1. To reset your password on this screen, click on **Reset password**

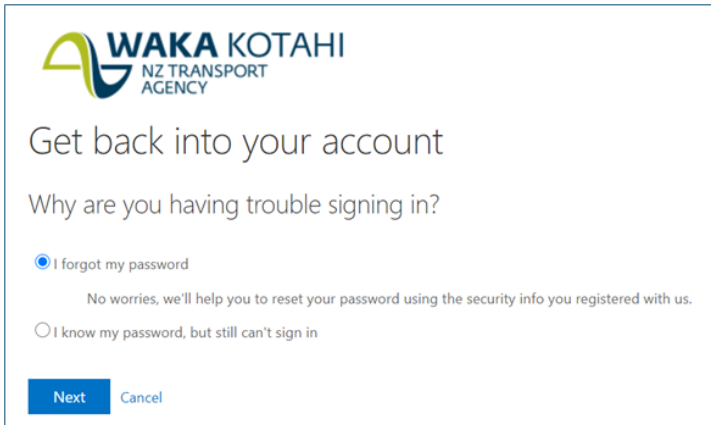


2. In the User ID box, enter your **Waka Kotahi email address**

A screenshot of a web browser displaying the Waka Kotahi password reset page. At the top is the WAKA KOTAHI NZ TRANSPORT AGENCY logo. Below the logo, the text reads 'Get back into your account' and 'Who are you?'. A message states: 'To recover your account, begin by entering your user ID and the characters in the picture or audio below.' There is a 'User ID:' label above a text input field containing the email address 'vanessa.calalang@nzta.govt.nz'. At the bottom of the form are two buttons: 'Next' (highlighted in blue) and 'Cancel'.

3. Click **Next**

4. Confirm that 'I forgot my password' is **selected**



WAKA KOTAHI  
NZ TRANSPORT  
AGENCY

## Get back into your account

Why are you having trouble signing in?

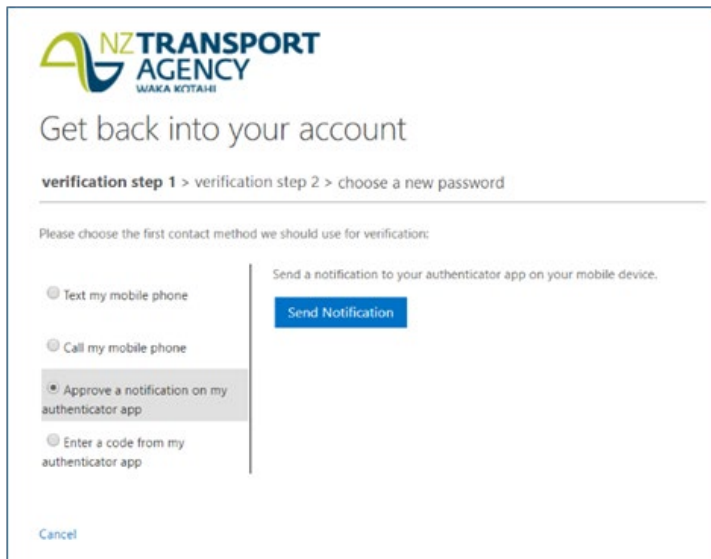
I forgot my password  
No worries, we'll help you to reset your password using the security info you registered with us.

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

[Next](#) [Cancel](#)

5. Click **Next**

6. You now need to verify who you are. Choose your **preferred option** on the left, this will then give you a box on the right to **confirm your details** using your chosen option (in this example you'd receive a notification on your mobile Authenticator app)



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AGENCY

## Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

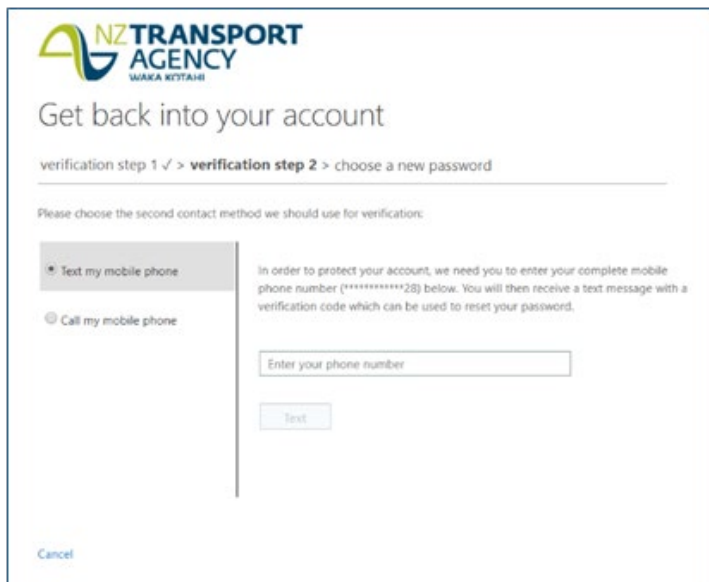
Send a notification to your authenticator app on your mobile device.

