



Microsoft Azure AD  
Self-Service Password Reset

## **SSPR - Password Reset / Unlock Account**

### User Guide

## Password Management / Unlock Network Account Self-Service Password Reset (SSPR)

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## Introduction

### 1. Objective

The objective of the **Self-Service Password Reset** is to empower individuals to change their own password without the need to contact the Service Desk for assistance.

This **Self-Service Password Reset (SSPR) User Guide** contains the steps to enrol, reset your network password, and unlock your account, as well as background information to better understand the use of SSPR within the Saskatchewan health system. Password Reset & Account Unlock instructions can be located at <https://www.ehealthsask.ca/WIKI/Pages/default.aspx>

## Password Reset Process

### Have you enrolled for Self-Service Password Reset (SSPR)?



If you have not yet enrolled for Self-Service Password Reset (SSPR) by registering your preferred authentication methods (*mobile app, phone, security questions*):  
Please follow the **SSPR – Enrolment User Guide** prior to using this guide.

**NOTE:** You are able to reset your password using the [SSPR online portal](#) or from the [Windows 10 login screen](#).

**IMPORTANT:** Any of your **registered** authentication methods can be used to authorize a SSPR password reset. (*i.e. Authenticator app, Phone, or Security Questions.*)

### If you use VDI / VMware Horizon:



**Not all functionality is available using VDI (Virtual Desktop);** however, those using VDI are encouraged to enrol and set up authentication method(s) for future initiatives.

#### You ARE able to do the following:

- **Enrol** and **add authentication method(s)** for future use (*e.g. external access similar to Mobile Duo*)
- Use the SSPR Portal to proactively **reset password**
- Use the SSPR Portal to **unlock your account** provided you have not forgotten the password as;

#### Are NOT able to:

- Use the **Windows Desktop "Reset Password" option**

### If you use myeHealth to access the following applications:



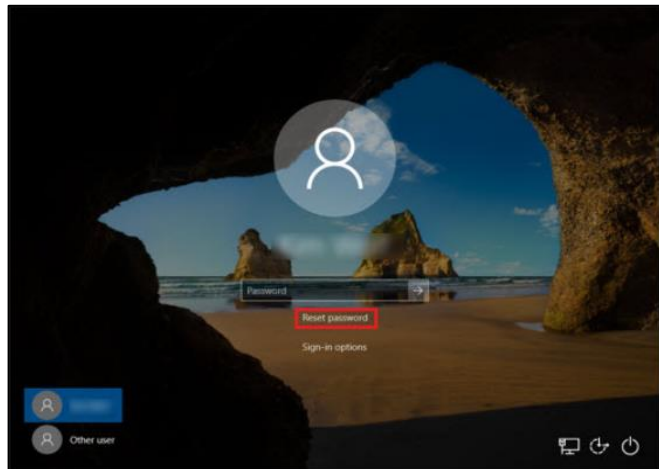
If you have a **myeHealth** account, continue resetting your password through the myeHealth portal site: <https://services.ehealthsask.ca/myehealth/> for these applications in addition to using this **Self-Service Password Reset** functionality for your network account.

**Prerequisite:** When connecting remotely to the network (VPN), and performing an SSPR password reset. You will require the VPN to be connected before attempting to login to Windows. This is because the SSPR resets the password in Active Directory, but the Device will still have the old password cached. Connecting the VPN to the Device will allow for the Device to query Active Directory (AD) and use the new updated password, not the old cached password.

## 1. Windows Log In (Option 1)

- a. From the Windows login screen, select **Reset Password**.

**NOTE:** SSPR is not supported on Windows 7/8 operating systems.



- b. In the **Get Back into your account** window, enter your email address. Click **Next**.

Get back into your account powered by **eHealth** Saskatchewan

Begin by entering your work or school account.

Email or Username:

**Next** Cancel

- c. Select **I forgot my password** and click **Next**.

Get back into your account powered by **eHealth** Saskatchewan

Why are you having trouble signing in?

☒ I forgot my password

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

Choose this option to keep your existing password

**Next** Cancel

- d. From the **Please choose the contact method we should use for verification** drop down menu, select your preferred verification method:
  - **Call my mobile phone**

Get back into your account powered by **eHealth** Saskatchewan

Please choose the contact method we should use for verification:

What phone number would you like to use for verification?

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*44) above. You will then receive a call. Please answer it to continue.

**Next** Cancel

- **Text my mobile phone**

- **Enter code from my authenticator app**

- **Answer my security questions**

- e. Once your identity has been validated, you will be prompted to enter a new password. Click **Next**.

