

Self Service Password Reset (SSPR) Portal User Guide

SSPR WELCOME PAGE

FEATURE GUIDANCE

- To REGISTER a phone number and/or secondary email address as your recovery method(s), enabling you to use the Self Service Password Reset/Unlock options, see [Register in Password Management](#)
- To change your password while your current password is functional, see [Change Password](#)
- If you have forgotten your password and need to RESET it, see [Reset/Unlock Account](#)
- If your password has expired, or if you know your password but your account is locked then you can UNLOCK it using [Reset/Unlock Account](#).

IT SUPPORT CONTACT INFORMATION

- Phone # & link to initiate a Skype for Business call
- Email address & link to send a Skype IM
- Link to [Domain Password Creation Rules](#)
- Link to [FAQ](#)

IMPORTANT BASICS (also available in FAQ)

ACTIVE APPLICATION RECOVERY - (Preventing unintended password lockouts)

Before performing security altering activities you should remember to close applications that periodically need to re-authenticate using your credentials (e.g., Outlook, SharePoint, Skype, OneDrive, etc.). When such auto-connecting applications are left open during a password change they typically run under the old credentials for a time. Eventually they either prompt you for your new credentials, or the continuous logon retries from these open applications (still using your former password) can fail; causing your account to be locked.

AVOID CERTAIN ACTIONS

Avoid clicking on the “Cancel” button or the “Back” button as you navigate the portal. These two functions have fixed Microsoft behaviors which can land on pages that are out of place for our workflow. If you accidentally click one of these and find you are stuck, simply close the browser tab and revisit the site. It’s a great idea to place a shortcut to the SSPR portal right on your browser’s toolbar or in your favorites, enabling you to quickly revisit the portal if need be.

Similarly, the Help links on the Register in Password Management, Change Password, and Reset/Unlock Account pages are also Microsoft-fixed. Refer to this document (available via links from both Welcome and FAQ pages) for guidance.

INTERNET EXPLORER COMPATIBILITY MODE

If your SSPR pages render oddly in IE, try changing the browser’s compatibility mode.

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REGISTER IN PASSWORD MANAGEMENT

Covered Topics

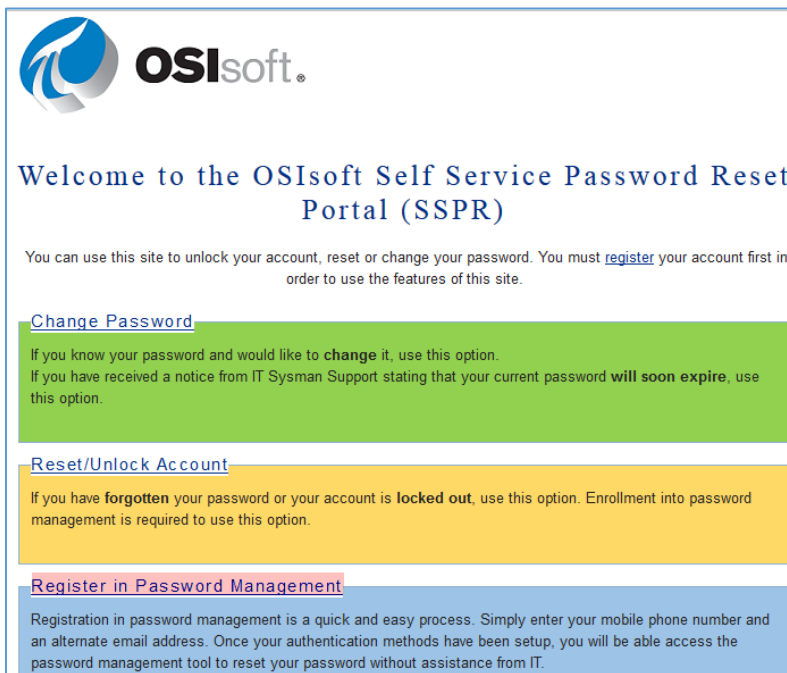
- [Accessing the Register in Password Management Page](#)
- [Setting up your Authentication Phone](#)
- [Setting up your Authentication Email](#)
- [Modifying your Contact Information after Registration](#)

NOTE: OSISOFT uses a registered mobile phone number or alternate email address to reset forgotten or expired passwords. If this information is not entered or is outdated, users will not be able to utilize the features provided on OSISOFT's Self Service Password Reset Portal.

This information is for OSISOFT employee accounts.

Accessing the "Register in Password Management" Page

- 1) To register for password recovery, go to <https://myaccount.osisoft.com> and click on the Register in Password Management link. If prompted, enter your OSISOFT domain credentials.



The screenshot shows the OSISOFT logo at the top left. Below it, the text reads "Welcome to the OSISOFT Self Service Password Reset Portal (SSPR)". A paragraph explains that the site is used to unlock accounts, reset, or change passwords, and that users must register first. Three main options are listed in colored boxes: "Change Password" (green), "Reset/Unlock Account" (yellow), and "Register in Password Management" (blue). Each option includes a brief description of when to use it.

 **OSISOFT.**

Welcome to the OSISOFT Self Service Password Reset Portal (SSPR)

You can use this site to unlock your account, reset or change your password. You must [register](#) your account first in order to use the features of this site.

[Change Password](#)

If you know your password and would like to **change** it, use this option.
If you have received a notice from IT Sysman Support stating that your current password **will soon expire**, use this option.

[Reset/Unlock Account](#)

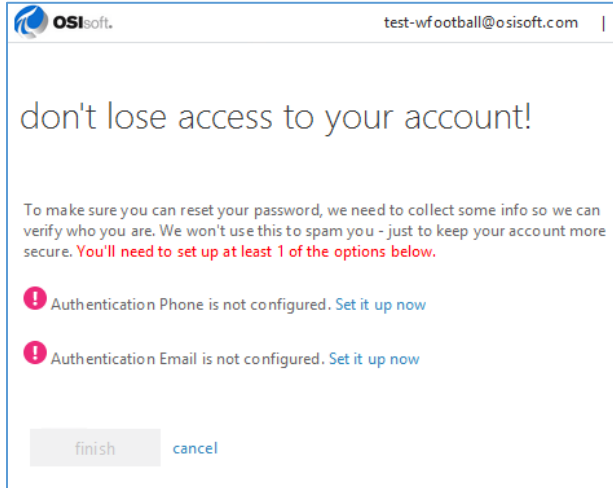
If you have **forgotten** your password or your account is **locked out**, use this option. Enrollment into password management is required to use this option.

[Register in Password Management](#)

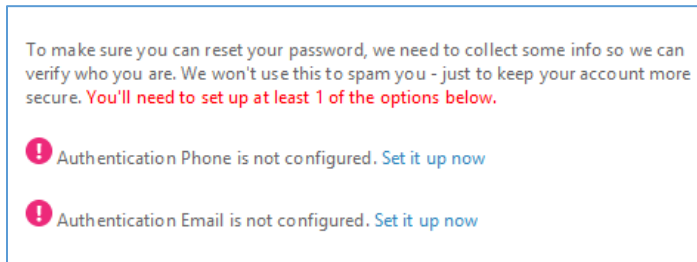
Registration in password management is a quick and easy process. Simply enter your mobile phone number and an alternate email address. Once your authentication methods have been setup, you will be able access the password management tool to reset your password without assistance from IT.

