

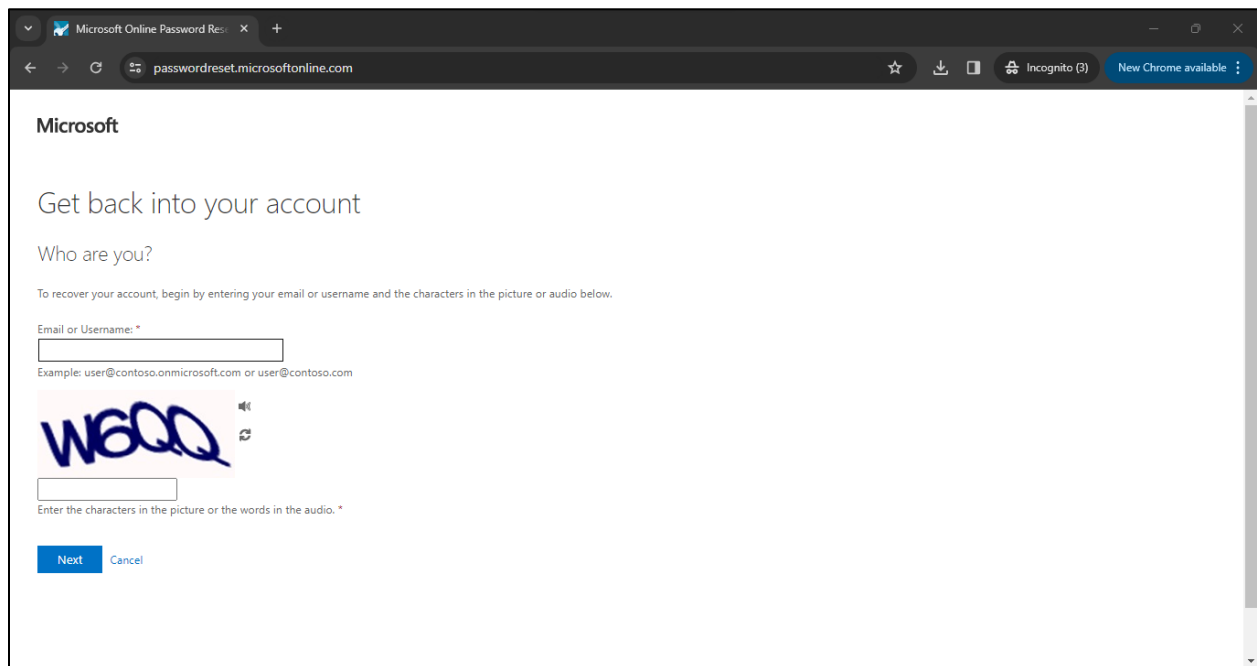
ENTRA ID SSPR – Using SMS

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:

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 **“Text 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.

Microsoft Online Password Reset

passwordreset.microsoftonline.com

VOLVO

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Text my mobile phone

☐ Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****73) below. You will then receive a text message with a verification code which can be used to reset your password.

+46-764544573

Text

Cancel

Click on **Text**, once done. You will receive a 6-digit code as an SMS on your phone from Microsoft.

STEP 5:

Enter the 6-digit verification code you have received on your phone as an SMS on the screen as shown:

Microsoft Online Password Reset

passwordreset.microsoftonline.com

VOLVO

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Text my mobile phone

☐ Call my mobile phone

We've sent you a text message containing a verification code to your phone.

275419

Next Try again Contact your administrator

Cancel



Once done, click **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.

