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How-To: Reset or Unlock Passwords With Microsoft Self-Service Password Reset (SSPR)

Customer Knowledge Base KB1012119 - Latest Version

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How-To: Reset or Unlock Passwords With Microsoft Self-Service Password Reset (SSPR)

Task Description: Use Microsoft SSPR to unlock your account or change/reset your HonorHealth password. You may need to register for SSPR access before continuing with this process.

Steps:

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1.	Navigate to <u>myaccount.honorhealth.com (https://passwordreset.microsoftonline.com/?</u> <u>whr=honorhealth.com)</u> enter your HonorHealth email address and the CAPTCHA code. If you don't have an email, use your HonorHealth username and add @honorhealth.com (Ex. <u>username@honorhealth.com (mailto:username@honorhealth.com)</u>). **Even if you work for another company and use a different email address, the system only recognizes
	username@honorhealth.com (mailto:username@honorhealth.com) so please enter in that format** 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. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the picture or the words in the audio. * Inter the characters in the