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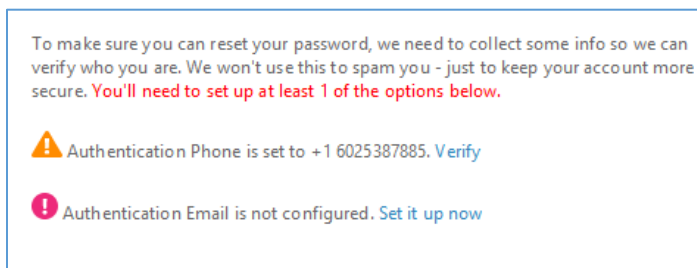
- 2) Once you are logged in successfully, you will see the "don't lose access to your account!" page.



- 3) You need to set up at least one method of recovering your password: Authentication Phone or Authentication Email. IT recommends setting up both recovery options.
- 4) Click or tap the **Set it up now** link for Authentication Phone, Authentication Email or set up both.



NOTE: if your domain account already has a mobile phone number published in Outlook, you will see the option to verify your cell phone, instead of "set it up now".

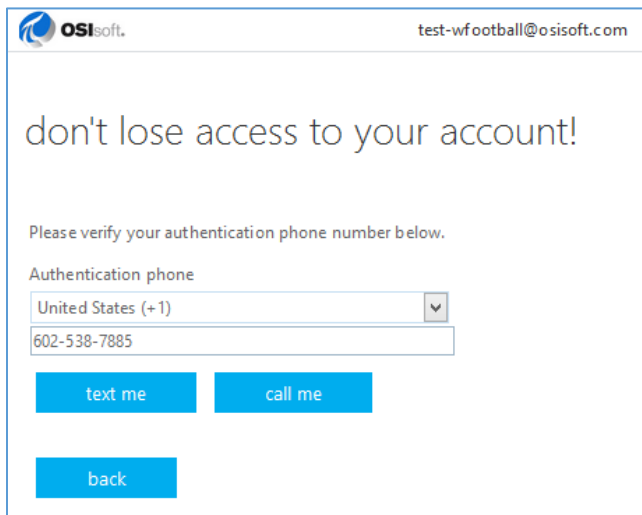


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Setting up your Authentication Phone

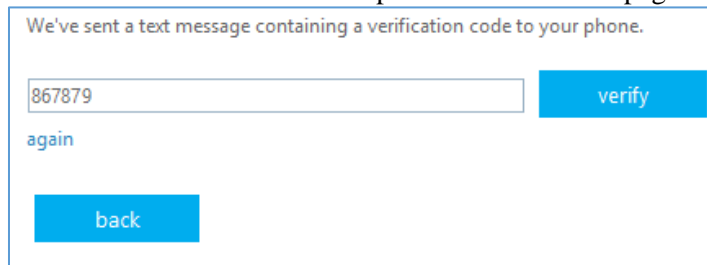
If you choose Authentication Phone, you are prompted to provide your authentication phone number.

- 1) From the drop-down menu, select your country or region. Then enter your phone number.
- 2) Choose **text me** or **call me** to verify your phone number.



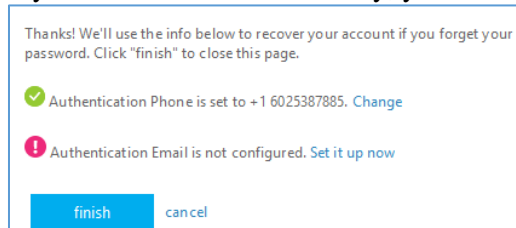
The screenshot shows a web page from OSISOFT. At the top left is the OSISOFT logo, and at the top right is the email address test-wfootball@osisoft.com. The main heading is "don't lose access to your account!". Below this, it says "Please verify your authentication phone number below." There is a section labeled "Authentication phone" with a dropdown menu set to "United States (+1)" and a text input field containing "602-538-7885". Below the input fields are three buttons: "text me", "call me", and "back".

- a) If you selected **text me**,
 - i) your phone will receive a Microsoft verification text with a multi-digit code.
 - ii) Enter that code in the text field provided on the web page and click or tap **verify**.



The screenshot shows a verification screen with the message "We've sent a text message containing a verification code to your phone." There is a text input field containing the code "867879" and a blue "verify" button. Below the input field, it says "again" and there is a blue "back" button.

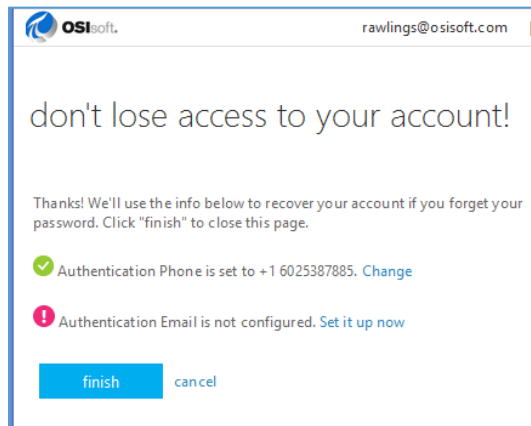
- iii) If you entered the code correctly, your Authentication Phone will be verified.



The screenshot shows a summary screen with the message "Thanks! We'll use the info below to recover your account if you forget your password. Click 'finish' to close this page." There are two status items: a green checkmark indicating "Authentication Phone is set to +1 6025387885. Change" and a red exclamation mark indicating "Authentication Email is not configured. Set it up now". At the bottom, there are two buttons: "finish" and "cancel".

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- b) If you selected **call me** you will receive an automated call.
 - i) Press the pound key (the # symbol) to authorize your phone number.
 - ii) You will hear a message indicating “your sign-in was successfully verified. Goodbye!”
- 3) You will be returned to the “don’t lose access to your account!” page and your Authentication Phone will have a green checkmark.



- 4) Once you have completed the Authentication Phone verification via either **text** or **call**, you can click **Finish**.

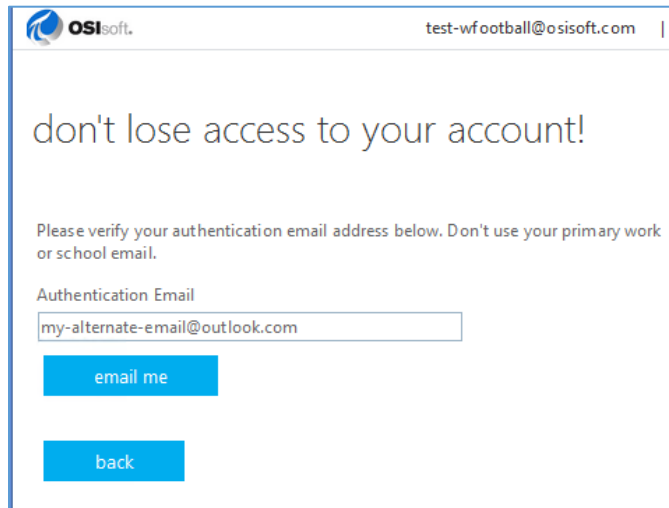
At this point and you have successfully registered your account with the Self-Service Password Reset portal.

NOTE: IT recommends that you also configure your **Authentication Email** to provide an additional option for resetting/unlocking your account in the future.

