User Guide

Reset or Unlock your Domain Accounts using SSPR

Reset or Unlock your AD/Microsoft/Google Accounts using SSPR

This guide helps you configure the self-service password reset (SSPR) portal. Once configured, you can carry out password reset/unlock and get back into your AD, Entra ID and Google Workspace accounts.

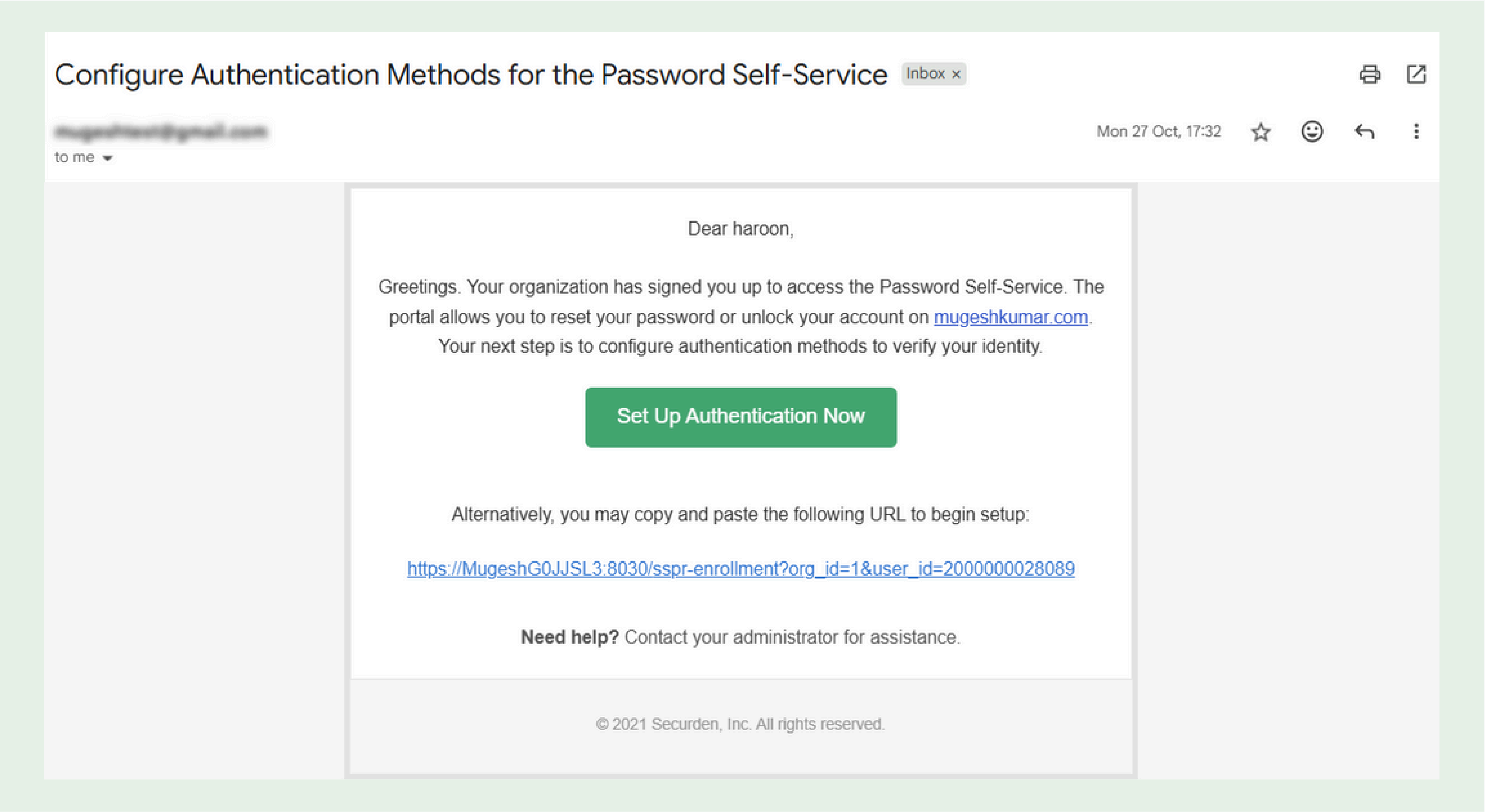
Summary of Steps

1. Configure Authentication Methods (To verify your identity when resetting your password so that unauthorized users don't exploit this functionality)

2. Reset or Unlock your domain account from your device lockscreen.

Step 1: Configure authentication methods

1.1. Open SSPR enrollment email - you would have received this from your administrator. You can look for the header: **'Configure Authentication Methods for Password Self Service**'.



Configure Authentication Methods for the Password Self-Service

[redacted]
to me

Mon 27 Oct, 17:32

Dear haroon,

Greetings. Your organization has signed you up to access the Password Self-Service. The portal allows you to reset your password or unlock your account on mugeshkumar.com. Your next step is to configure authentication methods to verify your identity.

Alternatively, you may copy and paste the following URL to begin setup:

https://MugeshG0JJSL3:8030/sspr-enrollment?org_id=1&user_id=2000000028089

Need help? Contact your administrator for assistance.