[Send Notification](#)

[Cancel](#)

7. Once you have verified yourself, click **Next**

8. You now need to complete a second verification, using a **different option**



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AGENCY

## Get back into your account

verification step 1 ✓ > verification step 2 > choose a new password

Please choose the second contact method we should use for verification:

Text my mobile phone

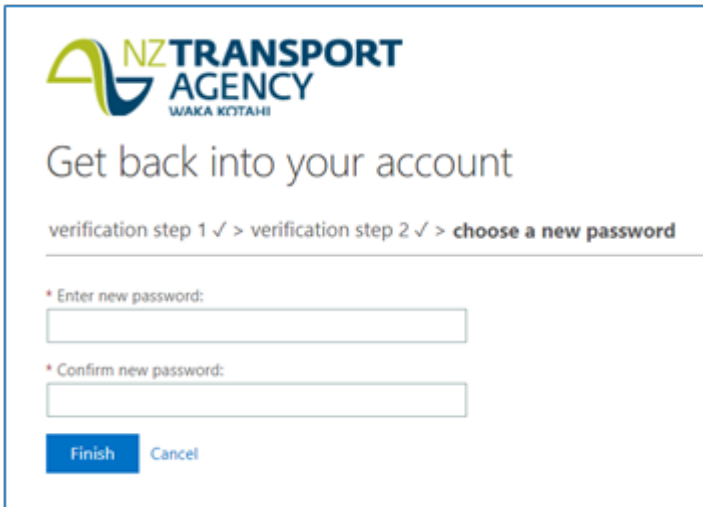
Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*28) below. You will then receive a text message with a verification code which can be used to reset your password.

[Text](#)

[Cancel](#)

- 9. Once you have verified yourself, click **Next**
- 10. Now that you have verified your identity, you can change your password, just type your **new password** into the two boxes



The screenshot shows the NZ Transport Agency logo at the top left, with the text 'WAKA KOTAHI' below it. The main heading is 'Get back into your account'. Below this, a progress indicator shows 'verification step 1 ✓ > verification step 2 ✓ > choose a new password'. There are two input fields: the first is labeled '\* Enter new password:' and the second is labeled '\* Confirm new password:'. At the bottom left, there are two buttons: 'Finish' (highlighted in blue) and 'Cancel'.

- 11. Once you've entered your password twice, click **Finish** to complete your password reset



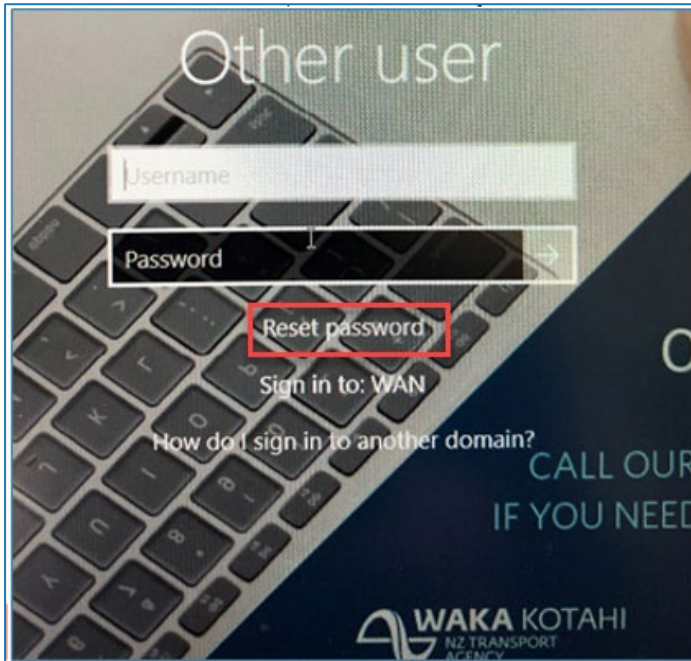
The screenshot shows the Waka Kotahi NZ Transport Agency logo at the top left. The main heading is 'Get back into your account'. Below this, the text 'Your password has been reset' is displayed. At the bottom right, there is a blue button labeled 'Finish'.

