

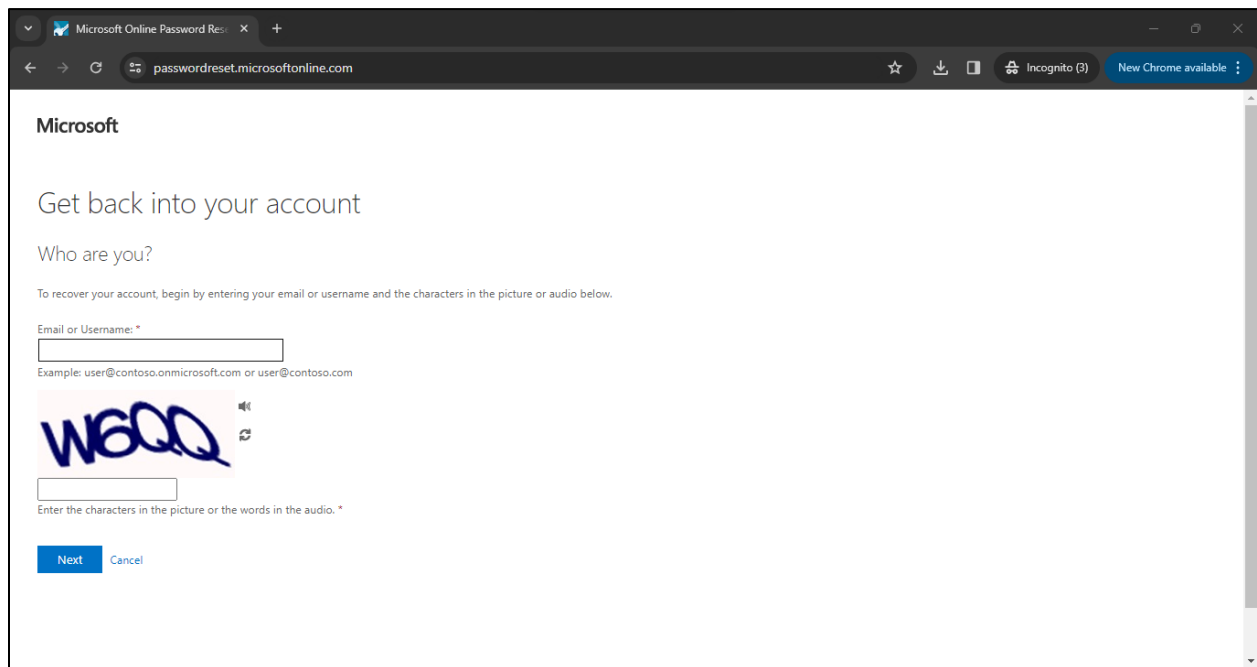
ENTRA ID SSPR – Using Other Emails

STEP 1:

Open your browser and go to the below link:

<https://aka.ms/sspr>

This is the Entra (formerly Azure) Self Service Password Reset Portal and it looks like below:



STEP 2:

In the textbox **“Email or Username”** enter your CDSID@volvocars.biz and appropriately put the captcha text in the textbox below as depicted:



Microsoft Online Password Reset | X | +

passwordreset.microsoftonline.com

VOLVO

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: *

t-sandi3@volvocars.biz

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

W6QQ

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

Next Cancel

Once done, click on **Next**.

STEP 3:

Select the option, **“I forgot my password”** and click on **Next**:

Microsoft Online Password Reset | X | +

passwordreset.microsoftonline.com

VOLVO

Get back into your account

Why are you having trouble signing in?

☒ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

☐ 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.