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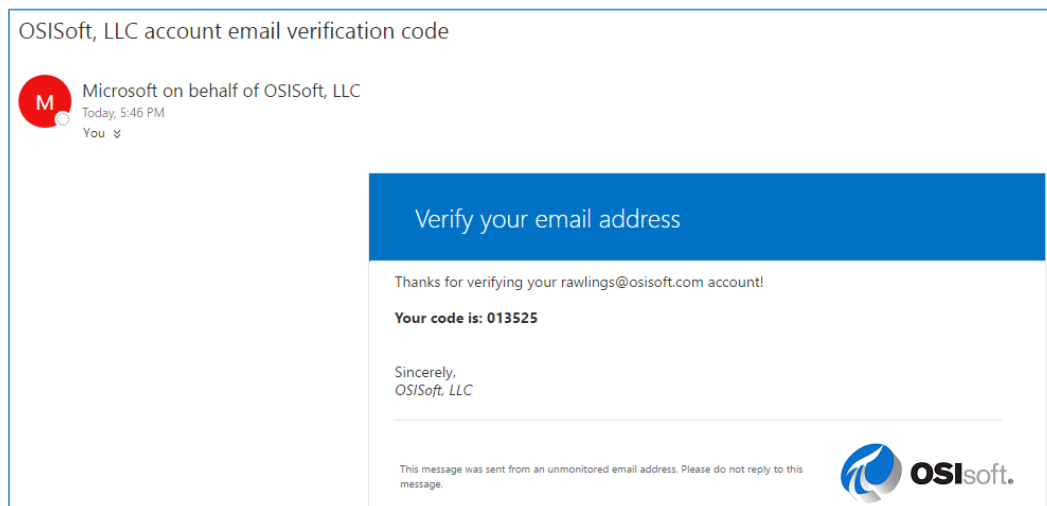
Setting up your Authentication Email

- 1) If you choose **Authentication Email**, you are prompted to provide your authentication email. This email must be a non-OSIsoft email address.
- 2) Enter your secondary email address and click or tap **email me**.



The screenshot shows a web browser window with the OSISoft logo and the email address test-wfootball@osisoft.com. The main heading is "don't lose access to your account!". Below this, a message reads: "Please verify your authentication email address below. Don't use your primary work or school email." There is a text input field labeled "Authentication Email" containing the text "my-alternate-email@outlook.com". Below the input field are two blue buttons: "email me" and "back".

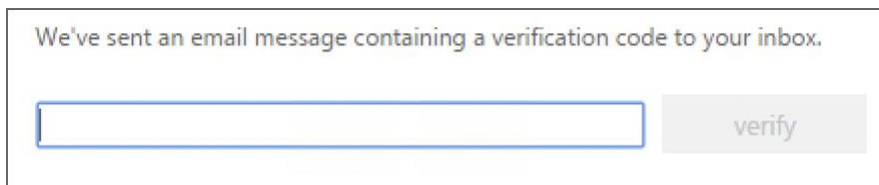
- 3) You are sent an email message with a verification code to your authentication email.
- 4) Check your secondary email inbox and note the multi-digit code.



NOTE: The email will come from “Microsoft on behalf of OSISoft, LLC” (check your alternate email account’s junk/spam folder if you do not see the message in your Inbox)

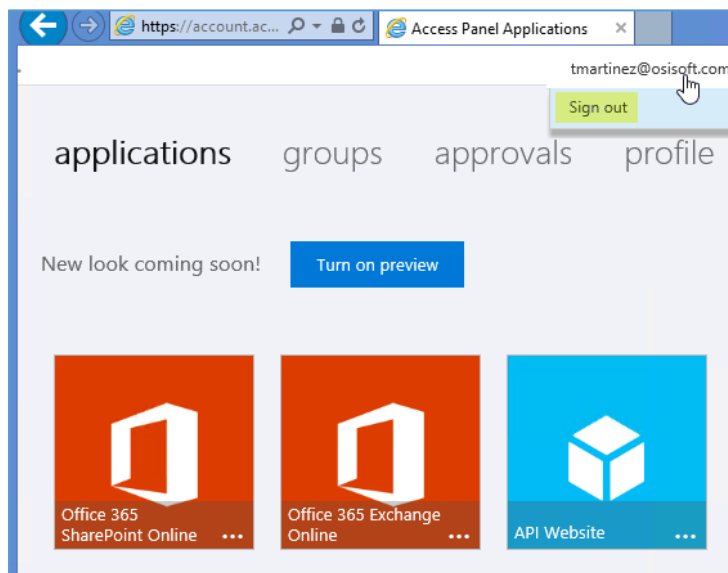
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- 5) The verification input box presents.



We've sent an email message containing a verification code to your inbox.

- 6) Enter the emailed code into the text field provided on the web page and click or tap **verify**
- If you entered the code correctly, your Authentication Email will be verified.
 - Click or tap Finish**
- 7) The "Applications" page appears. In the upper right, your OSISOFT email address is displayed.
- Click or tap your OSISOFT email and select **Sign out**.



You have successfully registered your password recovery methods.

Note: If you are having trouble registering your secondary email or phone number for password recovery, please contact the [IT Sysman Support](#) at (510) 297-5864.

Modifying your Contact Information after Registration

Please use [this link](#) for updating your contact information (alternate email accounts or a different mobile number) after registering for this service.

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CHANGE PASSWORD

"I want to change my active password to different one."

Here's how to change your password that's not expired using the Self Service Password Reset (SSPR) portal. If you have any questions, please contact IT Sysman Support at smanagers@osisoft.com or +1-510-297-5864.

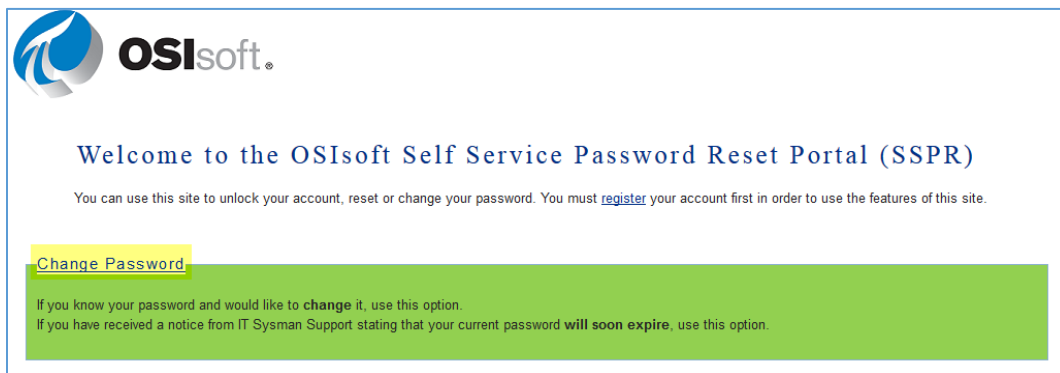
- 8) Before changing your password you should close applications that periodically attempt to re-connect using your credentials. Otherwise, once the password change occurs, logon retries from those open applications (using your former password) will fail which can cause your account to be locked.

If you have wireless mobile devices, set them to offline/airplane mode to temporarily disable network access.

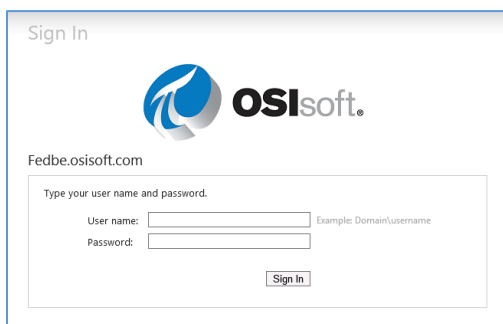
- a) [iPad/iPhone/iPod airplane mode instructions](#)
- b) [Android airplane mode instructions](#)
- c) [Windows Phone airplane mode instructions](#)

This step will prevent these devices from locking your account as they attempt to connect to email with an outdated password.