# UNLOCK YOUR ACCOUNT ON THE LOCK SCREEN (IF YOU'VE HAD TOO MANY FAILED LOGIN ATTEMPTS)

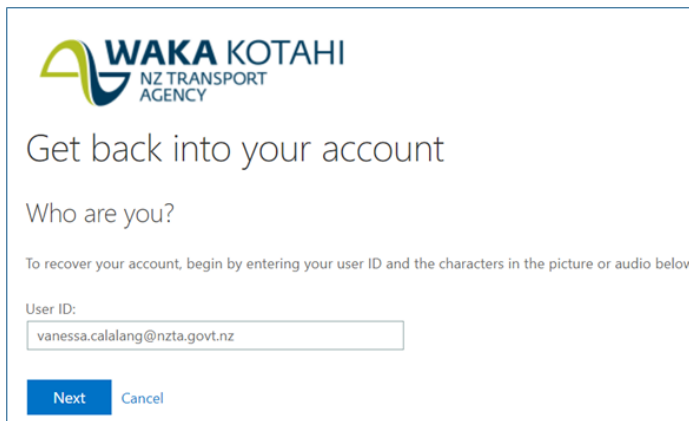
The latest version of Windows 10 includes a password reset option on your Waka Kotahi laptop's lock screen.

*Please note* - If your laptop doesn't have this option, please follow the steps in [the third section](#) on any other device.

1. To reset your password on this screen, click on **Reset password**

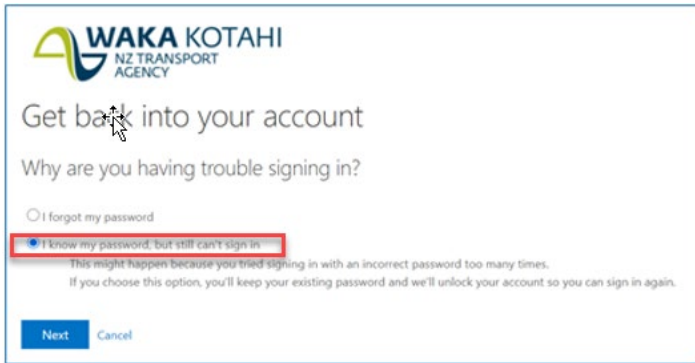


2. In the User ID box, enter your **Waka Kotahi email address**

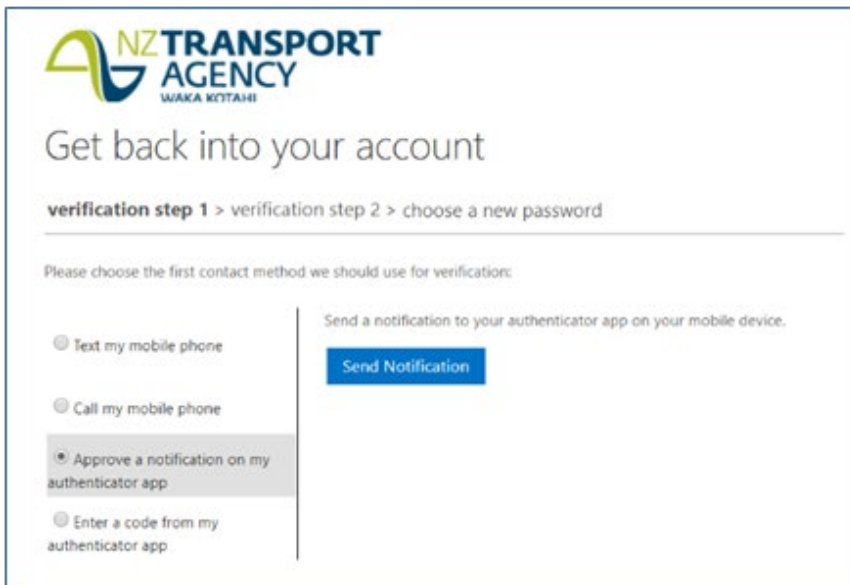


3. Click **Next**

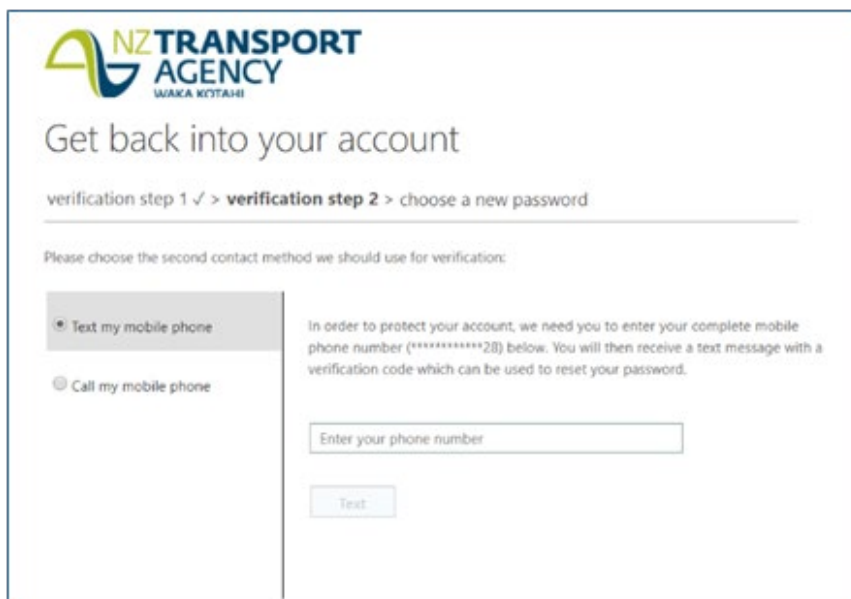
4. Confirm that 'I know my password, but still can't sign in' is **selected**



