

Self Service: Network Password Reset/Unlock

Using Any Web Browser including Desktops/Notebooks/Mobile Devices

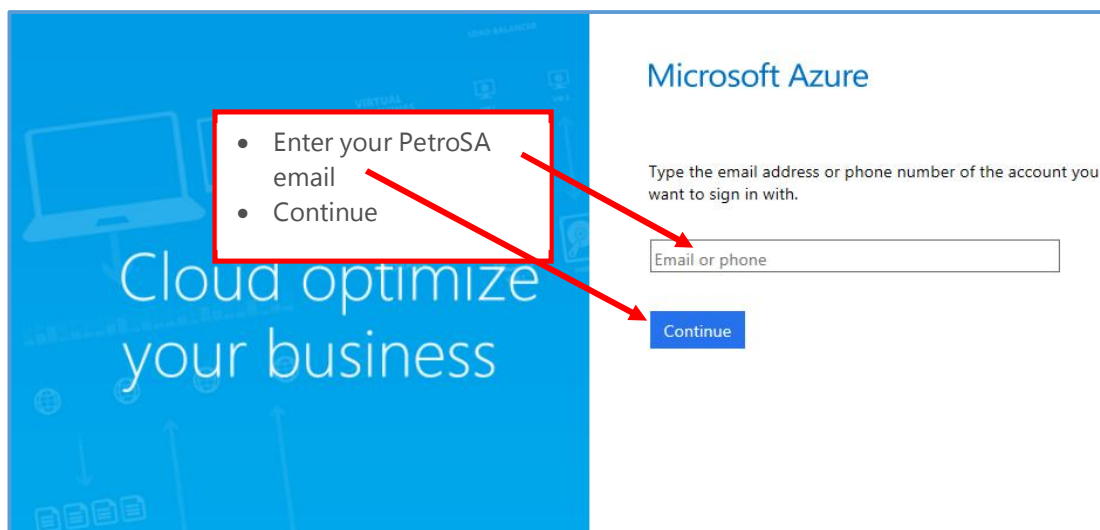
You are now able to reset or unlock your network password using any web browser including desktops, notebooks and mobile devices. In order to register for this service, follow these easy steps:

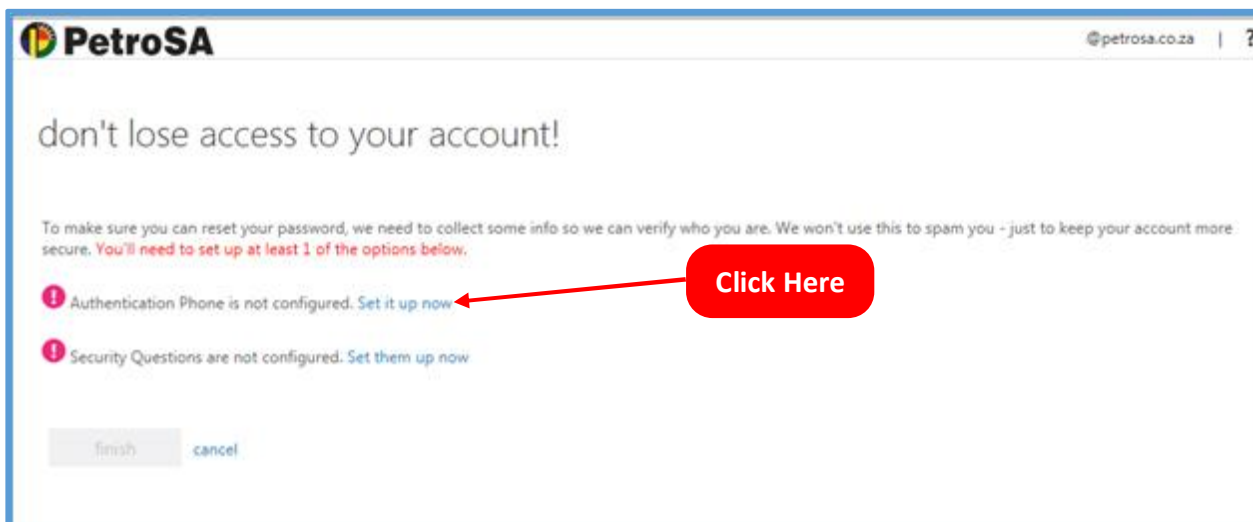
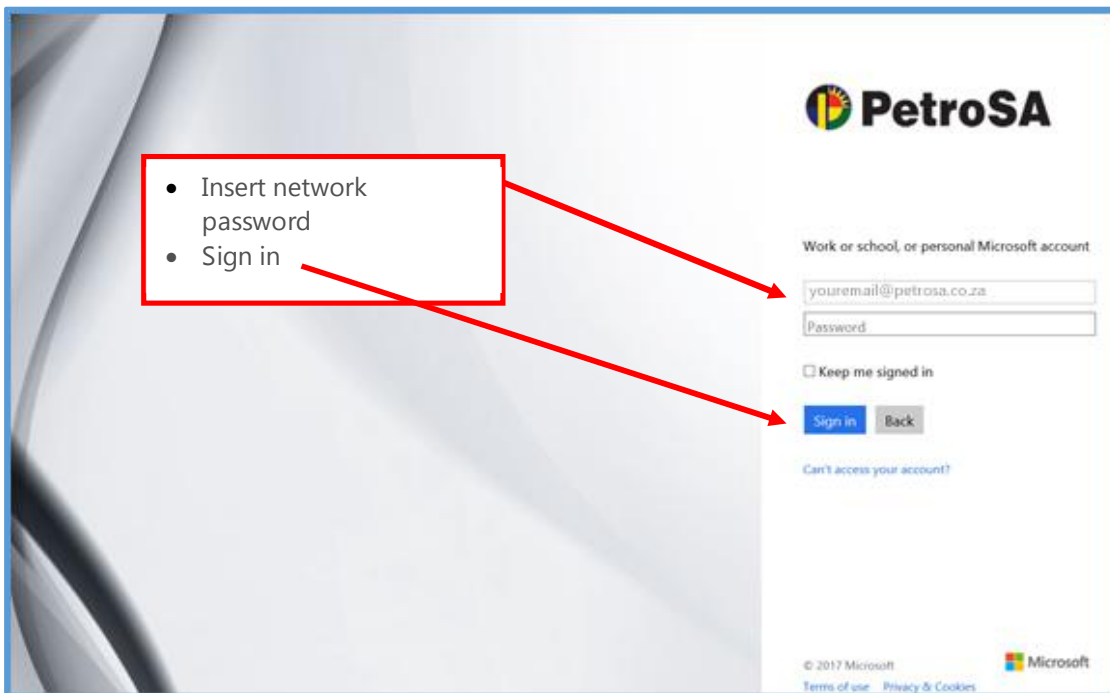
- Step 1: Register for password reset (once off action)**
- Step 2: Reset/unlock your password**

Step 1: Register for password reset (once off action)

The fastest way to register for password reset is to go to <http://aka.ms/ssprsetup>

1. Navigate to <http://aka.ms/ssprsetup>.

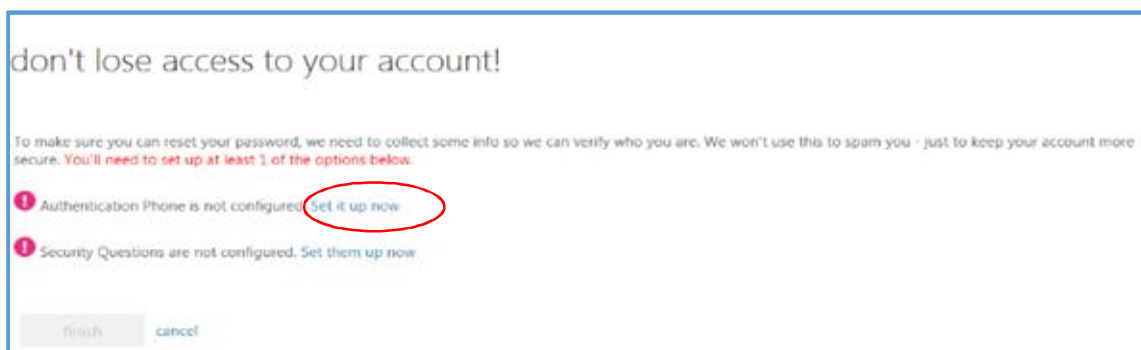




Important note: There are **two options**, we highly recommend you also **register a back-up option in case you lose your phone or access to your email.**