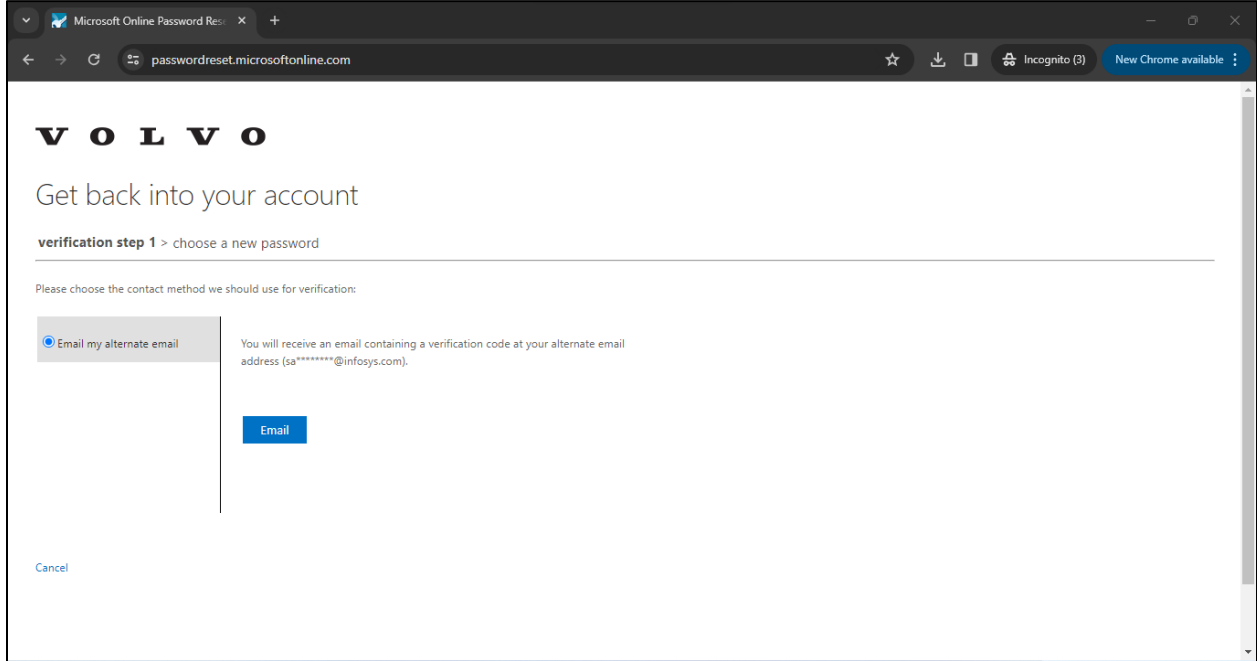
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

Microsoft | ©2021 Microsoft Corporation | Legal | Privacy | Support code

STEP 4:

Click on **“Email”** and a 6-digit code will be sent on your email which is configured for your account on Entra End.



Microsoft Online Password Reset

passwordreset.microsoftonline.com

V O L V O

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

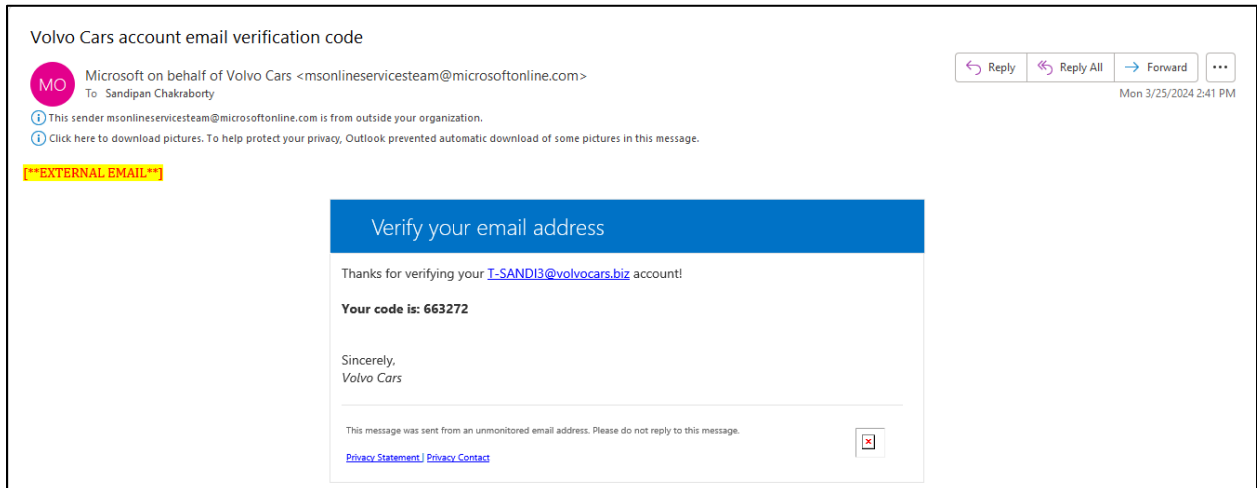
You will receive an email containing a verification code at your alternate email address (sa*****@infosys.com).