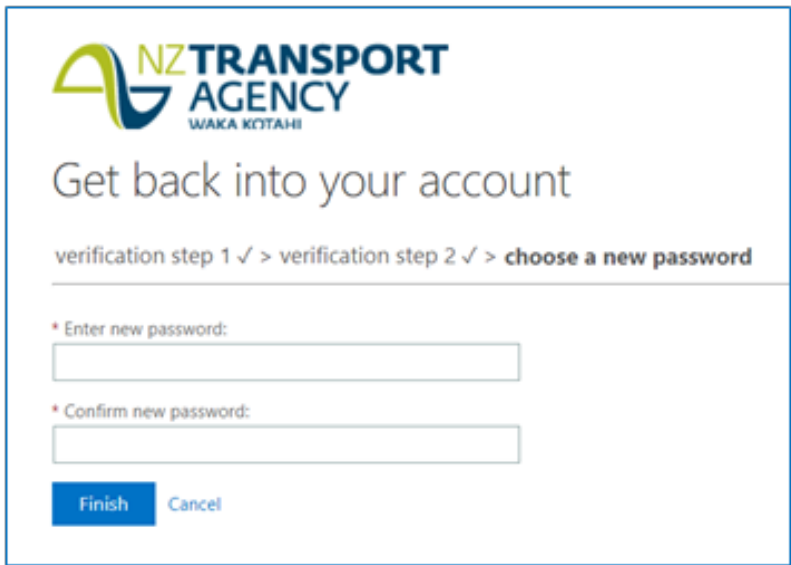
5. Click **Next**
6. You now need to verify who you are. Choose your **preferred option** on the left, this will then give you a box on the right to **confirm your details** using your chosen option (in this example you'd receive a notification on your mobile Authenticator app)



7. Once you have verified yourself, click **Next**
8. You now need to complete a second verification, using a **different option**

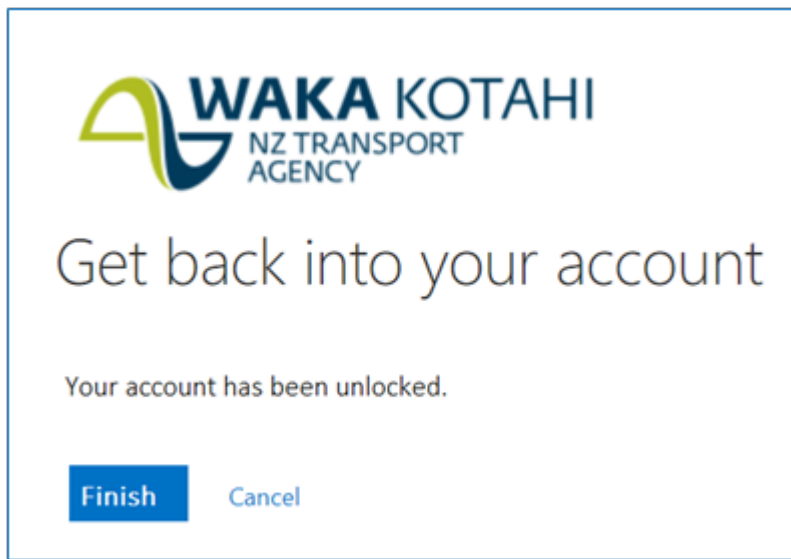


- 9. Once you have verified yourself, click **Next**
- 10. Now that you have verified your identity, you can change your password, just type your **new password** into the two boxes



The screenshot shows the NZ Transport Agency logo at the top left. Below it, the text reads "Get back into your account". Underneath, a progress indicator shows "verification step 1 ✓ > verification step 2 ✓ > choose a new password". There are two input fields: the first is labeled "\* Enter new password:" and the second is labeled "\* Confirm new password:". At the bottom left, there are two buttons: "Finish" (highlighted in blue) and "Cancel".

- 11. Once you've entered your password twice, click **Finish** to complete your password reset.



The screenshot shows the NZ Transport Agency logo at the top left. Below it, the text reads "Get back into your account". Underneath, the message says "Your account has been unlocked.". At the bottom left, there are two buttons: "Finish" (highlighted in blue) and "Cancel".