2. Choose an option to register for by clicking **set it up now**.

2.1 Let's demonstrate registering using **authentication phone**.

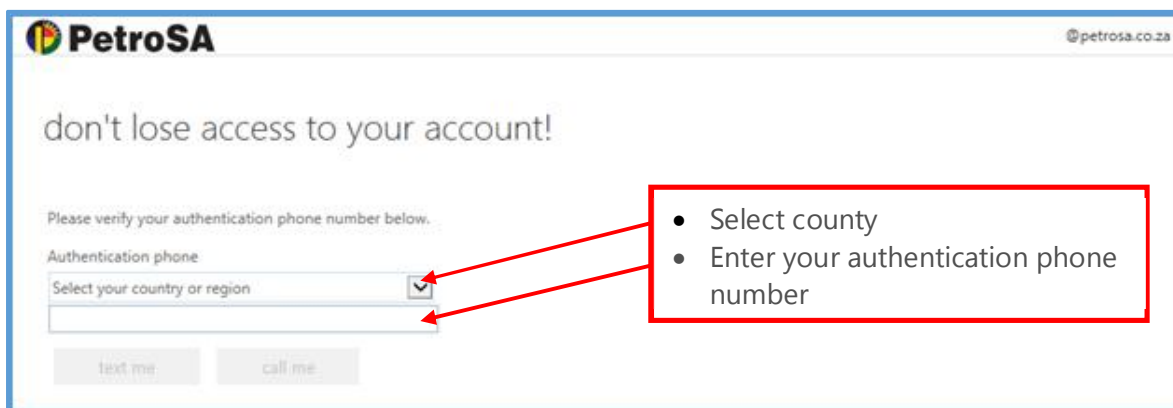


don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 1 of the options below.

- 1 Authentication Phone is not configured. **Set it up now**
- 1 Security Questions are not configured. Set them up now

finish cancel



PetroSA @petrosa.co.za

don't lose access to your account!

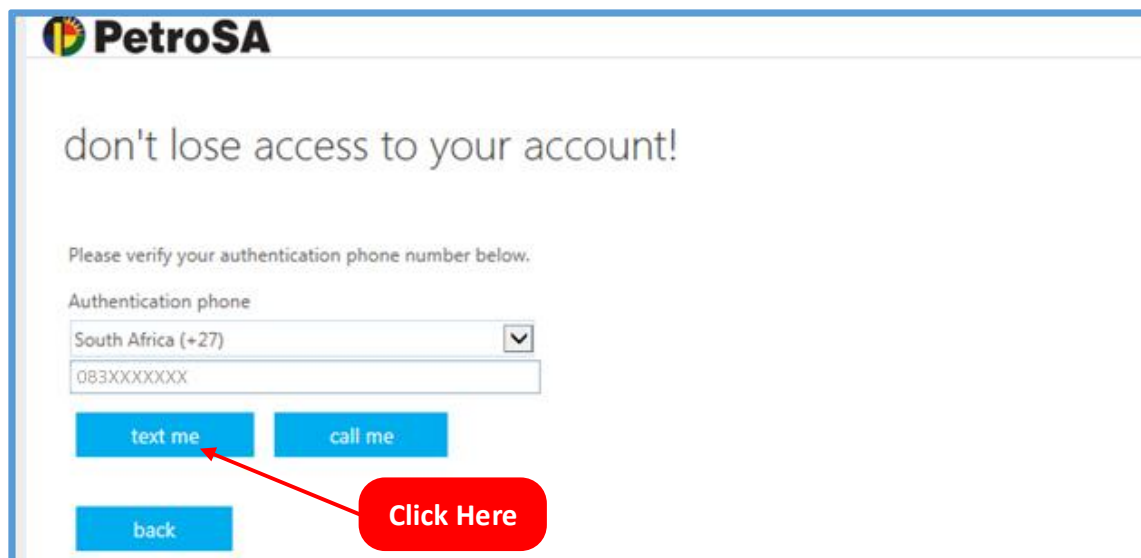
Please verify your authentication phone number below.

Authentication phone

Select your country or region

text me call me

- Select country
- Enter your authentication phone number



PetroSA

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

South Africa (+27)

