

# How to Configure SSPR Self-Service Password Reset

Allow users to reset their own passwords without contacting the helpdesk

 Magister Operis Systems

 Entra ID

 30 min

 Beginner

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## What You Will Learn

### WHAT IS SSPR

- Users reset forgotten passwords on their own
- Works from the M365 login page without admin help
- Users verify identity: email, phone, authenticator
- Reduces helpdesk password reset calls by ~70%

### WHAT YOU WILL BUILD

- Enable SSPR for all MOS users in Entra ID
- Require 2 authentication methods to reset
- Configure allowed methods: email + phone
- Enable admin notification on resets

### BUSINESS IMPACT

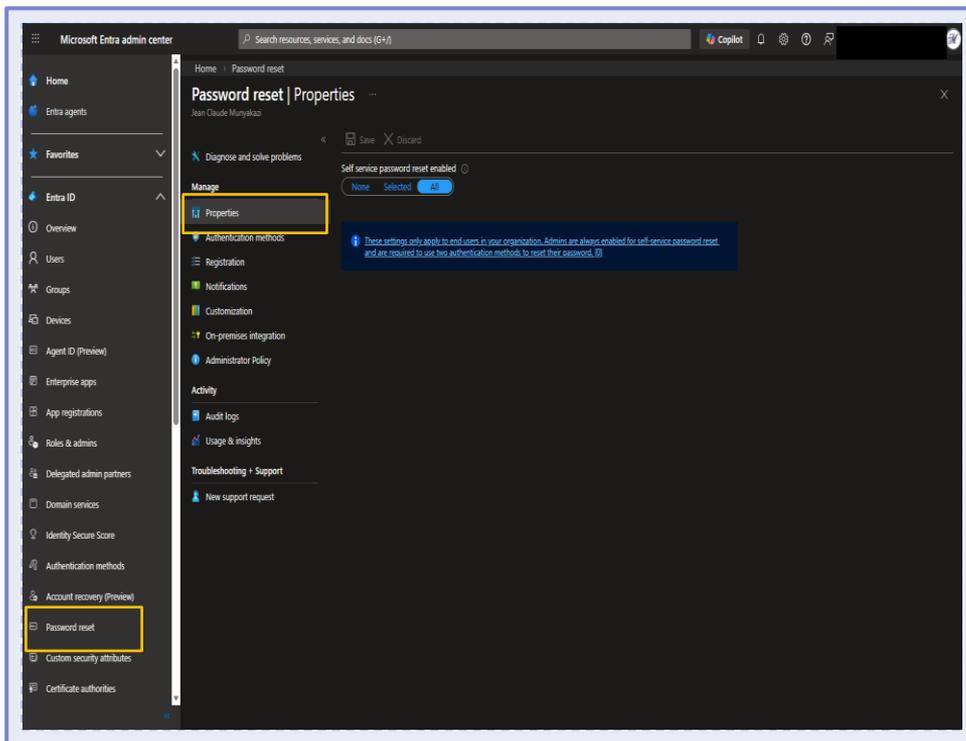
- Users recover access 24/7 without IT help
- Reduces IT helpdesk tickets significantly
- Meets security compliance requirements
- Free feature included in all M365 plans

SSPR is included in all M365 licences at no extra cost. Entra ID Free covers cloud-only accounts. P1/P2 adds writeback to on-premises AD (not needed in this cloud-only lab).

## Prerequisites

Requirement	Details
Admin Role	Authentication Policy Administrator or Global Administrator
Access URL	entra.microsoft.com → Password reset (direct item in left sidebar)
Users	All 23 MOS staff from Runbook #001 must exist
Recommended	Complete Runbook #002 first, SSPR reuses the same auth methods as MFA
Test Account	Use c.vogel@munyakazi.org to test the SSPR flow
Note	Users must register their recovery methods before they can use SSPR