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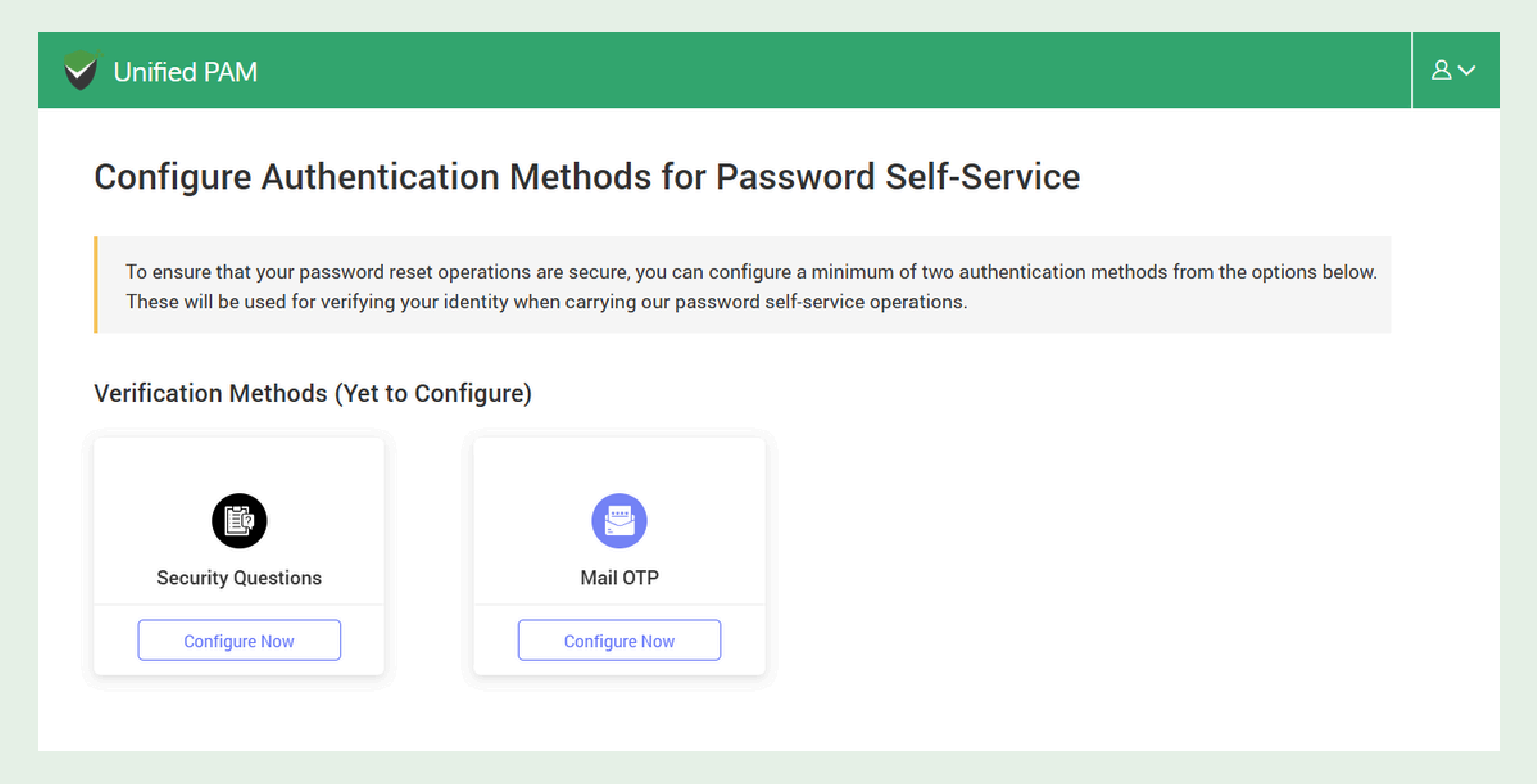
1.2. In the email, click the button **Set Up Authentication Now** (or) **copy-paste the provided URL** into a browser.

1.3. In the link that opens, you can configure authentication methods. The options selected here will later be used to verify your identity during **password resets** and **account unlocks.**

You need to configure **at least two verification methods** from the list of options allowed by your administrator.



Configure Authentication Methods for Password Self-Service

To ensure that your password reset operations are secure, you can configure a minimum of two authentication methods from the options below. These will be used for verifying your identity when carrying our password self-service operations.

Verification Methods (Yet to Configure)

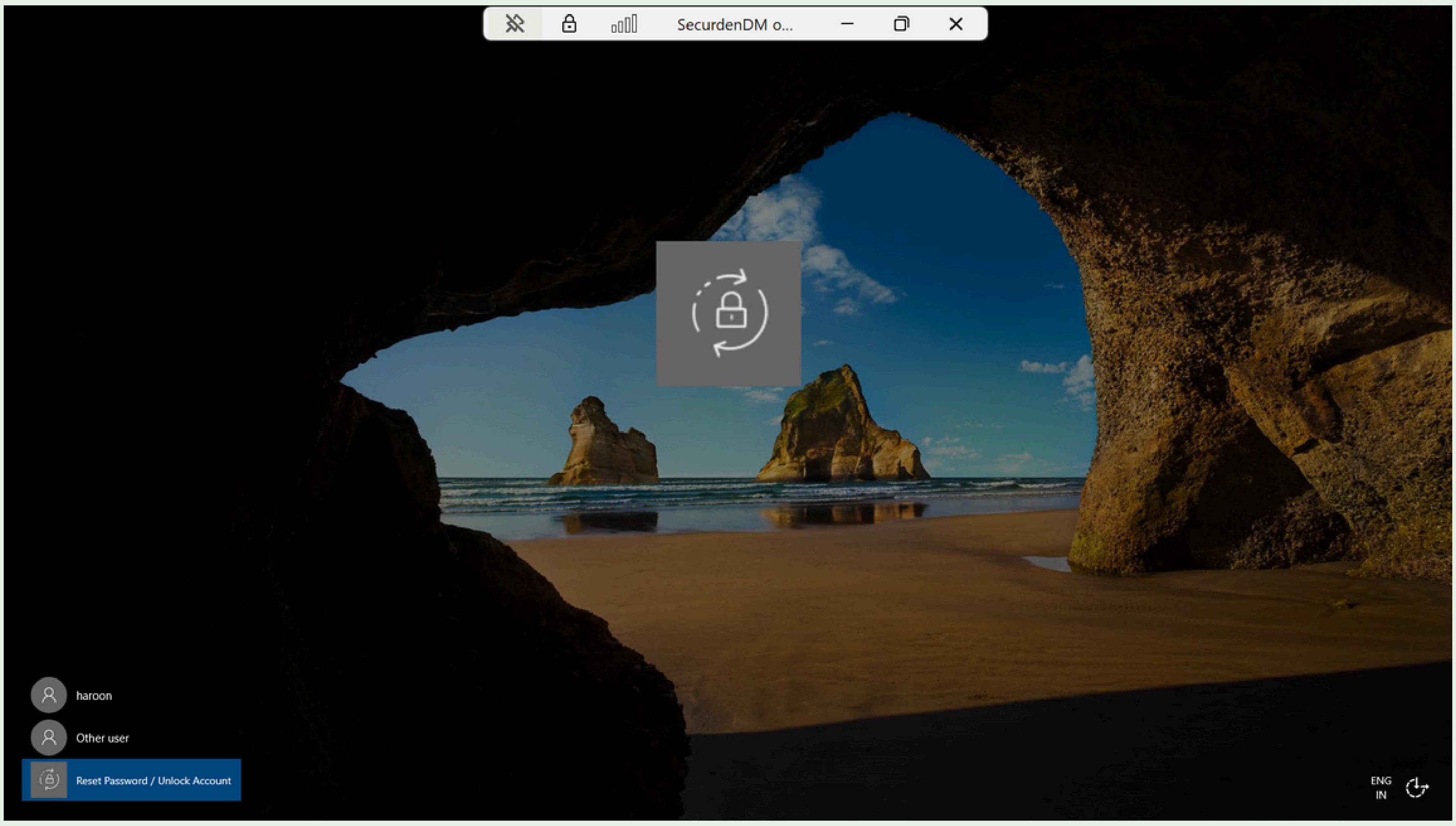
For each method, click **Configure** and **follow the instructions provided on the page.**