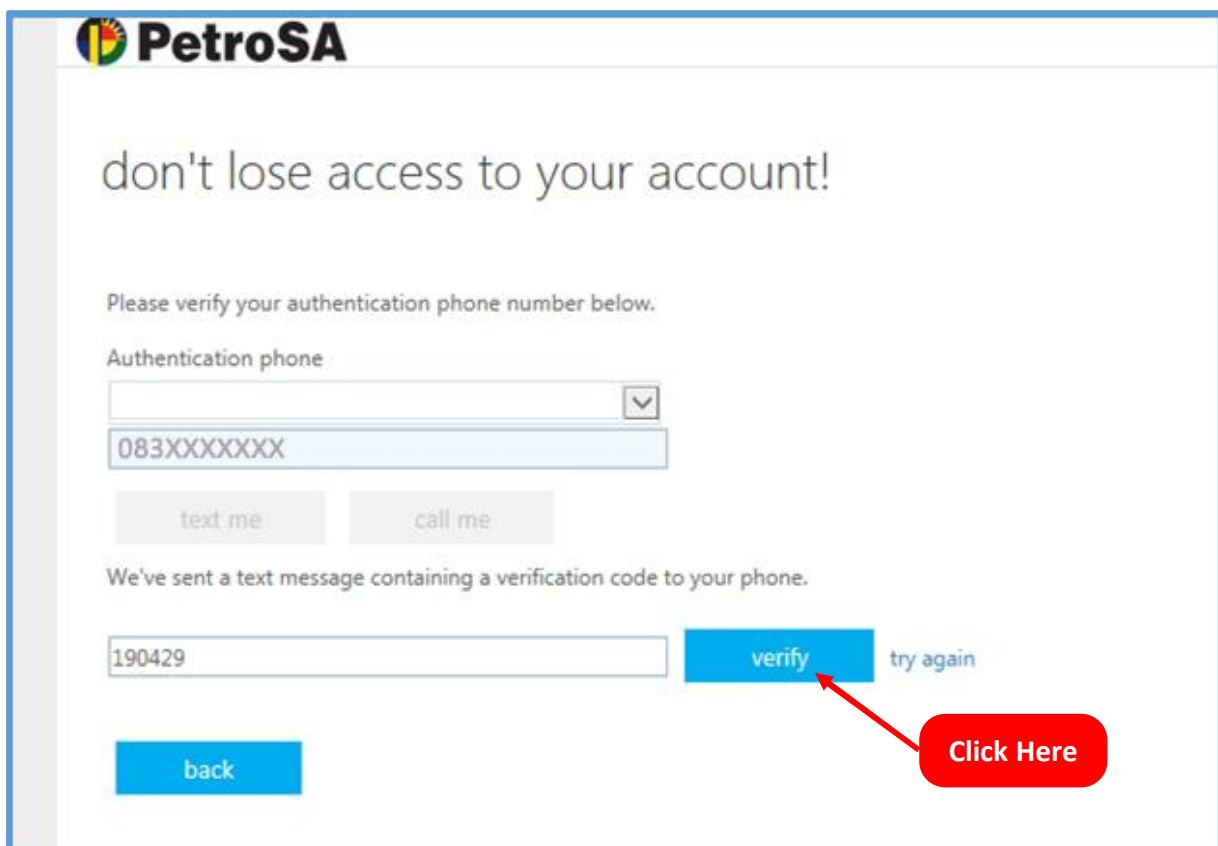
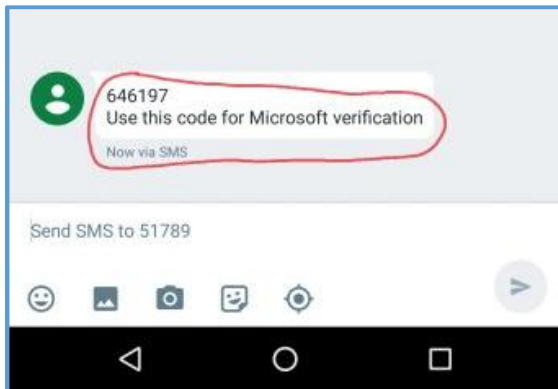
083XXXXXXX