- 9) Exit from Outlook and Skype for Business applications. Open your web browser.
- 10) Go to <https://myaccount.osisoft.com> and click on the Change Password link.

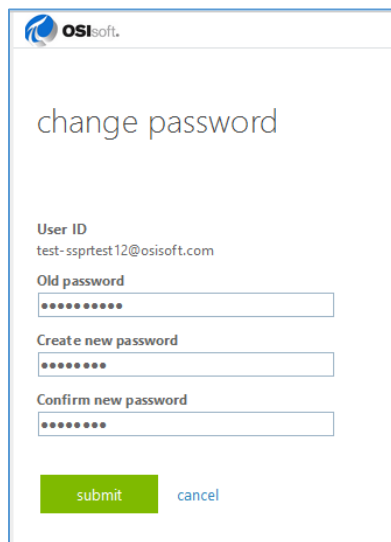


- 11) If prompted, enter your current email username and password.



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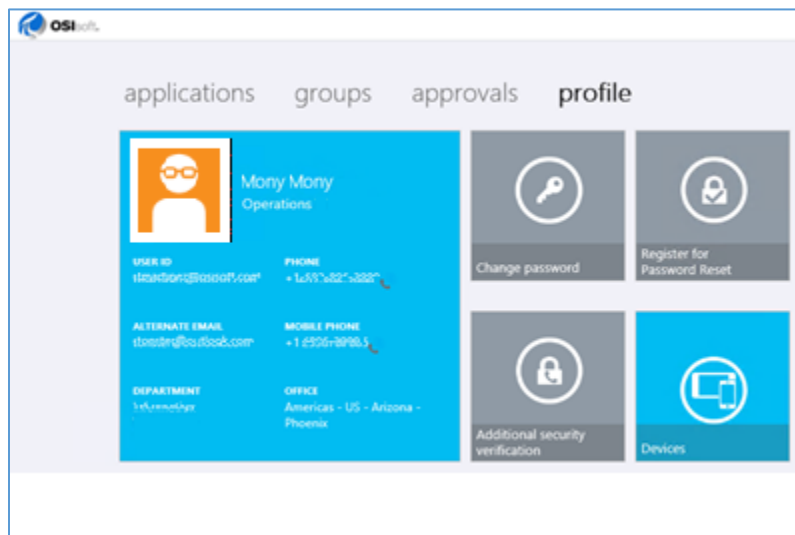
- 12) Change your password
 - a) Enter your current password.
 - b) Decide on a new password that complies with the [current policy rules](#)
 - c) Enter your new password and then to confirm, enter your new password again.
 - d) Click **Submit** when finished.
 - e) If a message indicates the new password is out of compliance you must start again at step 1.



The screenshot shows a web form titled "change password" with the OSIsoft logo at the top left. The form contains the following fields and buttons:

- User ID: test-ssprtest12@osisoft.com
- Old password: A text input field with masked characters (dots).
- Create new password: A text input field with masked characters (dots).
- Confirm new password: A text input field with masked characters (dots).
- Buttons: A green "submit" button and a blue "cancel" button.

- 13) If the change was successful, you will land on the Microsoft Azure AD Profile page.



- 14) Reactivate network access on wireless mobile devices

- 15) Update your applications with the new password

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RESET/(UNLOCK)ACCOUNT

"I forgot my password and want to create a new one before I get locked out."

NOTE: OSIsoft uses a registered mobile phone number or alternate email address to reset forgotten or expired passwords.

This information is for users with a registered phone number and/or secondary email address set up for Self Service Password Reset. If you have not previously set up one of these recovery methods, please call the IT Sysman Support team at +1-510-297-5864 to reset your password.

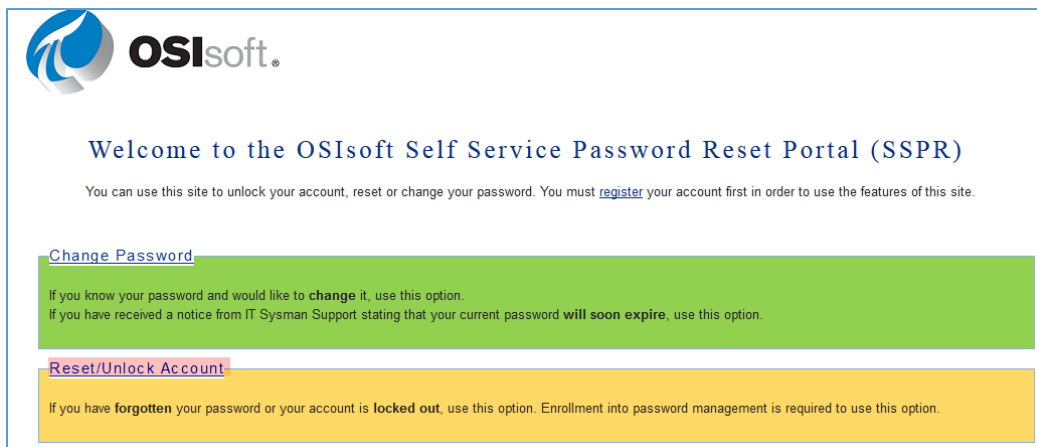
- 1) Before changing your password you should close applications that periodically attempt to re-connect using your credentials. Otherwise, once the password change occurs, logon retries from those open applications (using your former password) will fail which can cause your account to be locked.

If you have wireless mobile devices, set them to offline/airplane mode to temporarily disable network access.

- a) [iPad/iPhone/iPod airplane mode instructions](#)
- b) [Android airplane mode instructions](#)
- c) [Windows Phone airplane mode instructions](#)

This step will prevent these devices from locking your account as they attempt to connect to email with an outdated password.

- 2) Go to <https://myaccount.osisoft.com> and click on the Reset/Unlock Account link.

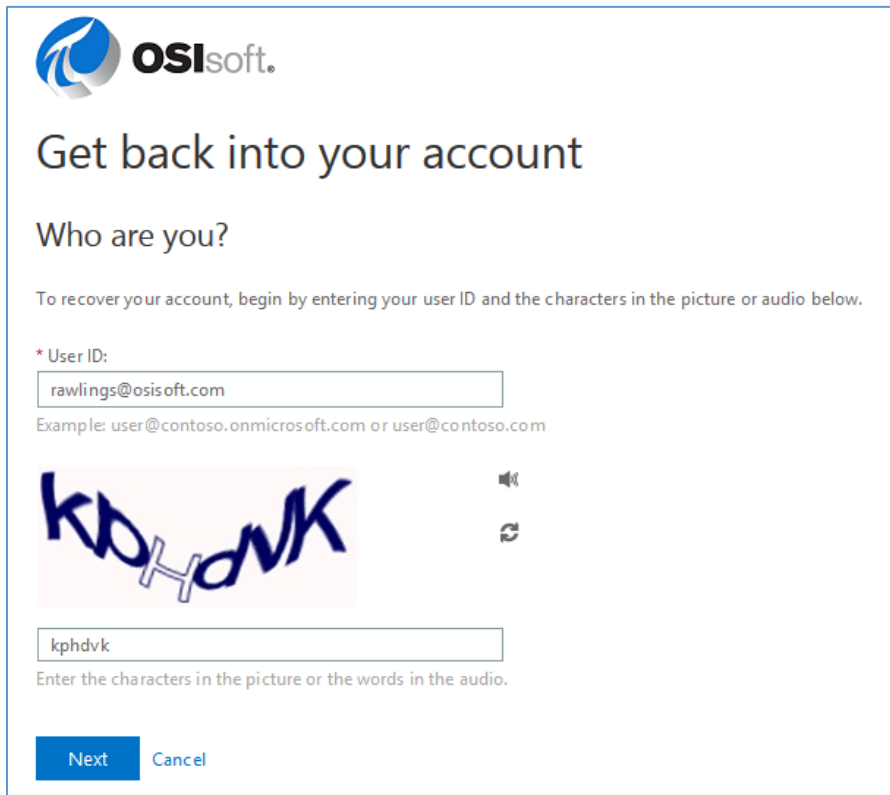


- 3) You are prompted for your "User ID"; enter your OSIsoft email address in the "User ID" field.