Step 2: Reset (or) Unlock your AD/Entra ID Account

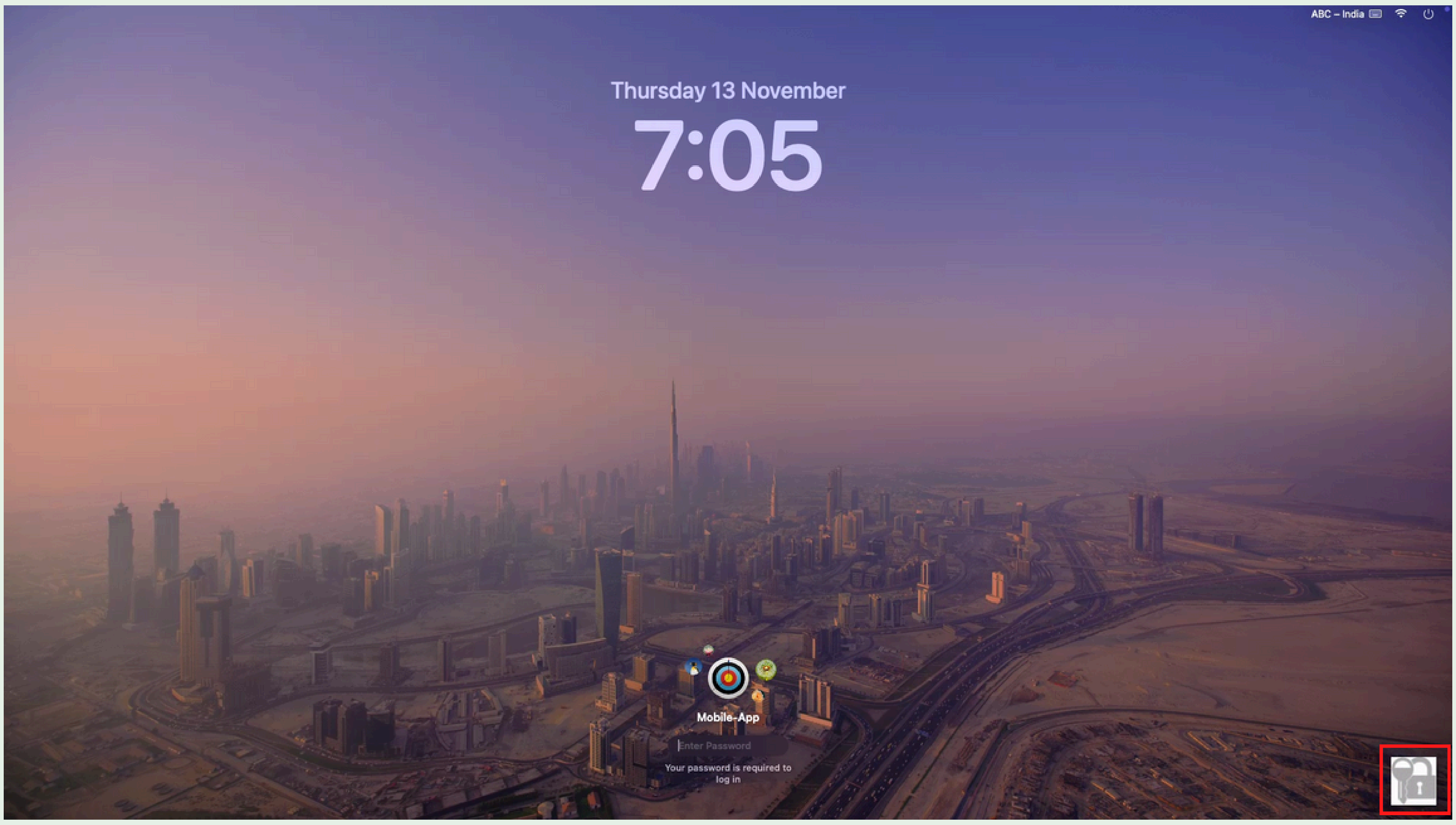
You can carry out password reset/unlock using one of three methods as suggested by your IT admin.

- **Using your Windows/Mac PC** (As a pre-requisite, your device needs to be connected with your organizations network. If your machine is not domain joined or an error occurs, you may contact your IT administrator.)
- **Using the PAM mobile application**
- **Using the PAM web interface**