- f. You will receive the **Your password has been reset** success message once the password has been accepted. Select **Finish**.

You have successfully reset your network password

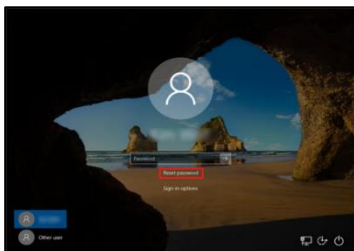
## Password Reset Process (con't.)

### 1. SSPR Portal

(Option 2)

**IMPORTANT:** Any of your [registered](#) authentication methods can be used to authorize a SSPR password reset. (i.e. Authenticator app, Phone, or Security questions.)

- a. Log in to your desktop.



**NOTE:** SSPR is not supported on Windows 7/8 operating systems.

- b. Navigate to: <https://passwordreset.microsoftonline.com/>

- c. On the **Get Back into your account** screen, enter your **Email Address**. Enter the captcha information located within the image.

- d. Click **Next**.



**NOTE:** The SSPR portal is not available for network accounts without an associated email address.

- e. After the captcha has been entered successfully, select which method you want to use to validate your identify before resetting your password. Select **Enter code from my Authenticator App**.

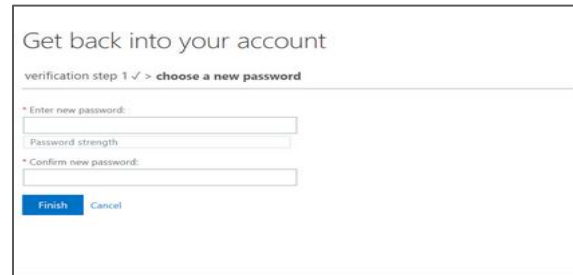
**IMPORTANT:** The Microsoft Authenticator App is the recommended method as it is the **most secure** to validate identity.

- f. On your mobile device, launch the **authenticator app** and enter the verification code displayed in the app into the empty field in the browser.

- g. Once you have been successfully validated, you will be prompted to enter the new password.

**IMPORTANT:** This password must comply with **eHealth Saskatchewan password policy**. If a weak password is chosen, the password will be rejected.

**NOTE:** Once the new password is accepted, you will receive a 'success' message. You can now use the new password to log in.



Get back into your account

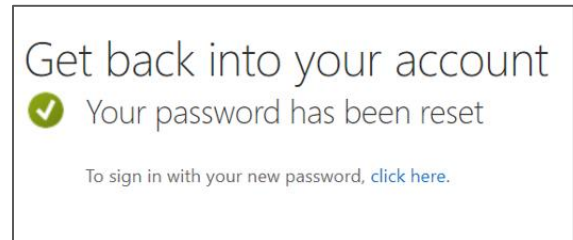
verification step 1 ✓ > choose a new password

\* Enter new password:

Password strength:

\* Confirm new password:

Finish Cancel



Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

You have successfully reset your network password



## SSPR Account Locked

Your network account will **automatically unlock after 15 minutes.**



**NOTE:** Your password is known, and your account is locked.

**This function can be accessed on both the initial Windows 10 login screen and the SSPR Portal.**

### 1. Account Unlock Process

- a. Press **[Ctrl]+[Alt]+[Delete]** on keyboard.
- b. Click on **Reset password** option.



- c. On the **Get back into your account** window, enter your email address and click **Next**.
- d. Select **I know my password, but still can't login** and click **Next**.
- e. Select the verification method you would like to use under **Please choose the contact method we should use for verification**.  
  
**NOTE:** Refer to steps [d to f](#) within Windows 10 login section (steps are the same).
- f. You will receive a message indicating **Your account has been unlocked**. Select **Finish**.

Once completed, you will receive the **"Your account has been unlocked"** notification.

You have successfully unlocked your network account

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Saskatchewan

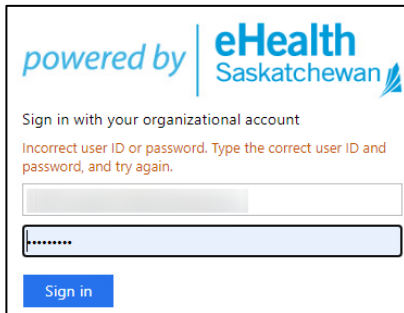
Get back into your account

✔ Your account has been unlocked

## Types of Error Messages

### 1. Login Issues

- a. Customer receives *"Incorrect user ID or password. Type the correct user ID and password, and try again."*