NOTE: You may notice the top image will switch from Microsoft to the OSIsoft logo. This is to be expected as the Self-Service Reset Portal utilizes Microsoft Azure AD services.

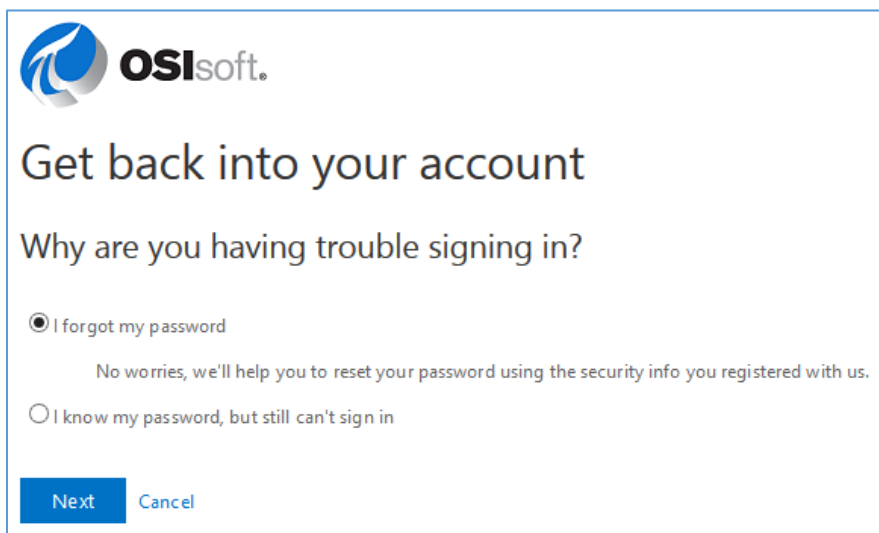
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- 4) Now enter the characters in the CAPTCHA (or the words in the audio). Click or tap **Next**.



The screenshot shows the OSISoft account recovery interface. At the top left is the OSISoft logo. The main heading is "Get back into your account". Below this is the question "Who are you?". A sub-heading reads: "To recover your account, begin by entering your user ID and the characters in the picture or audio below." There are two input fields: the first is for the "User ID" with the example "rawlings@osisoft.com" and a note that examples are "user@contoso.onmicrosoft.com" or "user@contoso.com"; the second is for the CAPTCHA characters, which are "kphdVK". To the right of the CAPTCHA image are icons for audio playback and refresh. At the bottom are "Next" and "Cancel" buttons.

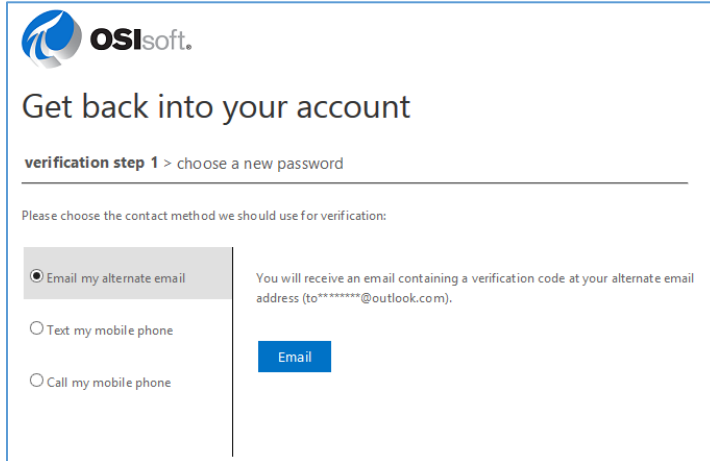
- 5) The "Why are you having trouble signing in?" page appears. Keep **"I forgot my password"** selected and click or tap **Next**.



The screenshot shows the OSISoft account recovery interface. At the top left is the OSISoft logo. The main heading is "Get back into your account". Below this is the question "Why are you having trouble signing in?". There are two radio button options: "I forgot my password" (which is selected) and "I know my password, but still can't sign in". Below the first option is a sub-heading: "No worries, we'll help you to reset your password using the security info you registered with us." At the bottom are "Next" and "Cancel" buttons.

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- 6) If you have an authentication email set up, select **Email my alternate email**. Click or tap **Email** to be sent an email message with a verification code to your authentication email account.



The screenshot shows the OSISoft logo at the top left. Below it is the heading "Get back into your account" and a sub-heading "verification step 1 > choose a new password". A horizontal line separates this from the main content. The text "Please choose the contact method we should use for verification:" is followed by three radio button options: "Email my alternate email" (which is selected), "Text my mobile phone", and "Call my mobile phone". To the right of these options, a text box explains: "You will receive an email containing a verification code at your alternate email address (to*****@outlook.com)". A blue "Email" button is positioned below this text.

- 7) Check your secondary email inbox, note the multi-digit code, and enter the code in the text field provided on the web page.



The screenshot displays a message: "We've sent an email message containing a verification code to your inbox." Below this message is a text input field with the placeholder text "Enter your verification code". At the bottom of the screen is a "Next" button.

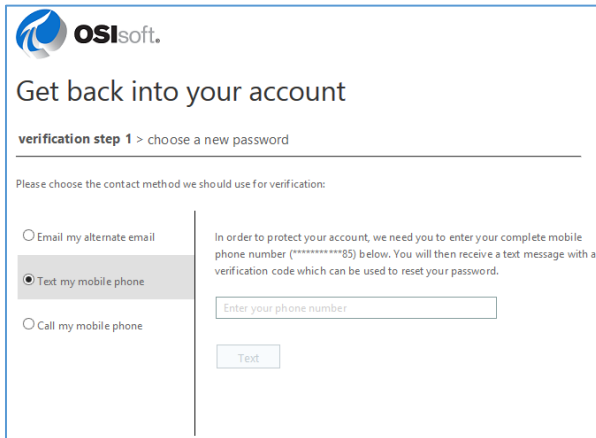
- 8) Click or tap **Next**.
- a) If your authentication attempt fails to complete you must start again at step 1.
 - b) If authentication was successful, skip to Step 10.