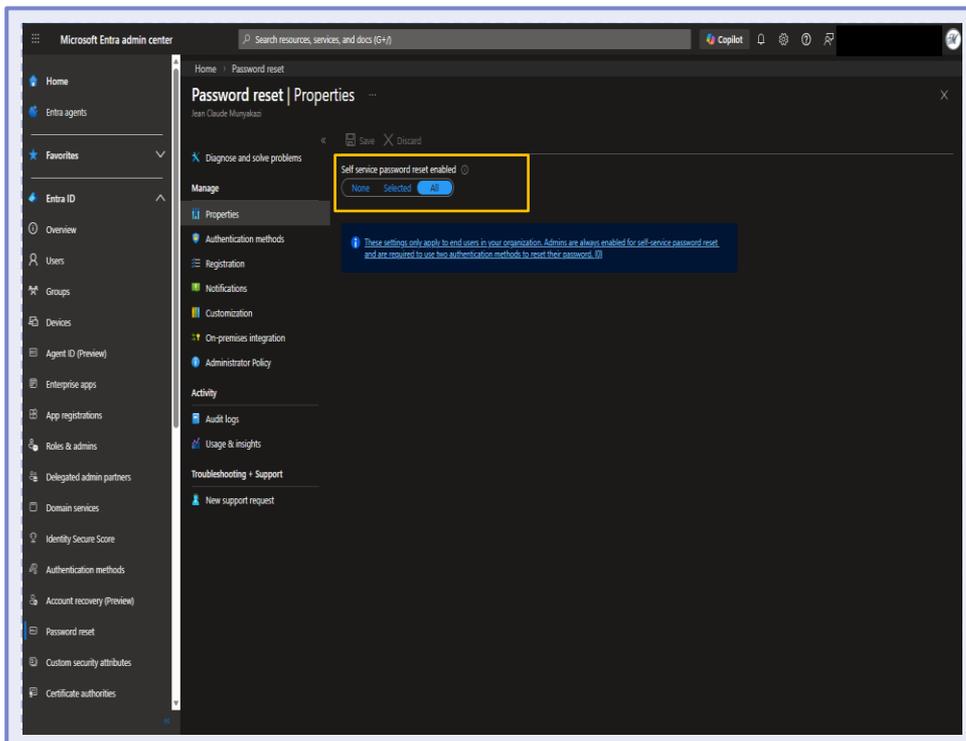
## STEP 1 Open Password Reset Settings



### INSTRUCTIONS

- Go to: [entra.microsoft.com](https://entra.microsoft.com)
- In the left sidebar scroll down and click: Password reset (direct menu item - not under Protection)
- **Password reset | Properties page loads**
- The Properties tab is selected already here

## STEP 2 Enable SSPR for All Users



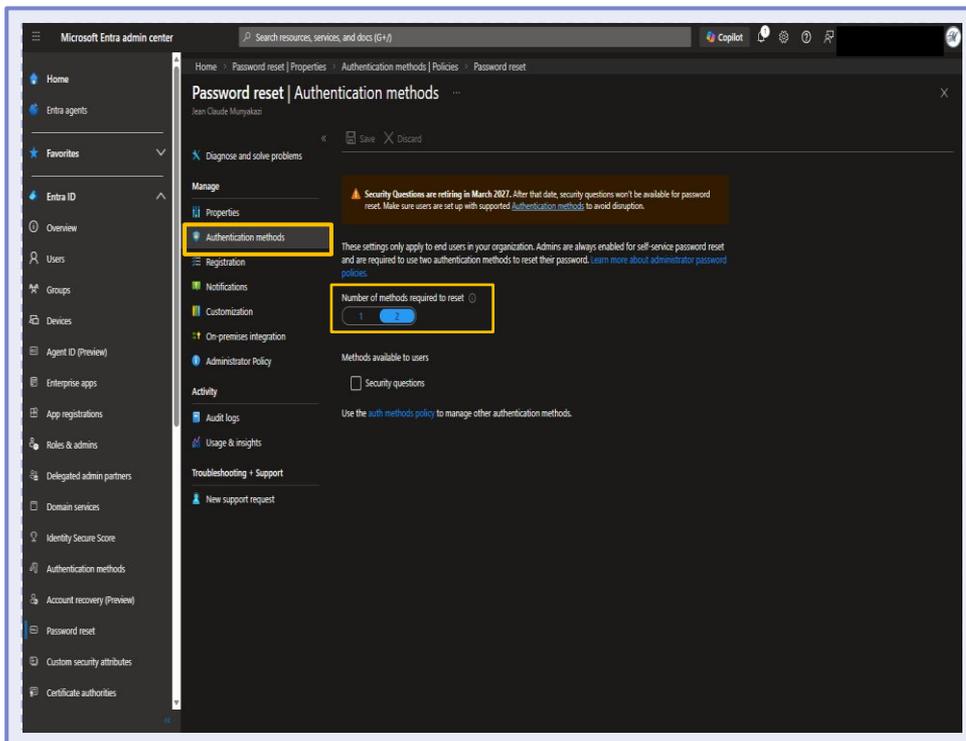
### INSTRUCTIONS

- On the Properties page find: Self service password reset enabled
- Select: All
- (Or select a specific group to test first before rolling out)
- For this lab: select All

→ Click Save

→ SSPR is now active for all MOS users

## STEP 3 Configure Authentication Methods



Microsoft Entra admin center

Home > Password reset > Properties > Authentication methods > Policies > Password reset

Search resources, services, and docs (G+)

Home

Entr ID

Entr agents

Favorites

Entr ID

Overview

Users

Groups

Devices

Agent ID (Preview)

Enterprise apps

App registrations

Roles & admins

Delegated admin partners

Domain services

Identity Secure Score

Authentication methods

Account recovery (Preview)

Password reset

Custom security attributes

Certificate authorities

Diagnose and solve problems

Save Discard

Manage

Properties

Authentication methods

Registration

Notifications

Customization

On-premises integration

Administrator Policy

Activity

Audit logs

Usage & insights

Troubleshooting + Support

New support request

Security Questions are retiring in March 2027. After that date, security questions won't be available for password reset. Make sure users are set up with supported Authentication methods to avoid disruption.