Email

Cancel

STEP 5:

You will receive an email in your mailbox in the below format:



Volvo Cars account email verification code

Microsoft on behalf of Volvo Cars <msonlineserviceteam@microsoftonline.com>
To: Sandipan Chakraborty

This sender msonlineserviceteam@microsoftonline.com is from outside your organization.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

****EXTERNAL EMAIL****

Verify your email address

Thanks for verifying your T-SANDI3@volvocars.biz account!

Your code is: 663272

Sincerely,
Volvo Cars

This message was sent from an unmonitored email address. Please do not reply to this message.
[Privacy Statement](#) | [Privacy Contact](#)

Reply Reply All Forward

Mon 3/25/2024 2:41 PM

You need to put this 6-digit code in the verification code text box like below:

The screenshot shows a web browser window with the address bar displaying 'passwordreset.microsoftonline.com'. The page features the Volvo logo at the top, followed by the heading 'Get back into your account'. Below this, it indicates 'verification step 1 > choose a new password'. A message prompts the user to 'Please choose the contact method we should use for verification:'. Two options are presented: 'Email my alternate email' (selected with a blue radio button) and 'We've sent an email message containing a verification code to your inbox.' Below the text, a text input field contains the code '663272'. To the right of the input field is a blue 'Next' button and a link 'Are you having a problem?'. At the bottom left, there is a 'Cancel' link.

Click on **Next**.

STEP 6:

Now you can set your password in the next screen and ensure that your password matches the password policy which is in place. Once done, re-type the password of your choice and click on **Finish** to continue.

The password policy at Volvo Cars has the below criteria:

-Password Minimum Length: 10 Characters

-Password must match 3 of the below 4 conditions:

- Minimum 1 Upper Case Character
- Minimum 1 Lower Case Character
- Minimum 1 Number (0-9)
- Minimum 1 Special Character

V O L V O

The screenshot shows a web browser window with the address bar displaying 'passwordreset.microsoftonline.com'. The page features the Volvo logo at the top, followed by the heading 'Get back into your account'. Below this, it indicates 'verification step 1 ✓ > choose a new password'. There are two input fields: the first is labeled '* Enter new password:' and the second is labeled '* Confirm new password:'. Both fields contain masked characters (dots). At the bottom of the form, there are two buttons: a blue 'Finish' button and a blue 'Cancel' button.

On clicking **Finish**, you will get the below screen and it means that the password reset has been completed.

The screenshot shows the same Volvo password reset page, but now the 'Finish' button has been clicked. The page displays a green checkmark icon followed by the text 'Your password has been reset'. The heading 'Get back into your account' remains. The footer of the page includes the Microsoft logo, copyright information '©2021 Microsoft Corporation', links for 'Legal' and 'Privacy', and a 'Support code' link.

Additionally, you will also receive an email on your mailbox with the contents as below:

Your Volvo Cars password has been reset



Microsoft on behalf of Volvo Cars <msonlineservice@msonlineservice.com>
To: T-SANDI3@volvocars.biz
Cc: Sandipan Chakraborty

ⓘ This sender msonlineservice@msonlineservice.com is from outside your organization.
ⓘ Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

⚠ EXTERNAL EMAIL ⚠

Reply

Reply All

Forward

⋮

Mon 3/25/2024 2:46 PM

Password reset notification

The password on your account has recently been reset. If you performed this password reset, then this message is for your information only.

- User ID: T-SANDI3@volvocars.biz

If you are not sure you or your administrator performed this password reset, then you should contact your administrator immediately.

Remember: Make sure you update all of your devices (phones, tablets, and PCs) with your new password!

Sincerely,
Volvo Cars

This message was sent from an unmonitored email address. Please do not reply to this message.

The password will take 10 to 15 minutes to synchronize completely across all the connected end systems and you should be able to use your password accordingly post that time-period.