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- 9) If you have an authentication phone set up, choose either “Text my mobile phone” or “Call my mobile **phone**”

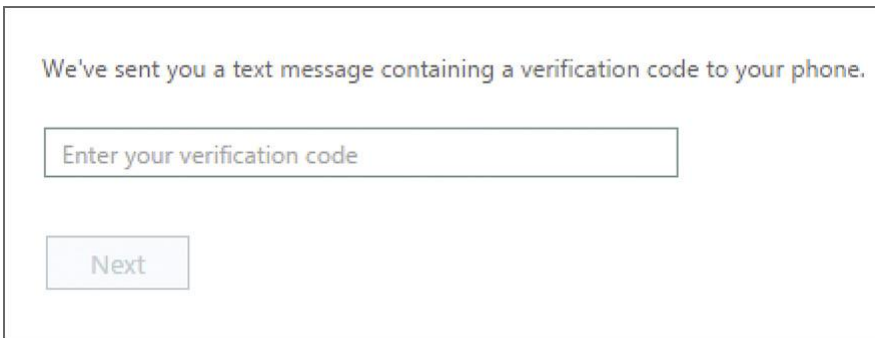
For "Text my mobile phone":

- a) Enter the authentication phone number and click or tap Text to receive a Microsoft verification text with a multi-digit code.



The screenshot shows the OSISOFT logo at the top left. Below it is the heading "Get back into your account" and a sub-heading "verification step 1 > choose a new password". A horizontal line separates this from the instruction: "Please choose the contact method we should use for verification:". There are three radio button options: "Email my alternate email", "Text my mobile phone" (which is selected), and "Call my mobile phone". To the right of these options is a text box labeled "Enter your phone number" and a "Text" button. A small informational text block states: "In order to protect your account, we need you to enter your complete mobile phone number (*****85) below. You will then receive a text message with a verification code which can be used to reset your password."

- b) Enter that code in the text field provided on the web page and click or tap **Next**.

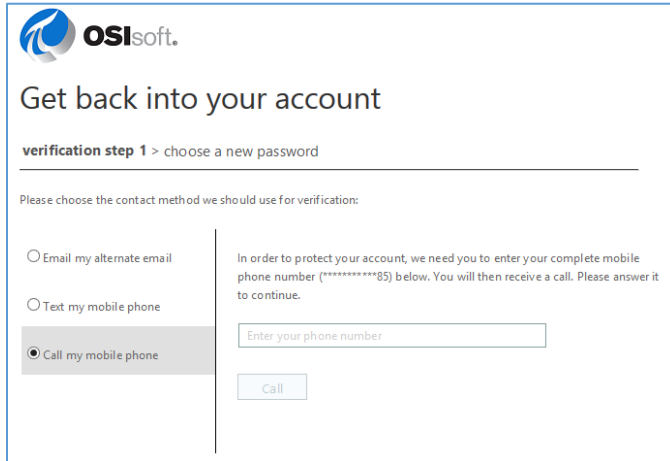


The screenshot shows a message: "We've sent you a text message containing a verification code to your phone." Below this is a text input field with the placeholder text "Enter your verification code". At the bottom of the screen is a "Next" button.

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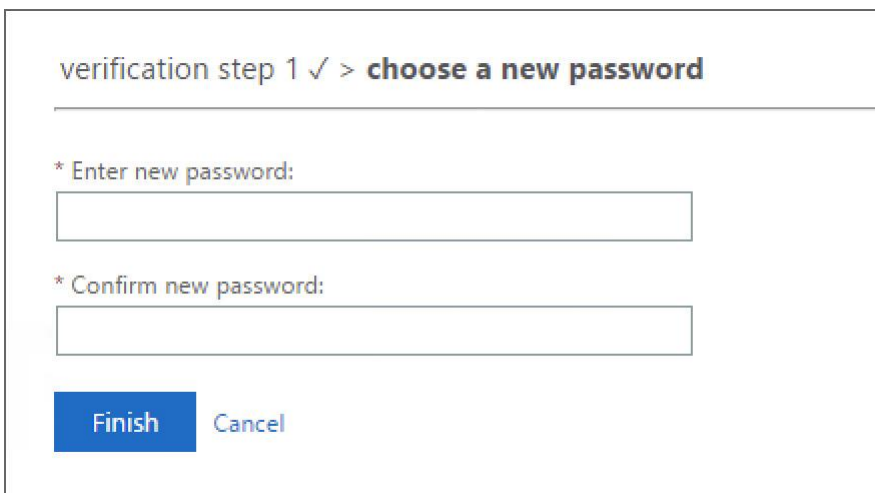
For "Call my mobile phone":

- a) Enter the authentication phone number and click or tap **Call**.



The screenshot shows the OSISoft logo at the top left. Below it, the text reads "Get back into your account" and "verification step 1 > choose a new password". A horizontal line separates the header from the main content. Below the line, it says "Please choose the contact method we should use for verification:". There are three radio button options: "Email my alternate email", "Text my mobile phone", and "Call my mobile phone". The "Call my mobile phone" option is selected. To the right of these options, there is a text box labeled "Enter your phone number" and a "Call" button below it. A small note reads: "In order to protect your account, we need you to enter your complete mobile phone number (*****85) below. You will then receive a call. Please answer it to continue."

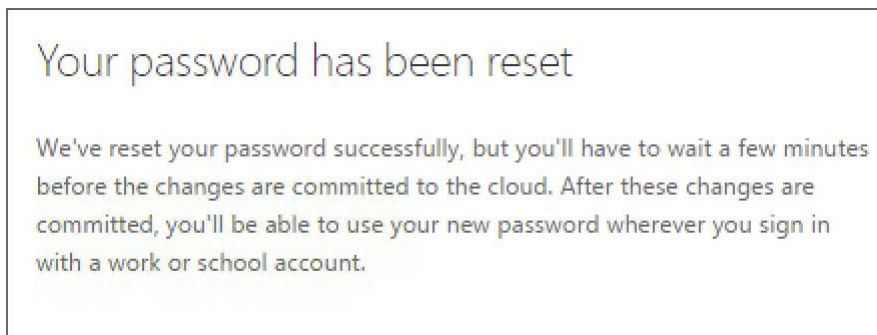
- b) You will receive an automated call. Press the **pound key** (the # symbol) to continue.
 - c) If your authentication is not successful you must begin again at step 1.
- 10) If your authentication was successful, you will be prompted to choose your new password.
- a) Decide on a new password that complies with the [current policy rules](#)
 - b) Enter your new password and then to confirm, enter your new password again.
 - c) Click **Finish** when complete
 - d) If a message indicates the new password is out of compliance you must start again at step 1.



The screenshot shows the text "verification step 1 ✓ > choose a new password" at the top. Below this, there are two text input fields. The first is labeled "* Enter new password:" and the second is labeled "* Confirm new password:". At the bottom, there are two buttons: "Finish" (in a blue box) and "Cancel".

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11) The web page indicates if the password reset was successful.



NOTE: A successful password reset can take a few minutes to finalize.

(See: **ACTIVE APPLICATION RECOVERY** for additional details)

If you did not successfully reset your password, review the password requirements above then retry your password reset.

12) If the reset was successful, close the browser window. Login with your new password to OSISoft systems, such as Outlook or Skype for Business. Reactivate network access on wireless mobile devices and update your password on mobile devices.

13) If you have further questions or concerns, see the [Frequently Asked Questions](#) or contact IT Sysman Support at smanagers@osisoft.com or +1-510-297-5864.

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UNLOCK YOUR ACCOUNT

"I know my password but I am locked out"

NOTE: OSIssoft uses a registered mobile phone number or alternate email address to unlock accounts.

This information is for users with a registered phone number or secondary email address set up for self-service password reset. If you have not previously set up one of these recovery methods, *or if you encounter any trouble as you following the unlock procedures outlined below*, please call the IT Sysman Support team at +1-(510) 297-5864 to unlock your account.