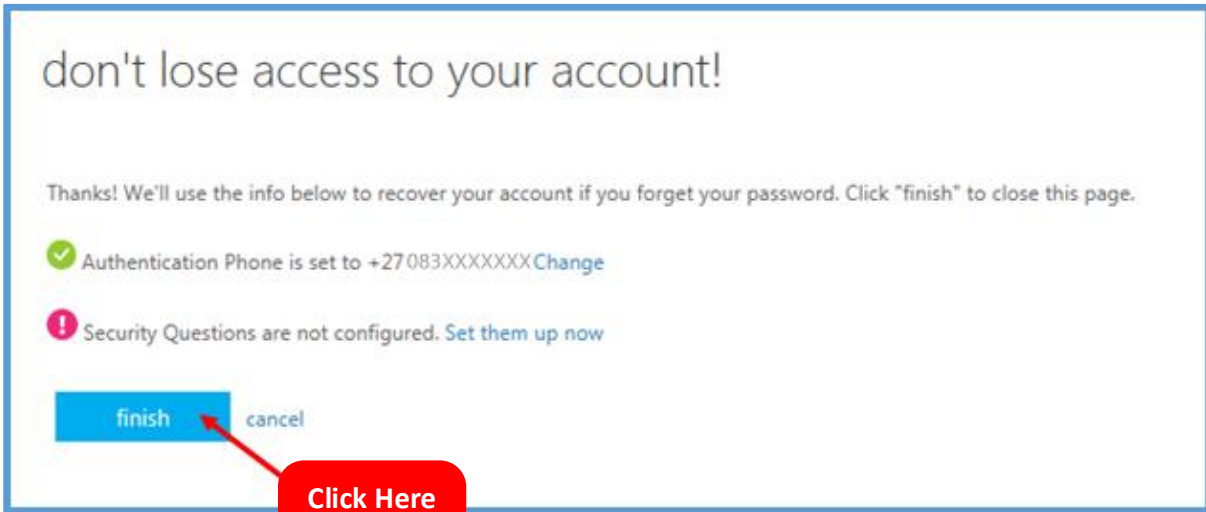
text me call me

back

Click Here

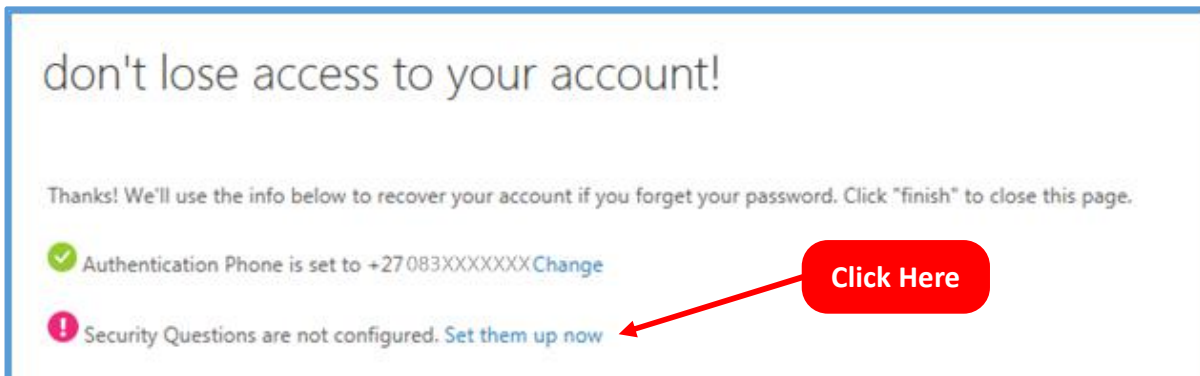
Select one of the **text me** or **call me** options. In this case, let's select **text me**, which will send a 6 digit code to your phone. Wait for the code to arrive on your phone.





That demonstrated using your phone to recovery your network account.

2.2 Let's demonstrate registering using the **Security Questions**.



don't lose access to your account!

Please select questions to answer below. **Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.**

Security question 1

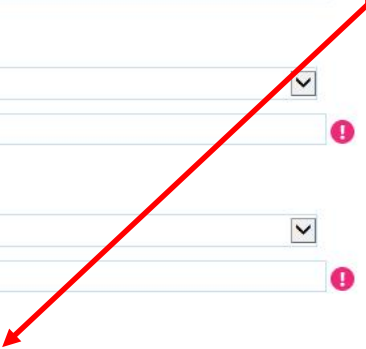
Security question 2

Security question 3

Security question 4

Security question 5

- Set up 5 questions
- Save Answers




save answers

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

- ✔ Authentication Phone is set to +27083XXXXXXX [Change](#)
- ✔ 5 Security Questions are configured. [Change](#)