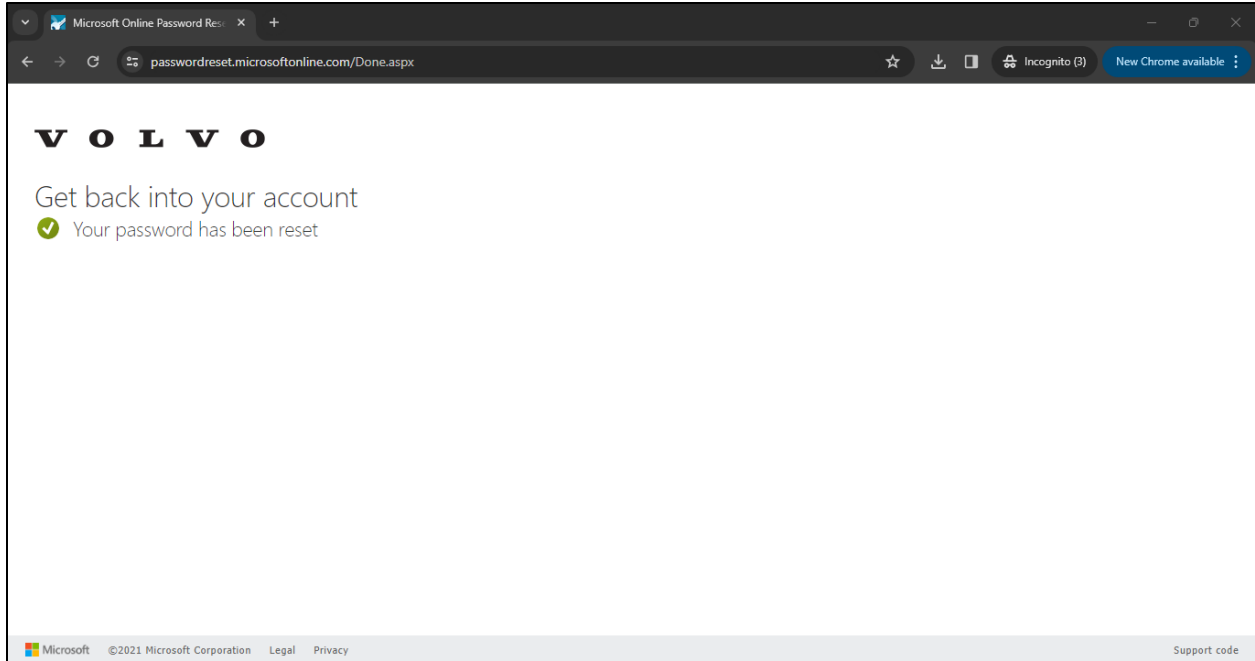
The password policy at Volvo Cars has the below criteria:

- 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

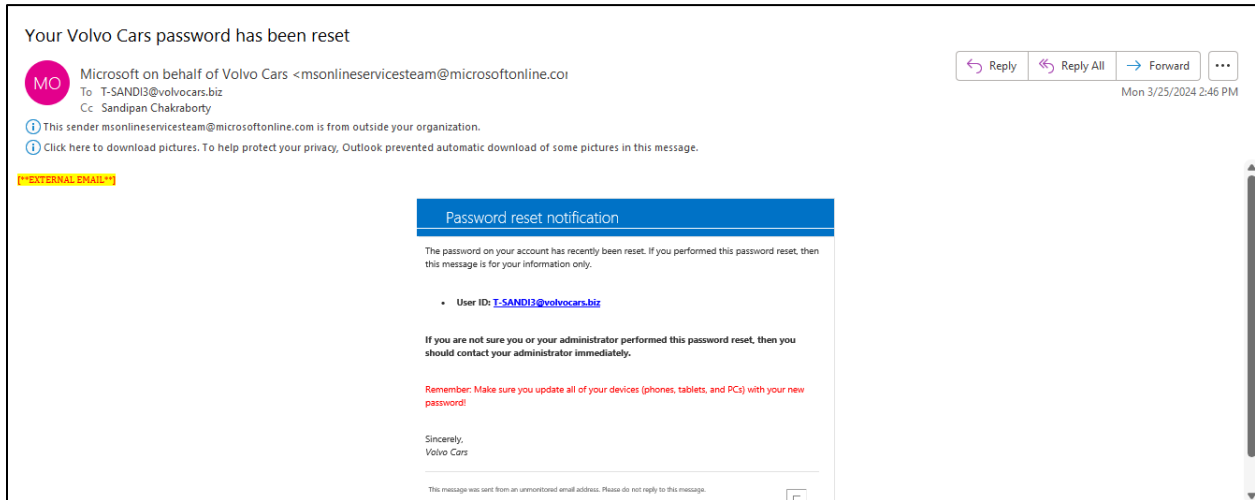
A screenshot of a web browser showing the Volvo password reset page. The browser's address bar displays "passwordreset.microsoftonline.com". The page features the Volvo logo at the top, followed by the heading "Get back into your account". Below this, it indicates "verification step 1 ✓ > choose a new password". There are two input fields: "Enter new password:" and "Confirm new password:", both with masked characters (dots). At the bottom, 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.