

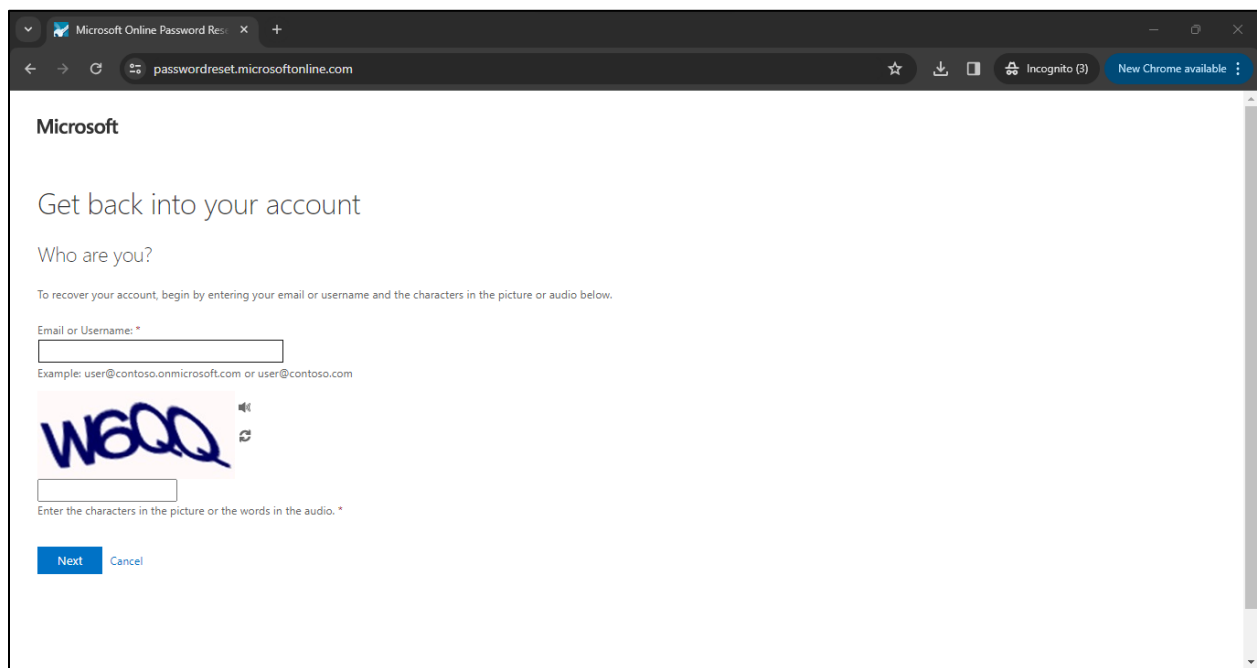
ENTRA ID SSPR – Using Phone Call

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:

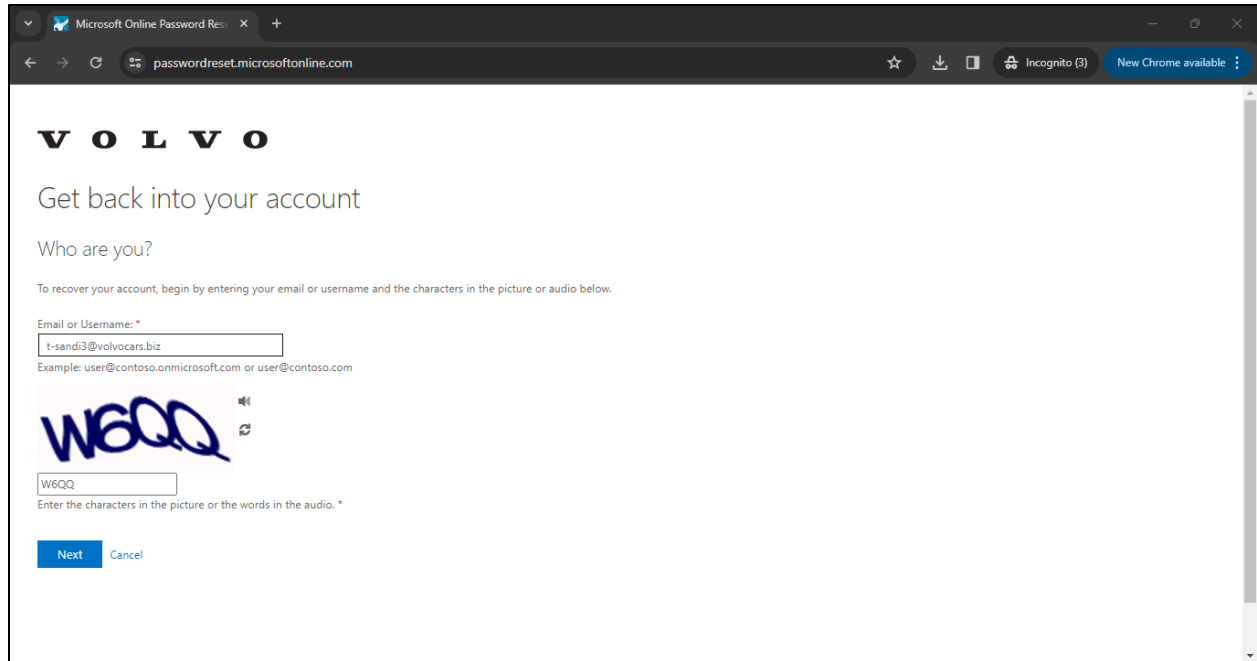


The screenshot shows a web browser window with the address bar displaying "passwordreset.microsoftonline.com". The page title is "Microsoft". The main heading is "Get back into your account". Below this, it asks "Who are you?" and provides instructions: "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There is a text input field for "Email or Username: *" with an example: "user@contoso.onmicrosoft.com or user@contoso.com". Below the input field is a CAPTCHA image showing the characters "W6QQ" in a stylized font. There is also an audio icon next to the CAPTCHA. Below the CAPTCHA is another text input field. At the bottom, there are "Next" and "Cancel" buttons.

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:

V O L V O



Microsoft Online Password Reset

passwordreset.microsoftonline.com

V O L V O

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

W6QQ

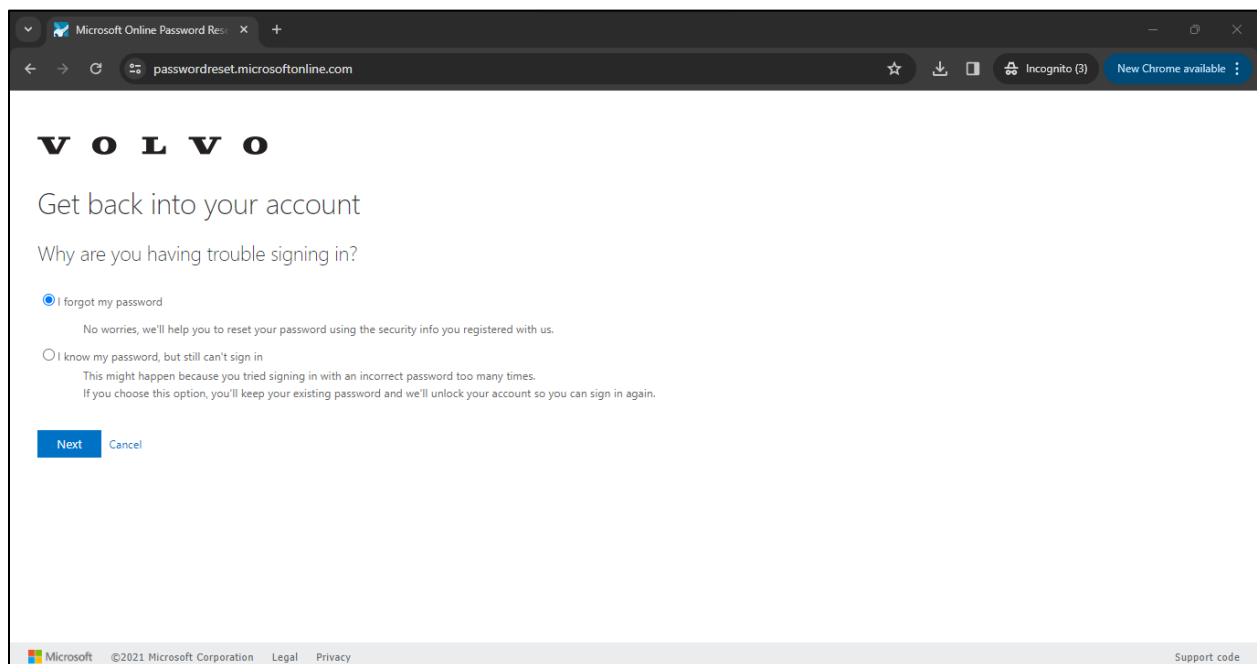
Enter the characters in the picture or the words in the audio. *

Next Cancel

Once done, click on **Next**.