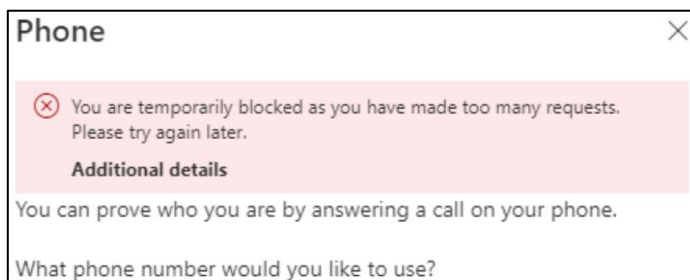


The screenshot shows the eHealth Saskatchewan login interface. At the top, it says "powered by eHealth Saskatchewan". Below that, it says "Sign in with your organizational account". A red error message reads: "Incorrect user ID or password. Type the correct user ID and password, and try again." There are two input fields: one for the user ID and one for the password (masked with dots). A blue "Sign in" button is at the bottom.

- This message can be viewed if your account is locked.
- Message can appear if another customer account has the same email address.
- For any duplicate accounts the recommended login method is using the following format:
  - Domain\username (i.e. HEALTH/jsmith).
- If login still fails when using Domain\username, a ticket should be escalated to [eHS Service Desk](#) to unlock the account.
- If login using Domain\username is successful, a ticket should be escalated to [eHS Service Desk](#) to remove duplicate account.
- You will have 5 attempts to login using your network account (i.e. workstation login username/password) credentials before your account is locked out.

### 2. Temporarily Blocked

- a. Customer receives *"You are temporarily blocked as you have made too many requests. Please try again later."* error message.



The screenshot shows a dialog box titled "Phone" with a close button (X) in the top right corner. The main text area has a pink background and contains a red 'X' icon followed by the message: "You are temporarily blocked as you have made too many requests. Please try again later." Below this, it says "Additional details" and then "You can prove who you are by answering a call on your phone." At the bottom, it asks "What phone number would you like to use?"

- This occurs when customer has completed 5 attempts within 1 hour. After 5 attempts customers are prevented from trying again for 24 hours to prevent the account from being compromised.
- This message only takes place for failed SSPR attempts (*i.e. password reset, adding/removing authentication methods too soon etc.*). This is a feature to prevent account from getting compromised.
  - Attempting to validate phone number 5 times in 1 hour.
  - Attempting to use security questions 5 times in 1 hour.
  - Attempting to reset password for same account 5 times in 1 hour.

## Acronym List

AD	Active Directory (Microsoft centralized management directory services)
Andrd	Android
App	Mobile device application/software/widget
eHS	eHealth Saskatchewan
iOS	iPhone Operating System
MS	Microsoft
QR code	Quick Response code. Type of matrix barcode (or two-dimensional barcode)
SHA	Saskatchewan Health Authority
SSPR	Self-Service Password Reset
VDI	Virtual Desktop Interface

## Review History

Reviewed by	Review Date	Reason
KM Team Lead	October 4, 2022	Self-Service Password Reset Option
KM Team Lead	October 31, 2022	Final Review
KM Team Lead	November 3, 2022	Add decision step for end-user
KBA WP	November 23, 2022	Modify '30 minute timeout to 15' lockout step
KM Team Lead	November 28, 2022	VDI, SD contact information etc.
KM Team Lead	December 2, 2022	2 documents.
KM Team Lead	December 7, 2022	Formatting
KBA WP	December 8, 2022	Modify Password Reset
KBA WP	December 13, 2022	Add Wiki Link
KBA WP	December 21, 2022	Add Error Messages

## Version History

Version	Implemented by	Revision Date	Approval	Reason
1.0	KBA, WP	October 4, 2022	KM Team Lead	Initial Documentation
2.0	KBA, WP	October 28, 2022	KM Team Lead	Updates
3.0	KBA, WP	November 3, 2022	KM Team Lead	Add 'options' decision step
4.0	KBA, WP	November 23, 2022	KM Team Lead	Modify '30 minute timeout to 15' lockout step
5.0	KM Team Lead	November 28, 2022	KM Team Lead	VDI limitation
6.0	KBA, WP & KM TL	Dec 2, 2022	KM Team Lead/Comms	Split out into 2 documents
7.0	KBA, WP & KM TL	Dec 7, 2022	KM Team Lead/Comms	Formatting
8.0	KBA, WP	December 8, 2022	KM Team Lead/Comms	Modify Password Reset
9.0	KBA, WP	December 14, 2022	KBA/Comms	Addition of Wiki Link
10.0	KBA, WP	December 21, 2022	KBA/Comms	Add Error Messages
11.0	KBA, WP	January 3, 2022	KBA/Comms	Add Remote Connection through VPN