These settings only apply to end users in your organization. Admins are always enabled for self-service password reset and are required to use two authentication methods to reset their password. [Learn more about administrator password policies.](#)

Number of methods required to reset

1 2

Methods available to users

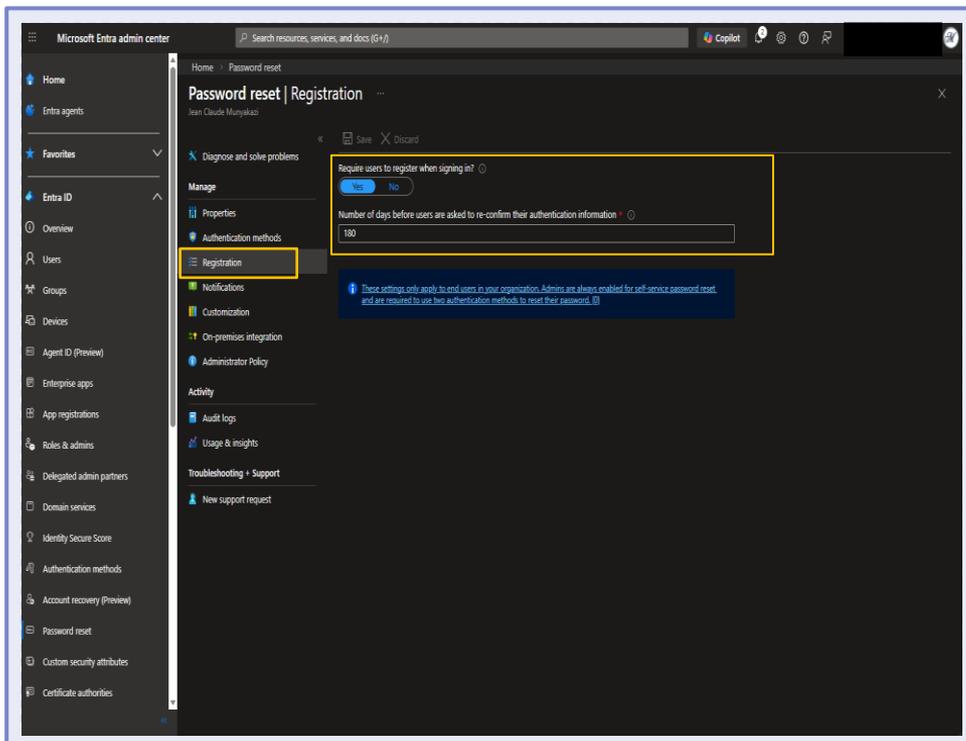
Security questions

Use the [auth methods policy](#) to manage other authentication methods.

### INSTRUCTIONS

- Left sub-menu: Authentication methods
- Number of methods required to reset set to 2
- Methods available: check Email and Mobile phone
- Optionally also enable: Microsoft Authenticator app

→ Click Save

**STEP 4** Configure Registration Settings

The screenshot shows the Microsoft Entra admin center interface. The left-hand navigation pane is open, and the 'Registration' option under the 'Users' section is highlighted with a yellow box. The main content area displays the 'Password reset | Registration' settings page. A yellow box highlights the 'Require users to register when signing in?' toggle, which is currently set to 'Yes'. Below this, the 'Number of days before users are asked to re-confirm their authentication information' is set to '180'. A blue information box at the bottom of the settings area states: 'These settings only apply to end users in your organization. Admins are always enabled for self-service password reset and are required to use two authentication methods to reset their password.'