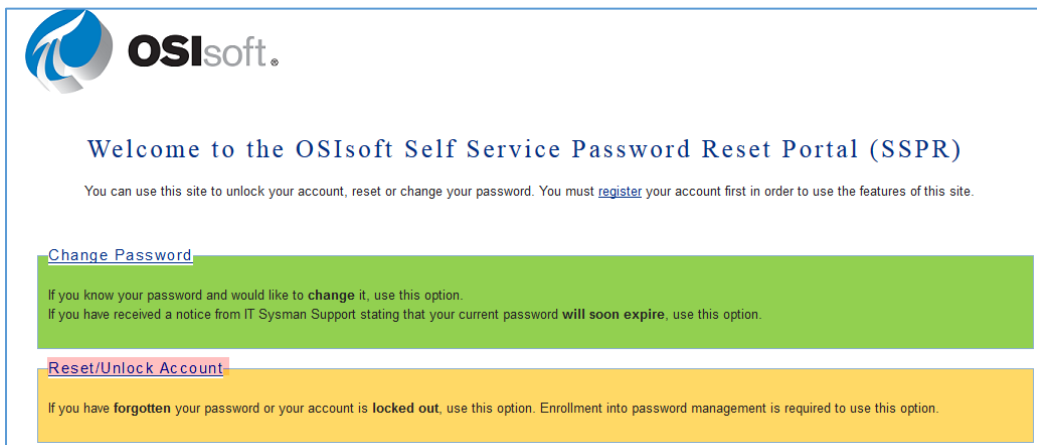
- 1) Before changing your password you should close applications that periodically attempt to re-connect using your credentials. Otherwise, once the password change occurs, logon retries from those open applications (using your former password) will fail which can cause your account to be locked.

If you have wireless mobile devices, set them to offline/airplane mode to temporarily disable network access.

- a) [iPad/iPhone/iPod airplane mode instructions](#)
- b) [Android airplane mode instructions](#)
- c) [Windows Phone airplane mode instructions](#)

This step will prevent these devices from locking your account as they attempt to connect to email with an outdated password.

- 2) Go to <https://myaccount.osisoft.com> and click on the Reset/Unlock Account link.



The screenshot shows the OSIssoft logo at the top left. Below it, the text reads "Welcome to the OSIssoft Self Service Password Reset Portal (SSPR)". A sub-header states: "You can use this site to unlock your account, reset or change your password. You must [register](#) your account first in order to use the features of this site." There are two main options presented in colored boxes: a green box for "Change Password" and a yellow box for "Reset/Unlock Account".

Change Password
If you know your password and would like to change it, use this option.
If you have received a notice from IT Sysman Support stating that your current password will soon expire, use this option.

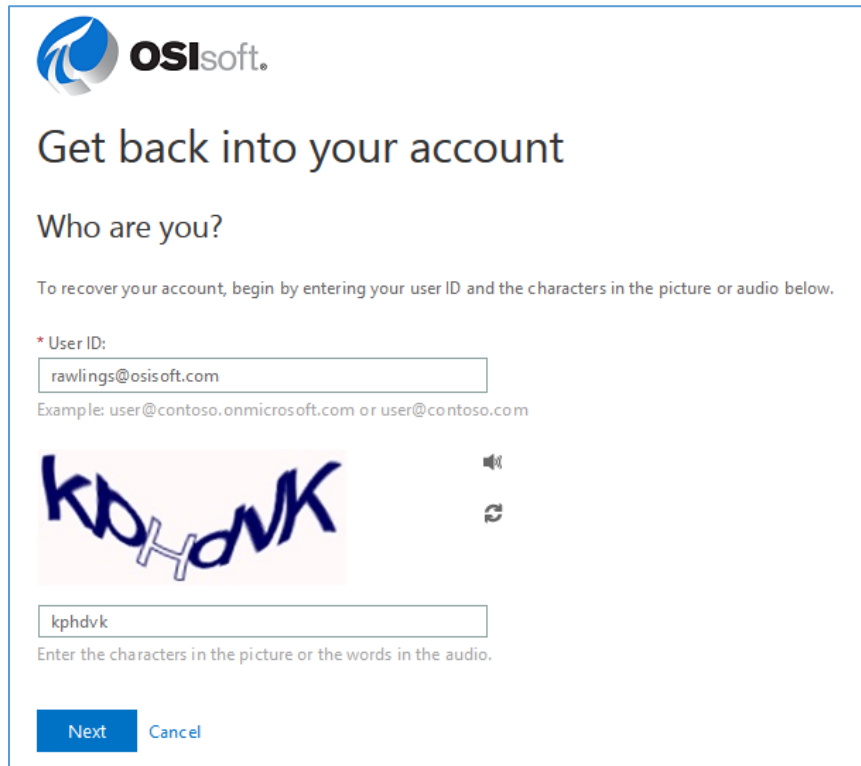
Reset/Unlock Account
If you have forgotten your password or your account is locked out, use this option. Enrollment into password management is required to use this option.


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3) The "Get back into your account" page appears.

NOTE: You may notice the top image will switch from Microsoft to the OSIsoft logo. This is to be expected as the Self-Service Reset Portal utilizes Microsoft Azure AD services.

- a) Enter your **OSIsoft email address** in the "User ID" field.
- b) Now enter the characters in the CAPTCHA (or the words in the audio). Click or tap **Next**.



 **OSIsoft.**



Get back into your account

Who are you?

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

* User ID:

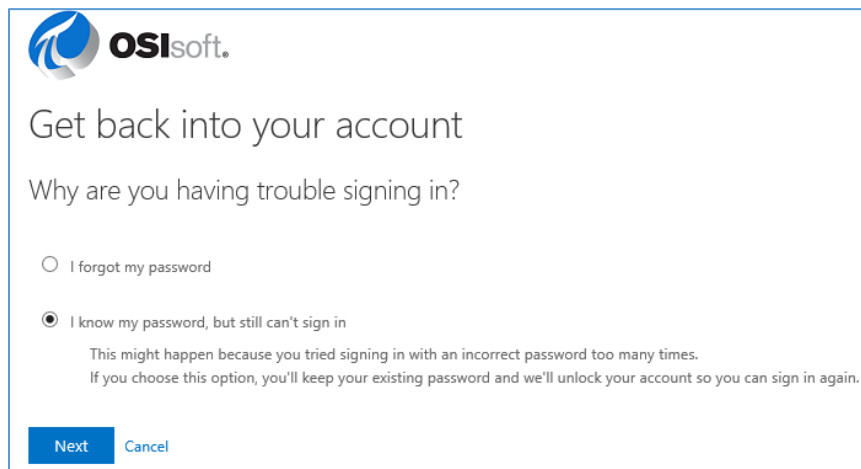
Example: user@contoso.onmicrosoft.com or user@contoso.com


  

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

4) The "Why are you having trouble signing in?" page appears.

- a) Select **"I know my password, but still can't sign in"** selected and click or tap **Next**.



 **OSIsoft.**

Get back into your account

Why are you having trouble signing in?