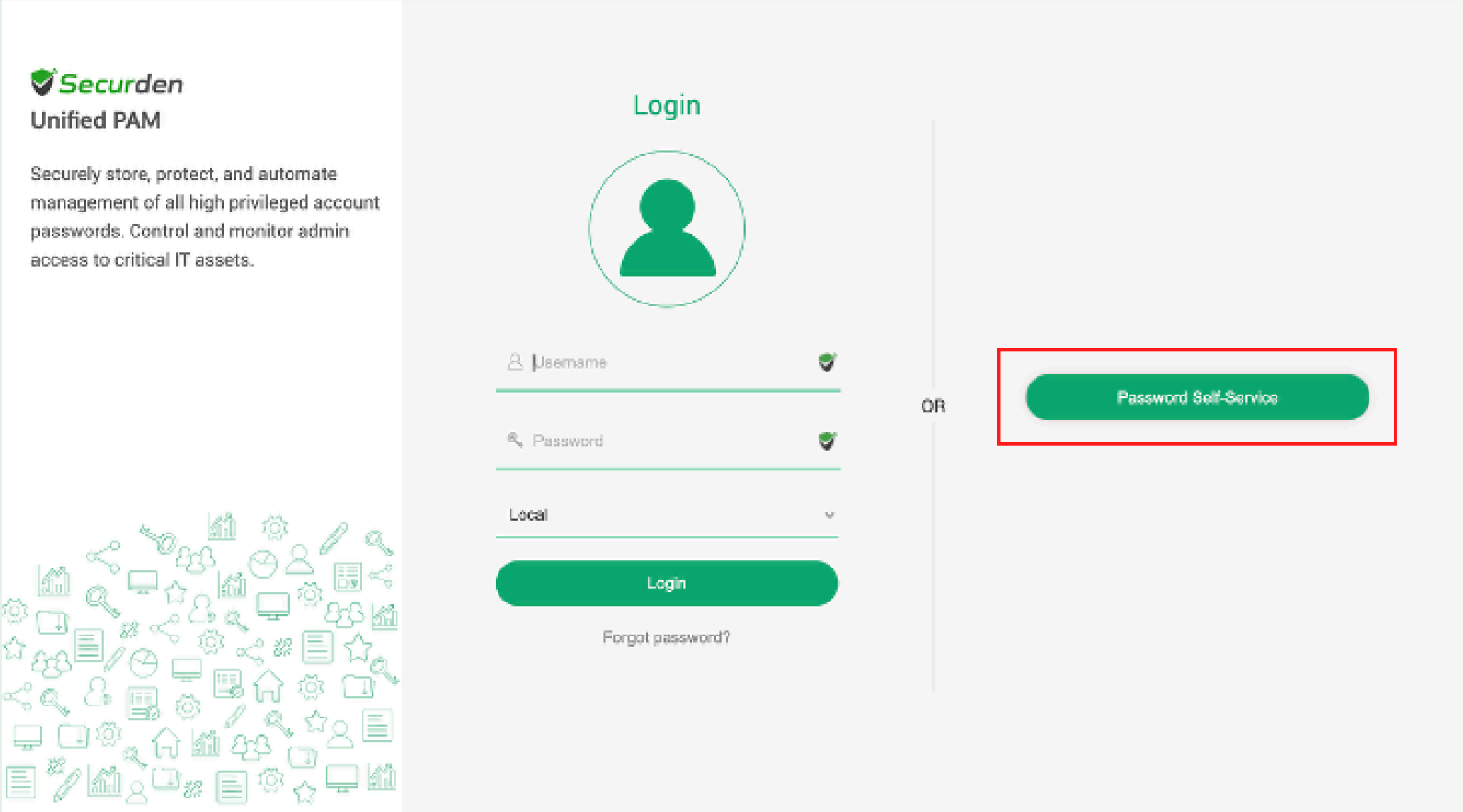
a) Reset/Unlock option on Windows PC: Select the Reset/Unlock option displayed on the bottom left corner of your lock screen.



b) Reset/Unlock option on Mac PC: Select the Reset/Unlock option displayed on the bottom right corner of your lock screen.

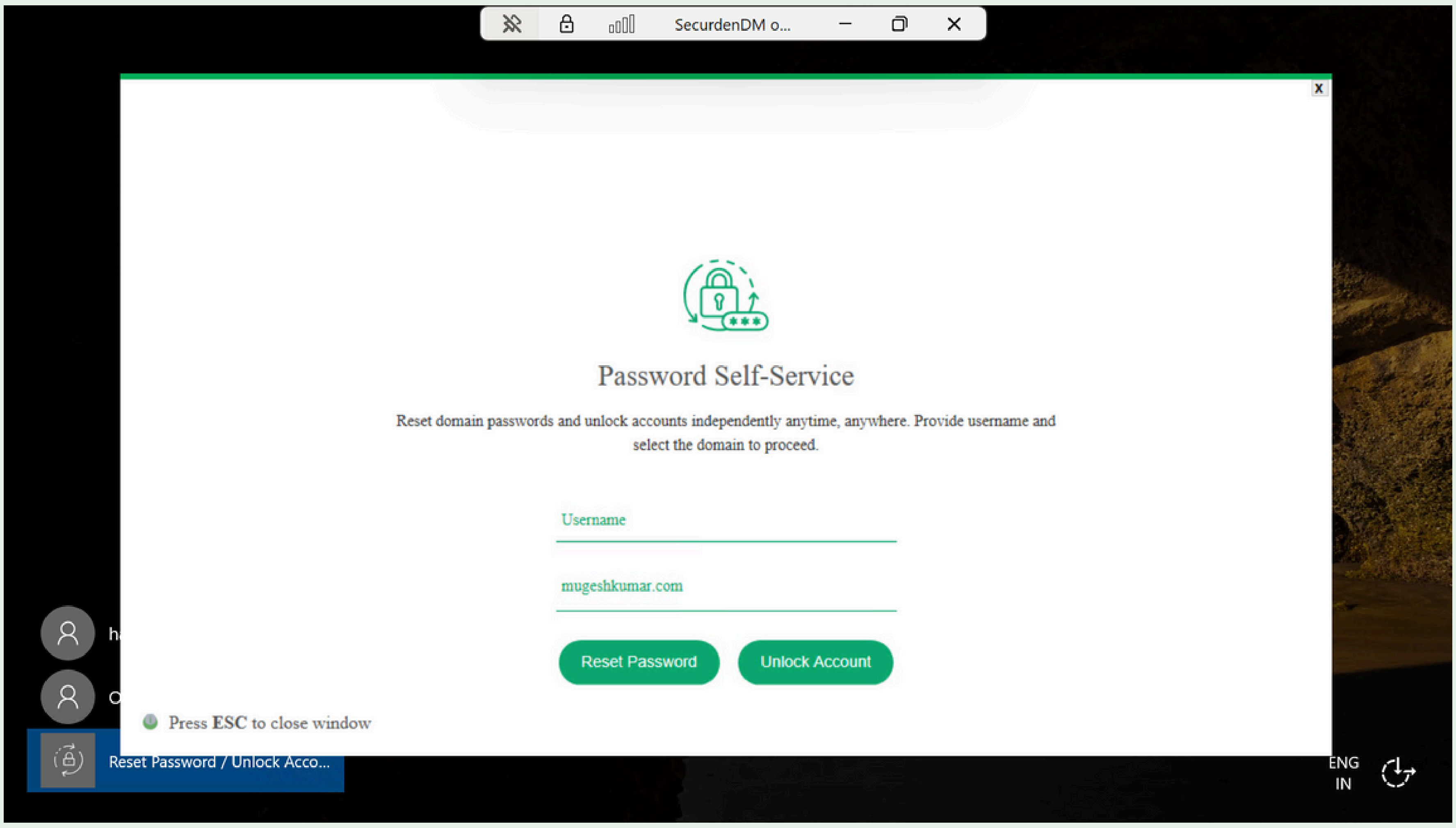


c) Password Self Service Option in the PAM web interface: Select the Reset/Unlock option on the right-side panel.


Securden
Unified PAM
Securely store, protect, and automate management of all high privileged account passwords. Control and monitor admin access to critical IT assets.
Login
Username
Password
Local
Login
Forgot password?
OR
Password Self-Service

d) Using the mobile application: You can install the PAM application from your app store and select the Password Self Service option on the app login page.