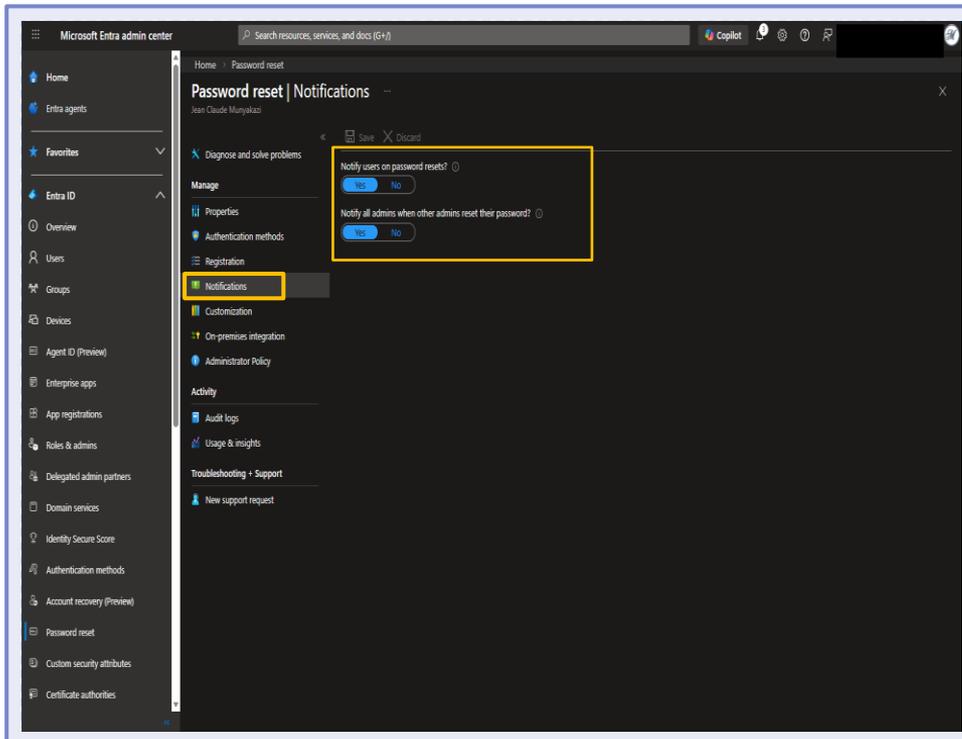
**INSTRUCTIONS**

- Left sub-menu: Registration
- Require users to register when signing in: Yes
- Days before users asked to re-confirm: 180

→ **Click Save**

→ **Users will be prompted at next sign-in to set up recovery methods**

## STEP 5 Configure Notifications



### INSTRUCTIONS

- Left sub-menu: Notifications
  - Notify users on password resets: Yes
  - Notify all admins when other admins reset their password: Yes
- Click Save
- Users get email on reset, admins alerted on admin account resets

## STEP 6

## Review the SSPR Portal

**Microsoft**

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. \*

[Next](#) [Cancel](#)

Microsoft ©2026 Microsoft Corporation Legal Privacy

## INSTRUCTIONS

- SSPR portal for users: aka.ms/sspr
- Users go here when they are locked out
- They must have registered recovery methods first
- Document this URL in your IT onboarding guide

→ **Setup complete - users can now reset passwords themselves**

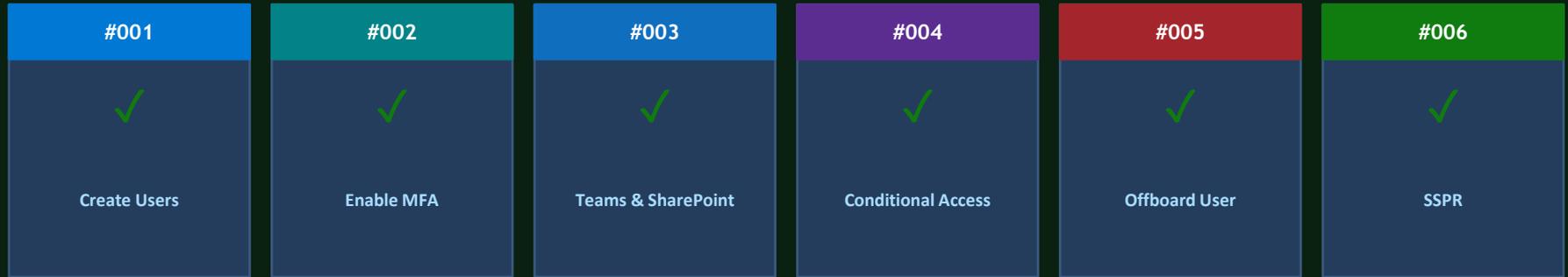


## Common Errors & Fixes

Error	Cause & Fix
<b>Password reset menu not found</b>	Go to entra.microsoft.com - scroll the left sidebar and look for Password reset as a direct menu item (not nested under Protection)
<b>SSPR doesn't work for a user</b>	User must complete registration first - prompted at next sign-in
<b>User has no recovery methods</b>	Entra ID → Users → find user → Authentication methods → add methods manually
<b>SSPR portal shows 'not enabled'</b>	Check Properties - confirm SSPR is set to All, not None or Selected
<b>Admin not getting notifications</b>	Confirm Notifications → Notify all admins is Yes and admin email is valid
<b>Writeback to on-prem AD needed</b>	Requires Entra ID P1 + Azure AD Connect - not in scope for this cloud-only lab

# Runbook Series Complete!

You have completed all 6 runbooks in the MOS M365 Administration Series.



Portfolio published at:

[munyakazi.org/m365-runbook](https://munyakazi.org/m365-runbook)

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