

Information Pack

Self Service Password Reset (SSPR) and
Multi Factor Authentication (MFA)

Information Pack



Self-Service Password Reset



What is Self Service Password Reset (SSPR)?

Self Service Password Reset (SSPR) is designed to give you the flexibility to reset your password or unlock your account anytime, anywhere, from any device that has access to internet, without the need to contact Service Desk.

How will I be impacted?

We know it's important to have the right technology and stay connected to do your job well. An instant password reset lets you quickly get access to maximise your focus on people we support.

If your account is locked or you forget your password, you can follow the SSPR prompts to verify who you are and safely unlock your account yourself. This means less waiting time for you and quicker and easier access to the apps and resources needed to do your job.

Self-Service Password Reset



What do I need for SSPR?

For SSPR, you will need a minimum of **two methods of authentication**.

1. Download and install the Microsoft Authenticator app on your phone as the first method of authentication,
2. Now add or update your second authentication method / details by visiting myaccount.microsoft.com and clicking **Security Info**.

We recommend the following methods of authentication added to your account:



**Authenticator
Mobile App**

Preferred method



Personal Email



Phone Number

(Not 8x8 number)



Text Message

Multi-Factor Authentication (MFA)

Why we use MFA

We know it's important to have the right technology and stay connected to do your job well. An instant password reset lets you quickly get access to your account, ensuring you can stay focused on people we support. We keep this process secure through Multi-factor Authentication (MFA).

MFA is a preferred step for all employees to verify their identity via their mobile phone when accessing work applications and information.

It is one of the best methods of protection against cybersecurity threats as it authenticates it is you accessing your Endeavour Foundation devices and work applications, and it provides more security than a username and password, with an additional step to verify your identity on your mobile phone.

Most of us are familiar with using this method of verification each time we access our online bank accounts.



Microsoft Authenticator App

Downloading Microsoft Authenticator

If you haven't already, download and install the **Microsoft Authenticator app on your mobile phone** ([click here for Microsoft Authenticator setup instructions](#)).

The Microsoft Authenticator app is one method of authentication most employees will already be using thanks to Connect2Work.



Personal Email

Using your email to authenticate

If you use your email as one of your authentication methods, a code will be sent via email to your nominated inbox to verify it is you accessing your work account.

Use a personal email as you will not be able to access your work email address if you are locked out of your account. Access your personal email via your phone, an alternate computer, or a tablet.



Personal Mobile (SMS or call)

Using your personal mobile to authenticate

If you use your mobile number as one of your authentication methods, a code will be sent via SMS or phone call to your nominated number to verify it is you accessing your work account.

Please do not use your 8x8 number if you add a phone option. The 8x8 number is not compatible with multi-factor authentication.



Using Self Service Password Reset

When can I use SSPR?

If you already have set up the recommended multiple authentication methods, you are now able to commence using SSPR.

SSPR can be accessed at

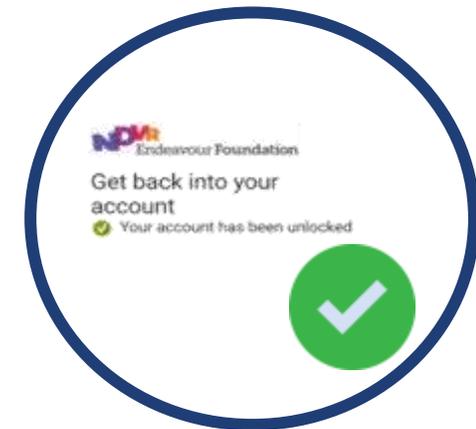
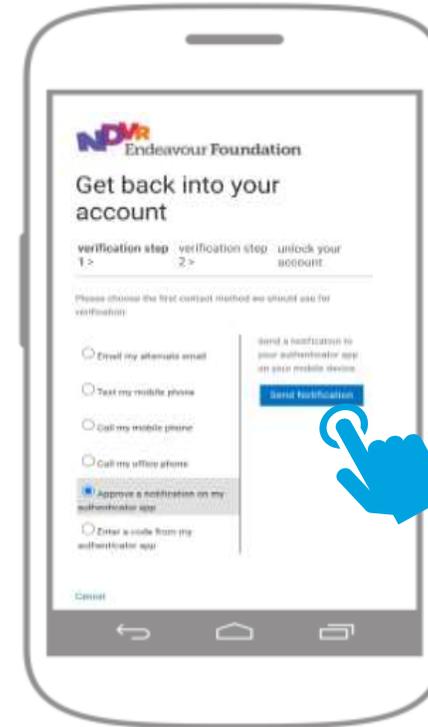
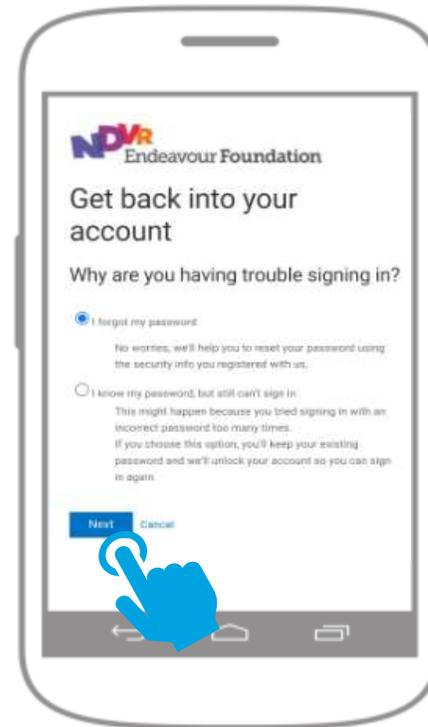
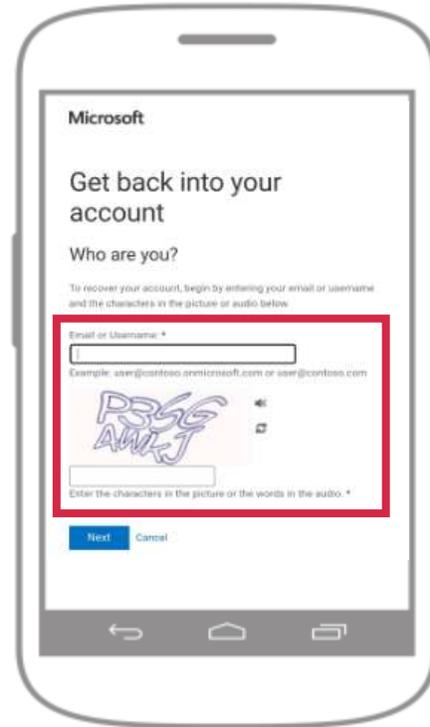
aka.ms/sspr

Follow the prompts to reset your password. If you have any difficulty resetting your password, contact the IT Service Desk on 1300 742 212 for assistance.



Using Self Service Password Reset

Unlock your account in four easy steps!



1

On your device, open a web browser and enter aka.ms/sspr

2

Enter your work email, type the CAPTCHA characters and click **Next**

3

Select the reason that applies to you and click **Next**

4

Select the preferred verification and click **Send Notification**

Bookmark or Add to Favourites!

Bookmark the below link or **add it to your favourites tab** on your mobile phone, personal computer and tablet to easily reset your own password:

aka.ms/sspr