2.1. Once you select the **Password Reset/Unlock** option, the steps that follow are common across all methods.



Password Self-Service

Reset domain passwords and unlock accounts independently anytime, anywhere. Provide username and select the domain to proceed.

Username

mugeshkumar.com

Press **ESC** to close window

2.2. Provide your **email address** in the top field and check your organizations domain name.

2.3. Select the **Reset** or **Unlock** option according to your need

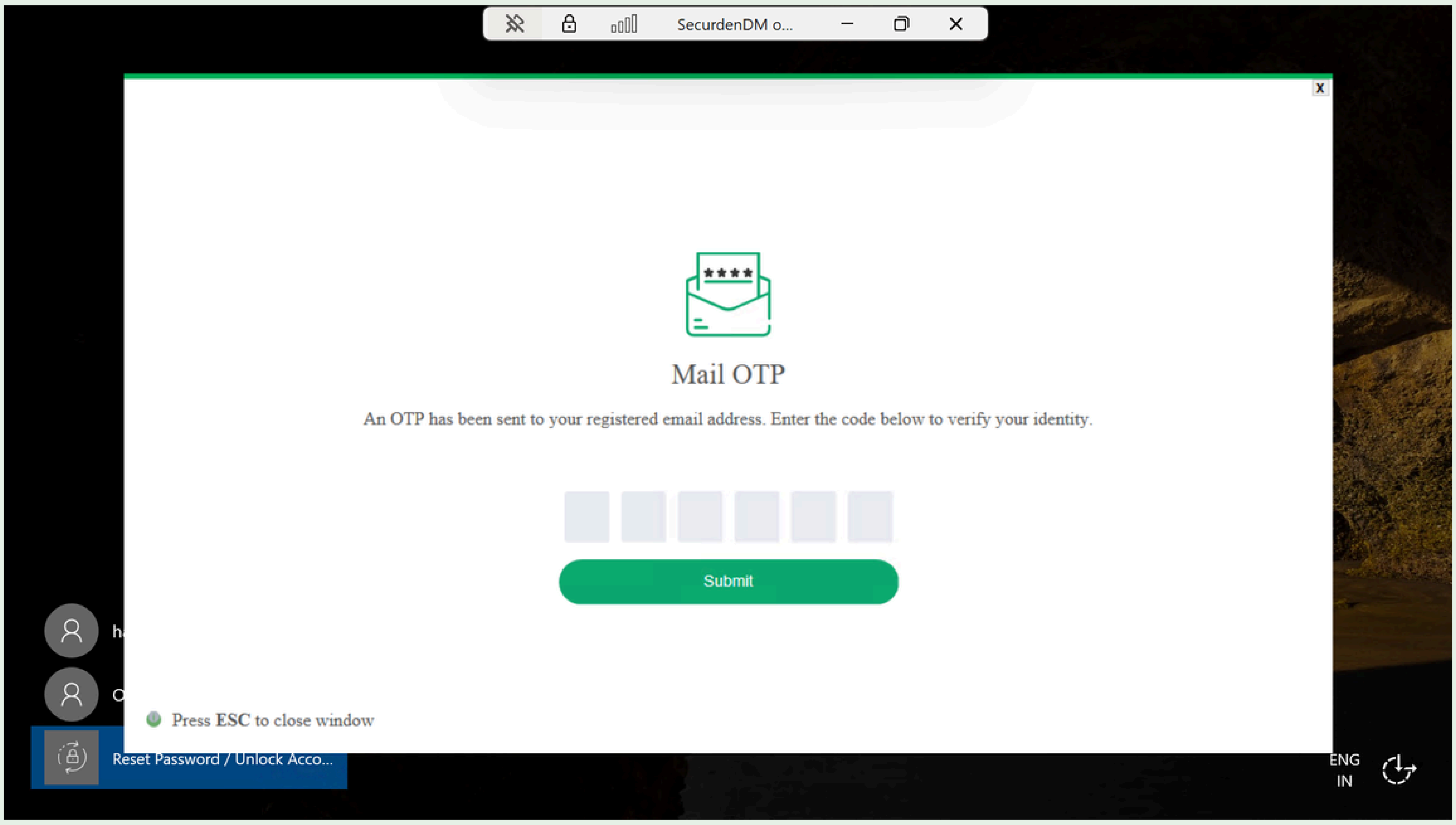
2.4. You will be prompted to verify your identity using **2 authentication factors**

Example:

An example is shown below where a user has configured Mail OTP and Security Questions as their authentication methods.

1st verification: Mail OTP Authentication

The user enters an OTP received in their email inbox and clicks **Submit**.