STEP 3:

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



Microsoft Online Password Reset

passwordreset.microsoftonline.com

V O L V O

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 the **“Call my mobile phone”** radio button and then in the text box enter your phone number. Note that the phone number which you enter should match the same phone number that you used during your MFA Registration, else the SSPR request will fail.

The screenshot shows a web browser window with the URL `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 radio buttons are present: "Text my mobile phone" (unselected) and "Call my mobile phone" (selected). To the right of the "Call my mobile phone" button, there is a text box containing the phone number "+46-764544573" and a blue "Call" button. A "Cancel" link is located at the bottom left of the form area.

Click on **Call**.

You will receive a call from Microsoft, and you must receive the call and press the # key. Once done, you can disconnect the call once you hear the message **“Your Sign In was successful”** on the call.

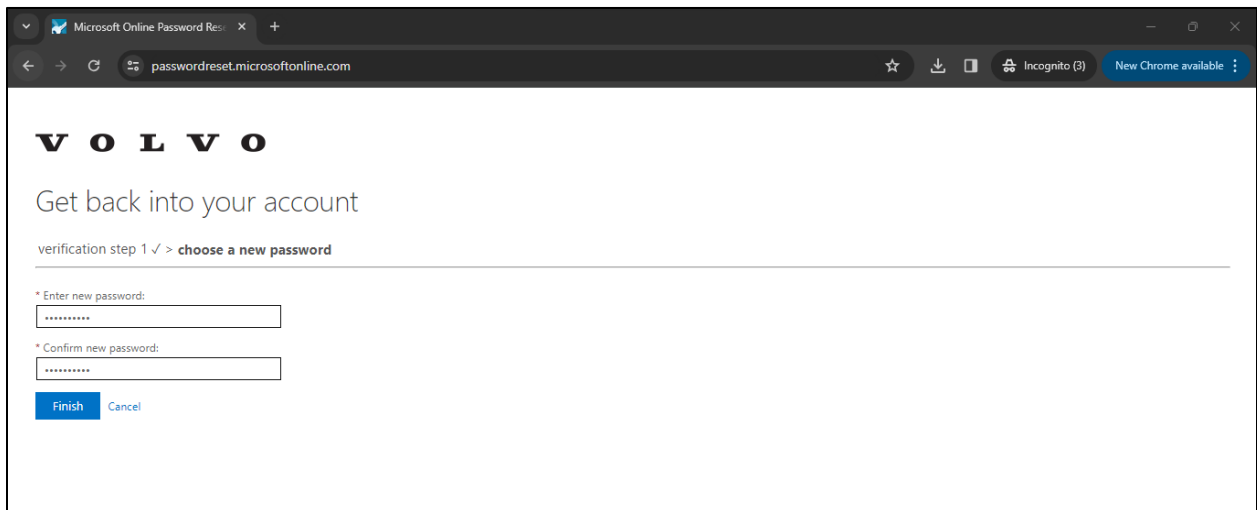
This screenshot shows the same Microsoft Online Password Reset page as the previous one, but after the user has initiated the call. The "Call my mobile phone" radio button remains selected. The text to the right of the button now reads "We're calling your phone. Please answer it to continue." followed by a small asterisk and a plus sign (*+). The "Call" button is no longer visible. The "Cancel" link remains at the bottom left. The footer of the page includes the Microsoft logo, copyright information "©2021 Microsoft Corporation", links for "Legal" and "Privacy", and a "Support code" link.

STEP 5:

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 criterions:

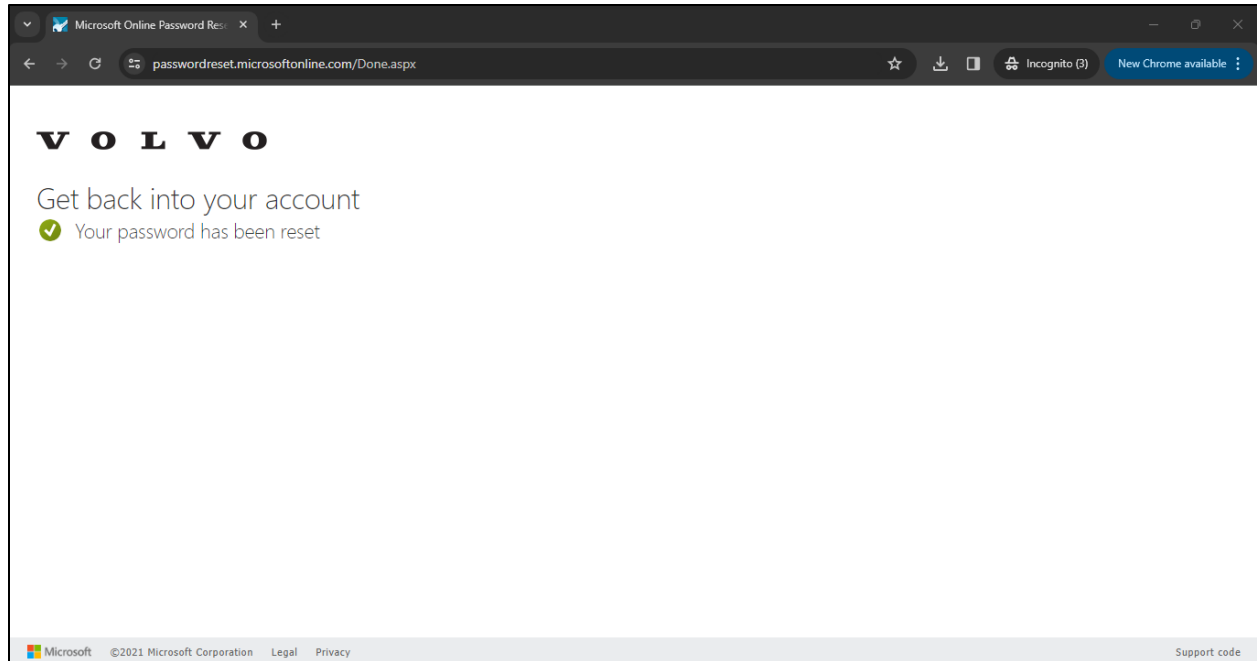
- Password Minimum Length: 10 Characters
- Password must match 3 of the below 4 conditions:
 - Minimum 1 Upper Case Character
 - Minimum 1 Lower Case Character
 - Minimum 1 Number (0-9)
 - Minimum 1 Special Character



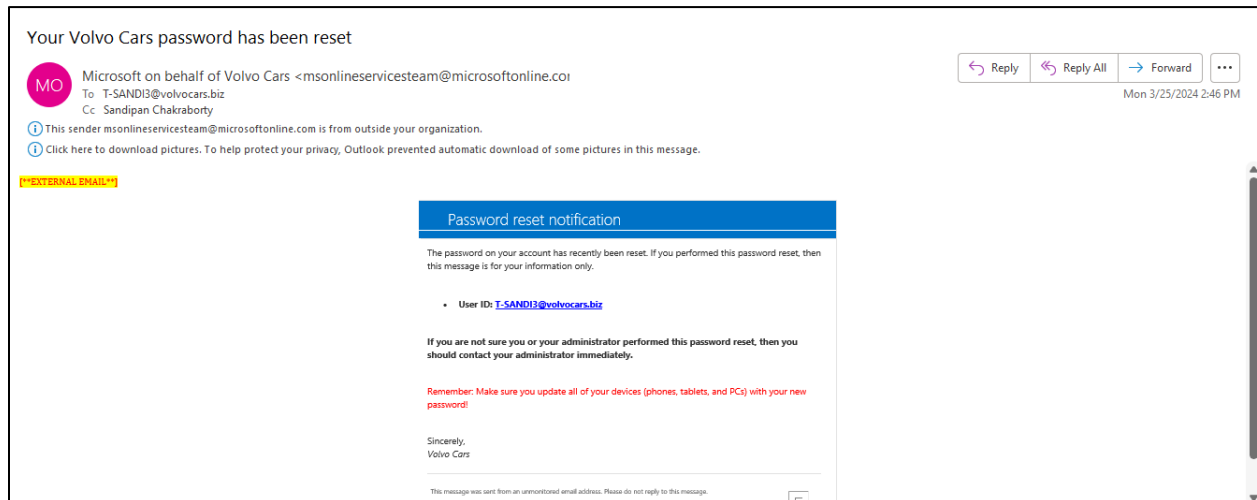
The screenshot shows a web browser window with the address bar displaying 'passwordreset.microsoftonline.com'. The page features the Volvo logo at the top, followed by the heading 'Get back into your account'. Below this, a progress indicator shows 'verification step 1 ✓ > choose a new password'. The main content area contains two password input fields: '* Enter new password:' and '* Confirm new password:', both with masked characters. At the bottom left, there are two buttons: 'Finish' (highlighted in blue) and 'Cancel'.

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

V O L V O



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



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.