

Login & Unlock Account: Windows Password Reset Tool

Please note that you can only use the following registration methods:

- Authenticator-App
- Email
- Answering Security questions



Important: Please note that for updating credentials in Microsoft Password Manager it is allowed to perform **only the MS Authenticator-app + Security questions**.

Kindly **bookmark or save the Reset Link** in order to be able to use it to **reset your Password**.

1. Please **use the following link** to login to the new Windows Password Reset Tool:
 - <https://aka.ms/sspr>
2. Enter your **company e-mail address**, the **captcha code** and click on **Next**:

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username:

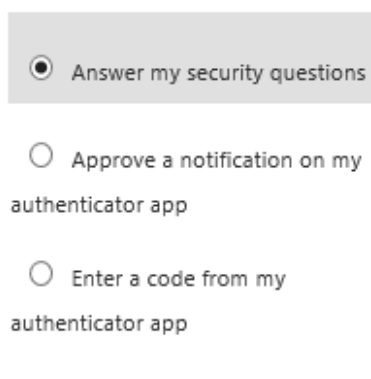
Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

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

3. Select the **Answer my security questions** option on the right menu:



Answer my security questions

Approve a notification on my authenticator app

Enter a code from my authenticator app

- a. On selecting the **Security questions** method you will be requested to **provide answers** to 3 of your questions. After answering them, please click **Next**.



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:

Answer my security questions

What was the name of your childhood hero?

Approve a notification on my authenticator app

Enter a code from my authenticator app

What was the name of your favorite stuffed animal?

What is the last name of your favorite teacher in high school?

Next

Contact your administrator

- b. On selecting **Authenticator-app** you need to **provide a confirmation via your smartphone**.



Get back into your account

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

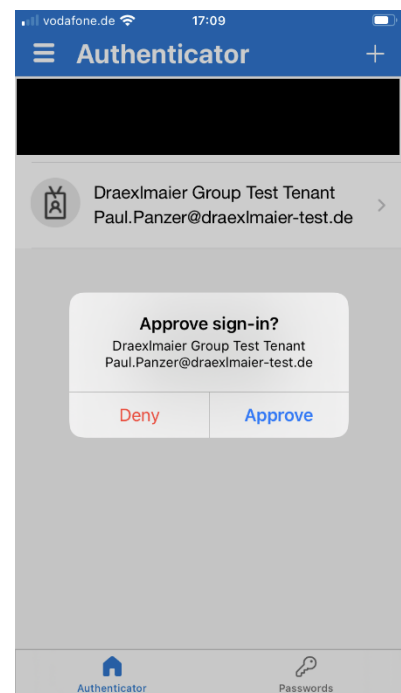
Please choose the second contact method we should use for verification:

Approve a notification on my authenticator app

Approve the notification in your authenticator app on your mobile device.

Enter a code from my authenticator app

Cancel



4. After performing 2 of the 3 steps **please enter your new password.**



Important: Please note that you can find the password criteria within the directive [Information Security for internal and external employees](#) (Point 4.2).



Get back into your account

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

* Enter new password:

* Confirm new password:

Finish

Cancel

5. Wait for the confirmation that your account has been activated/password has been changed.



Get back into your account

✔ Your password has been reset