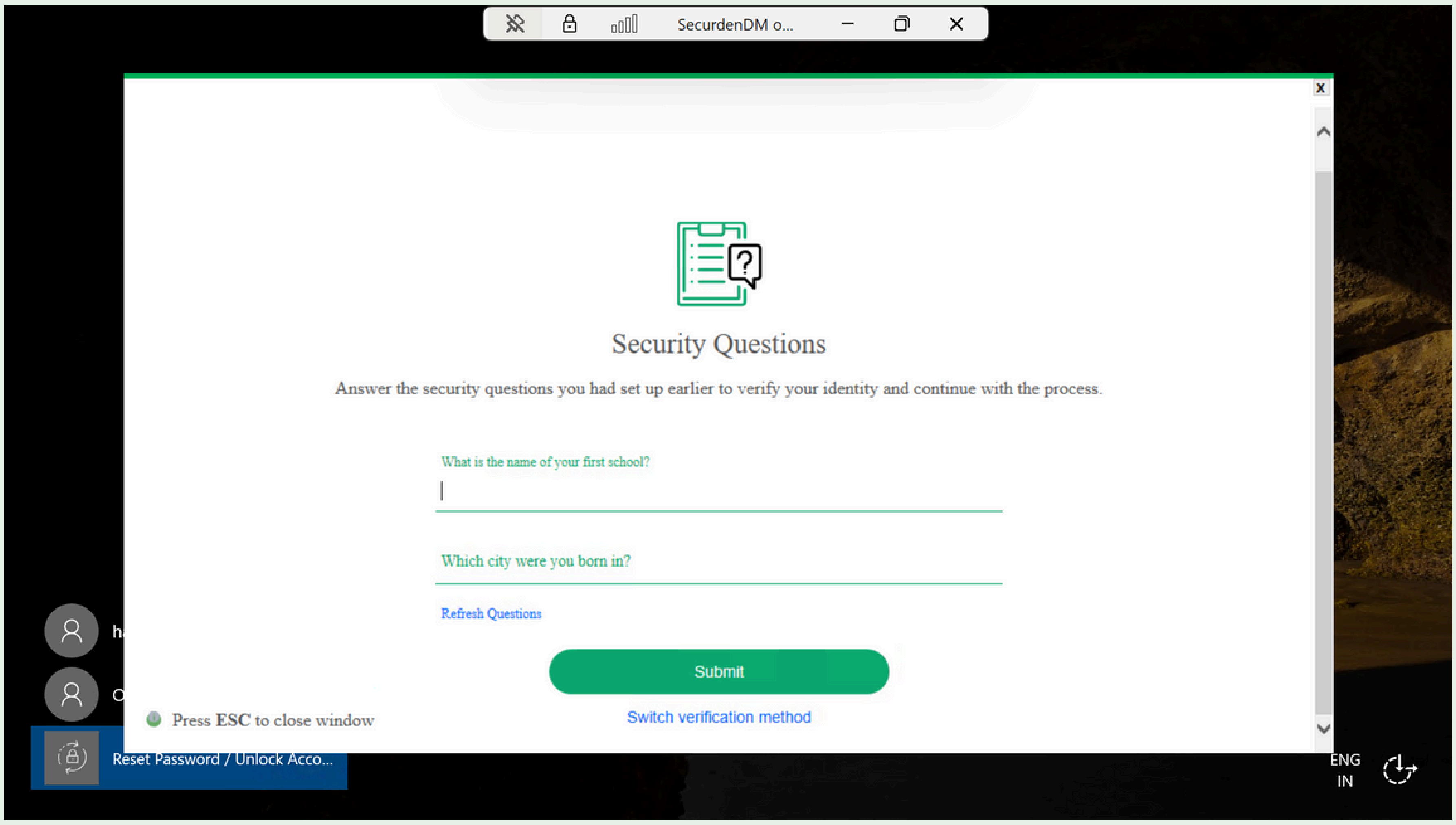
Mail OTP

An OTP has been sent to your registered email address. Enter the code below to verify your identity.

On successfully entering the OTP, the user is prompted to verify using the 2nd method.

2nd verification: Security Questions

The user provides the answers to Security Questions and clicks **Submit**.



Security Questions

Answer the security questions you had set up earlier to verify your identity and continue with the process.

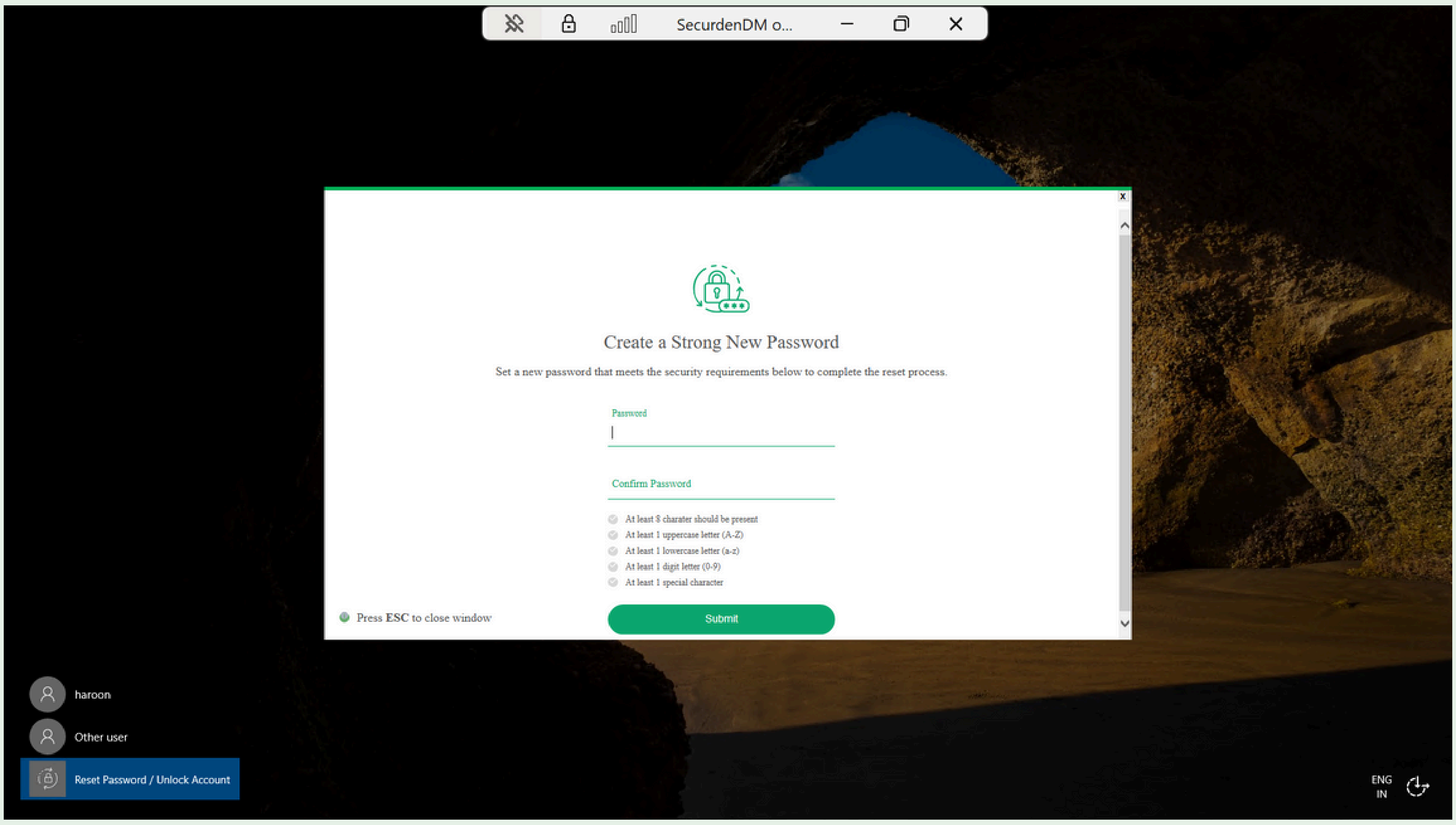
What is the name of your first school?

Which city were you born in?

SecurdenDM o...
Refresh Questions
Submit
Switch verification method
Press ESC to close window
Reset Password / Unlock Acco...
ENG
IN

Once two-step verification is complete, you can change your password or unlock your account as needed.