Click Here



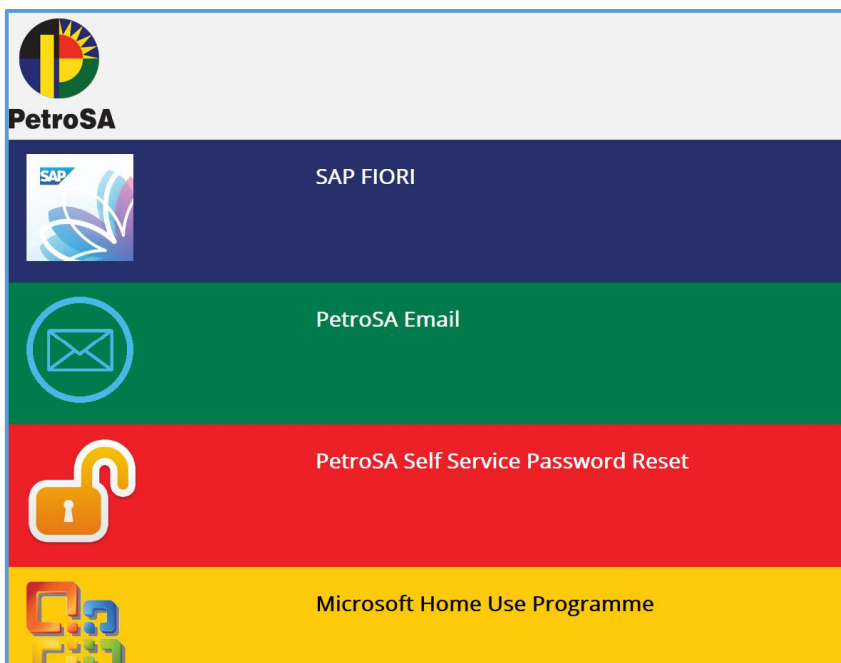
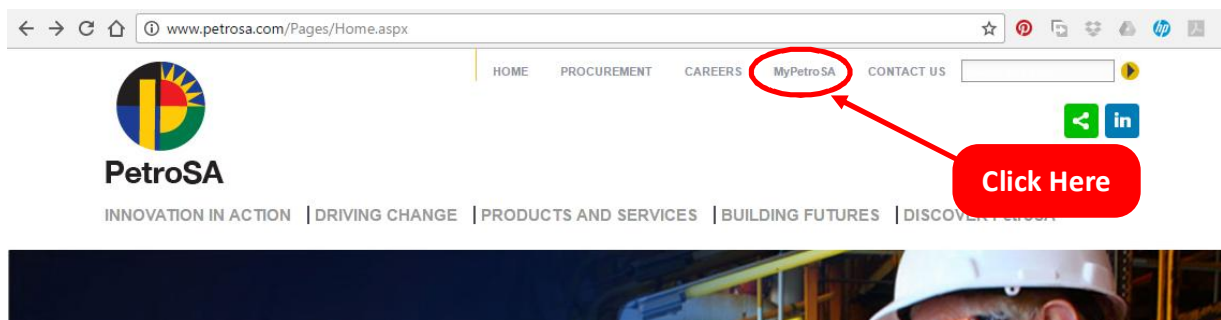
Step 2: Reset/unlock your password?

Please note that in order to change your password, the old one must be at least 3 days old. If your old password is less than 3 days old, you will have to contact Helpdesk helpdesk@petrosa.co.za, CPT 5111, MB 2121.

Click or tap on the Browser and navigate to:

<http://home.petrosa.co.za> or
<http://home.petrosa.com>

You can also conveniently find it here on the PetroSA public website www.petrosa.com By clicking on the **MyPetroSA** link.



Microsoft


Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

* User ID:

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



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

- Enter your PetroSA email
- Enter the characters in the picture / captcha or listen to the audio

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

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
- Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (*****21) below. You will then receive a text message with a verification code which can be used to reset your password.

• enter mobile number

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
- Answer my security questions

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

 [Try again](#) [Contact your administrator](#)

• enter verification code

Click here when done

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Enter NEW password here

Repeat your NEW password

Click Here

Use a Strong Password.

Your New Password must:

- Not match one of your last 5 passwords
- Not be similar to your current password
- Not be similar to your logon name
- Not be similar to your name
- Not be a word, or part of a word, in common use
- Contain at least 2 alpha characters (a – z)
- Contain at least 2 numeric characters (0 – 9)
- Not contain a keyboard pattern like qwerty
- Not contain a repeating character like aaa
- Contain at least 8 characters
- Minimum password age of 3 days

A strong password consists of at least 8 characters that are a combination of letters, numbers and symbols (@, #, \$, %, etc.) if allowed. Passwords are typically case-sensitive, so a strong password contains letters in both uppercase and lowercase.



Get back into your account

Your password has been reset

We've reset your password successfully, but you'll have to wait a few minutes before the changes are committed to the cloud. After these changes are committed, you'll be able to use your new password wherever you sign in with a work or school account.