I forgot my password

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

This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Self Service Password Reset (SSPR) Portal User Guide

- 5) If you have an authentication email set up, select **Email my alternate email**.
Click or tap **Email**

OSISoft.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

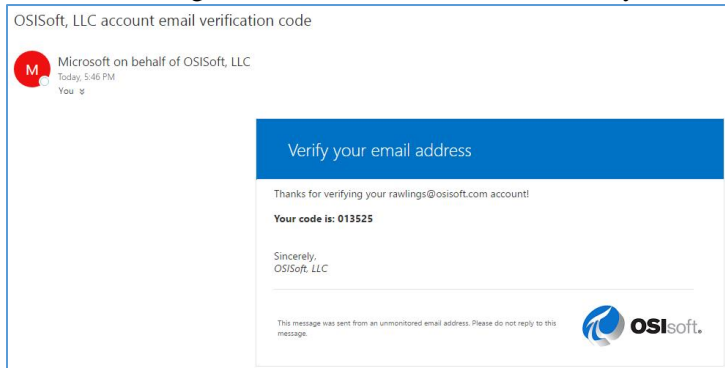
Text my mobile phone

Call my mobile phone

You will receive an email containing a verification code at your alternate email address (to*****@outlook.com).

Email

- 6) An email message with a verification code is sent to your authentication email account



- 7) The verification input box presents.

We've sent an email message containing a verification code to your inbox.

Enter your verification code

Next

- 8) Check your secondary email inbox and note the multi-digit code

NOTE: The email will come from “Microsoft on behalf of OSISoft, LLC”
(check your alternate email account’s junk/spam folder if the message isn’t in your Inbox).

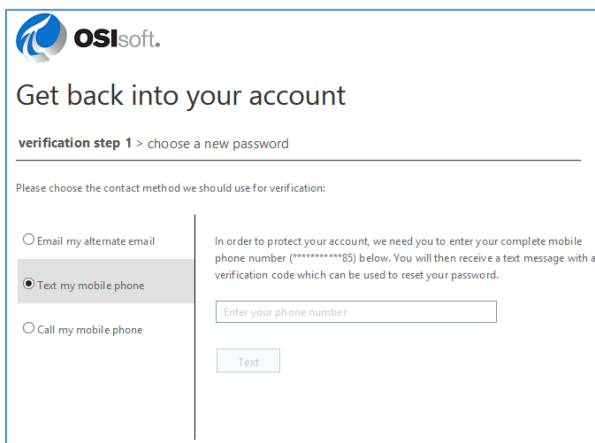
- a) Enter the code in the text field provided on the web page.
b) If no message is received please call the IT Sysman Support team at +1-(510) 297-5864

Self Service Password Reset (SSPR) Portal User Guide

- 9) Click or tap **Next**.
 - a) If your authentication attempt fails to complete you must start again at step 1.
 - b) If authentication was successful, skip to Step 11.
- 10) If you have an authentication phone set up, choose either “Text my mobile phone” or “Call my mobile phone”

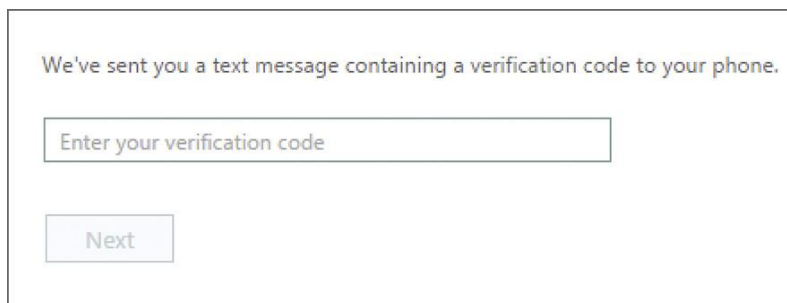
For "Text my mobile phone":

- a) Enter the authentication phone number and click or tap Text to receive a Microsoft verification text with a multi-digit code.



The screenshot shows the OSISoft logo at the top left. Below it, the heading "Get back into your account" is displayed. Underneath, it says "verification step 1 > choose a new password". A horizontal line separates this from the instruction: "Please choose the contact method we should use for verification:". There are three radio button options: "Email my alternate email", "Text my mobile phone" (which is selected), and "Call my mobile phone". To the right of these options, a note states: "In order to protect your account, we need you to enter your complete mobile phone number (*****85) below. You will then receive a text message with a verification code which can be used to reset your password." Below this note is a text input field labeled "Enter your phone number" and a "Text" button.

- b) Enter that code in the text field provided on the web page and click or tap **Next**.

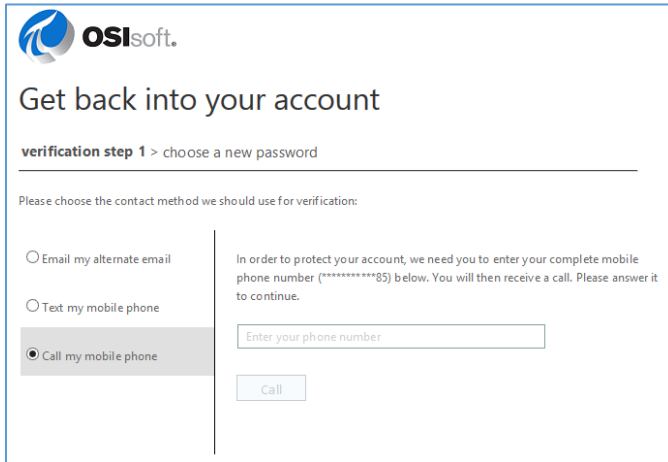


The screenshot shows a message: "We've sent you a text message containing a verification code to your phone." Below the message is a text input field labeled "Enter your verification code". At the bottom left of the screen is a "Next" button.

Self Service Password Reset (SSPR) Portal User Guide

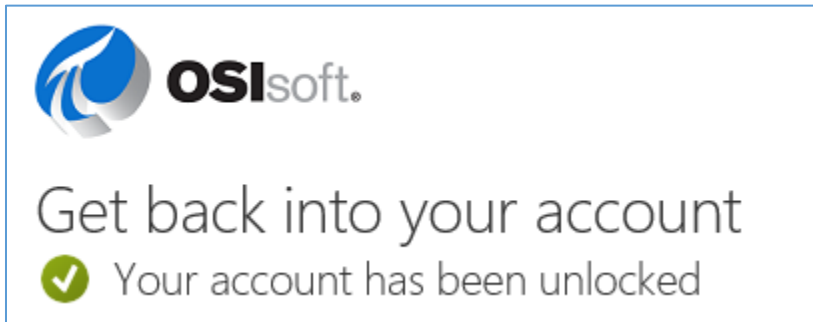
For "Call my mobile phone":

- a) Enter the authentication phone number and click or tap Call to receive an automated call.
- b) Press the pound key (the # symbol) to continue.



The screenshot shows the OSISOFT logo at the top left. Below it is the heading "Get back into your account" and a sub-heading "verification step 1 > choose a new password". A horizontal line separates this from the main content. The text "Please choose the contact method we should use for verification:" is followed by three radio button options: "Email my alternate email", "Text my mobile phone", and "Call my mobile phone". The "Call my mobile phone" option is selected. To the right of these options, there is a text box for "Enter your phone number" and a "Call" button. A note states: "In order to protect your account, we need you to enter your complete mobile phone number (*****85) below. You will then receive a call. Please answer it to continue."

- c) If your authentication was successful, you should see this message:



- 11) If the unlock was successful, close the browser window. Login to your OSISOFT systems, such as Outlook or Skype for Business. Reactivate network access on wireless mobile devices.
- 12) If you have further questions, see the Frequently Asked Questions or contact the IT Sysman Support at (510) 297-5864.