2.5. **Change your domain account password:** You can provide a new password according to the complexity requirements set by your IT department.



Create a Strong New Password

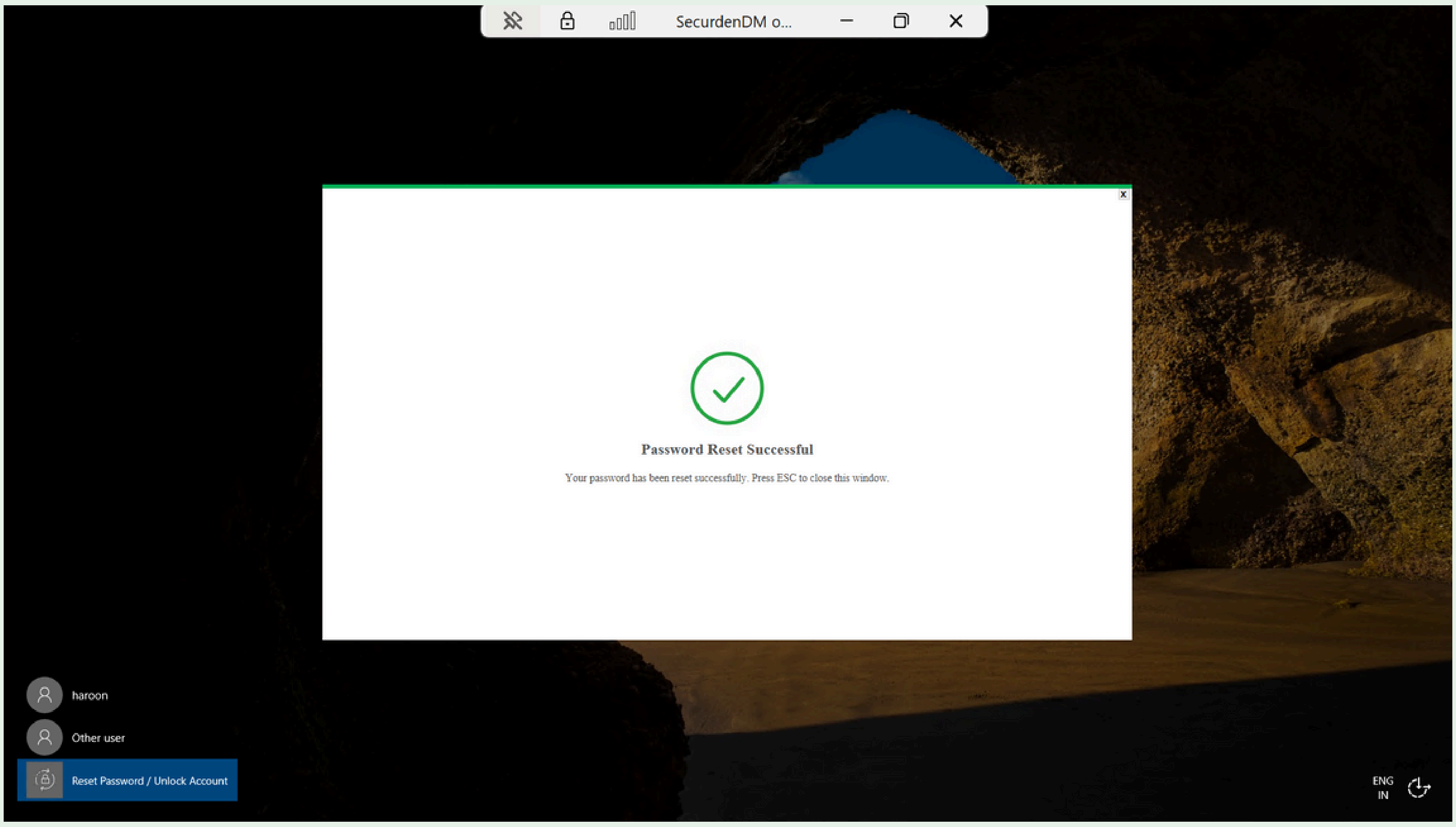
Set a new password that meets the security requirements below to complete the reset process.

Password

Confirm Password

- ○ At least 8 charater should be present
- ○ At least 1 uppercase letter (A-Z)
- ○ At least 1 lowercase letter (a-z)
- ○ At least 1 digit letter (0-9)
- ○ At least 1 special character

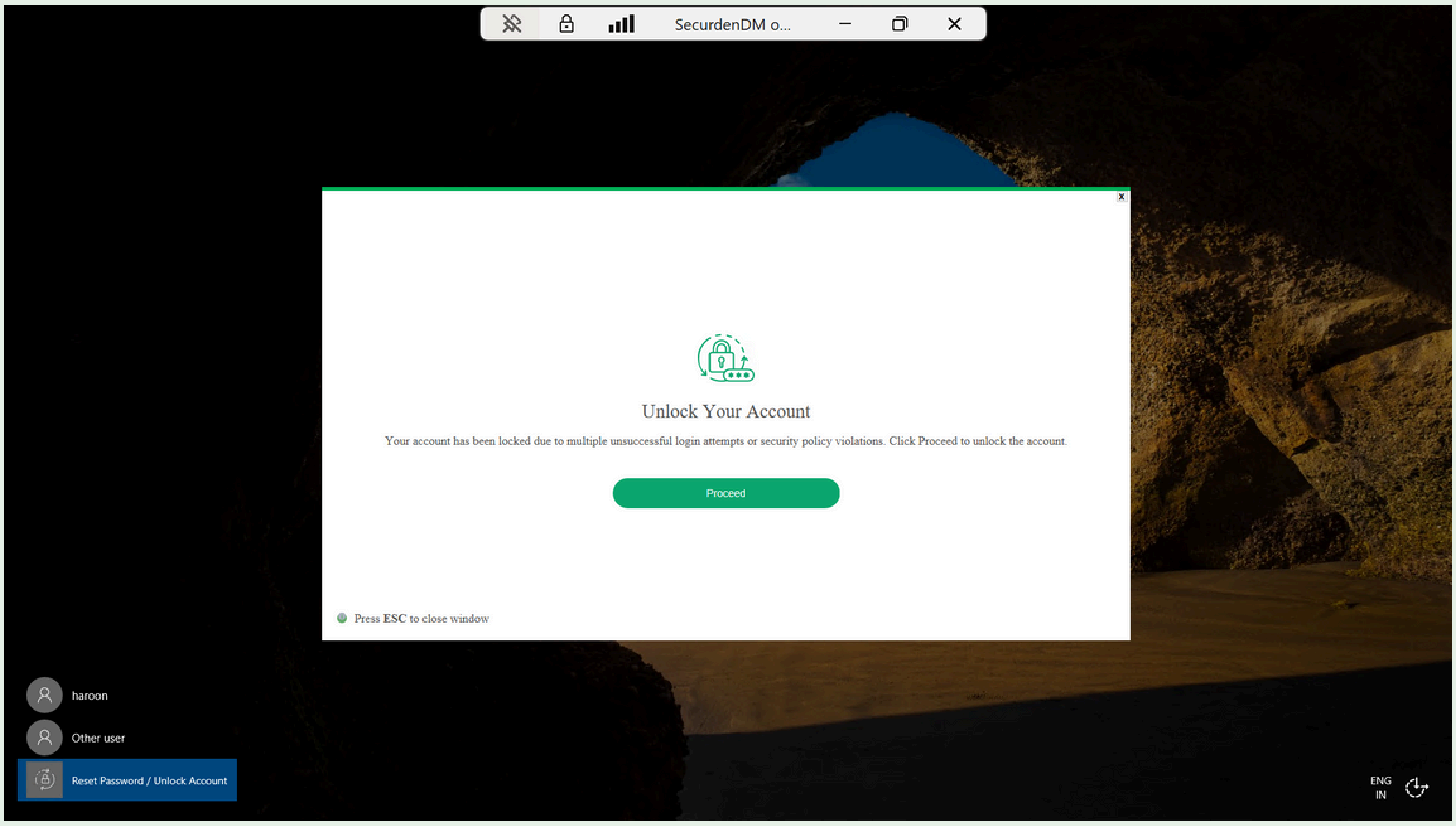
Once you have entered and confirmed the password, you may click **Submit**. This changes your domain account password, and a success message will be displayed on your screen.



Password Reset Successful

Your password has been reset successfully. Press ESC to close this window.

2.6. **Unlock your account:** If your account was locked due to multiple incorrect password attempts or other reasons you can unlock it by clicking **Proceed**.

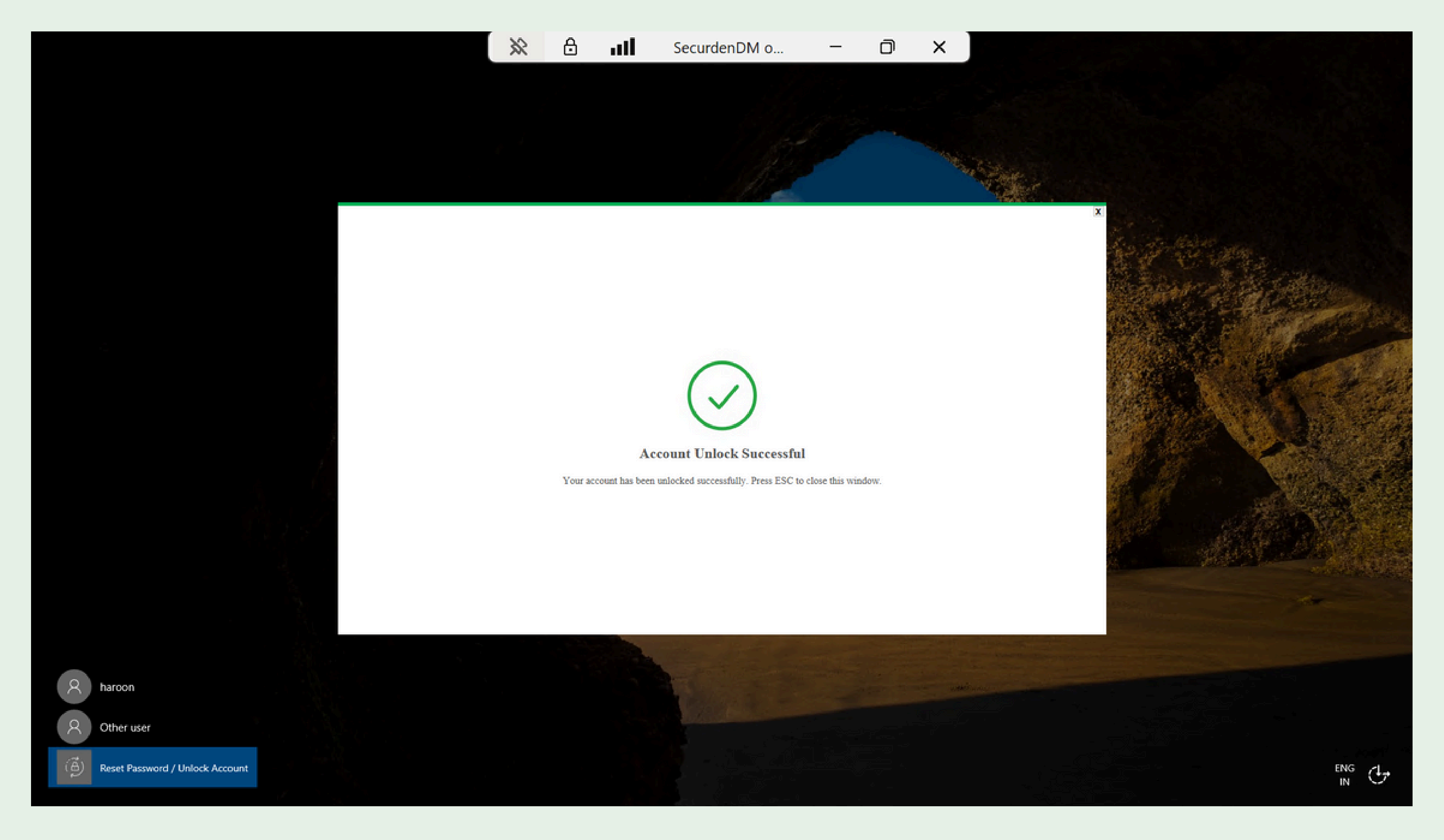


Unlock Your Account

Your account has been locked due to multiple unsuccessful login attempts or security policy violations. Click Proceed to unlock the account.

Press ESC to close window

Once successfully unlocked, you can quit the SSPR interface by clicking **Esc**, or simply close the tab.



Account Unlock Successful

Your account has been unlocked successfully. Press ESC to close this window.

You should now be able to access your AD, Azure (Entra), or Google account. If not, kindly reach out to your IT administrator for assistance.