

## Self-Service: Update Your Password

### Purpose

This Quick Reference Guide describes how to update your Password when:

- You received a reminder that your password is about to expire and you want to reset it before it expires.
- You want to use a different password than you originally set.

### Audience

This guide is intended for users that are currently registered for Microsoft Multifactor Authentication and can access the SSPR tools.

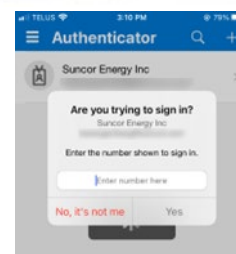
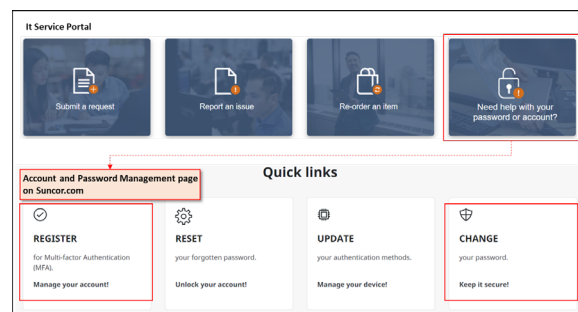
## Procedure Steps

### Sign-In

**Note:** If you have forgotten your password go to [Reset your forgotten password](#) instead.

You can copy/paste or click one of the following links to go to either your [IT Service portal](#) or the [Suncor Account and Password management](#) page. Click one of the Quick Link Tiles (as shown below). If sign in is triggered, complete steps 2-4 as indicated

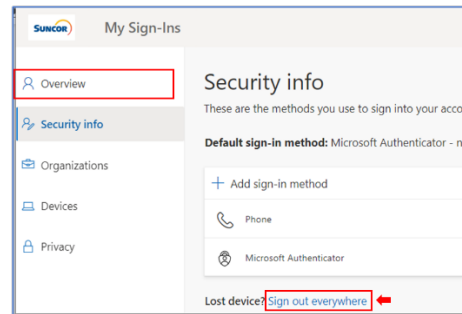
1. To go to the **Security and Info** page so you can sign out everywhere.:  
[My sign ins](#)  
then go to step 5  
or,  
[Change your password](#)  
then go to step 8
2. Input your account and click **Next**.
3. Input your password and click **Sign in**.
4. Enter the number displayed on your computer into your Authenticator app and tap **Yes**.



## Access password management

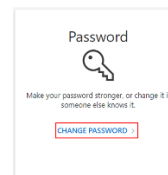
- At the bottom of the **Security info** pane, click **Sign out of everywhere**.
- On the left of the **Security info** pane, click the **Overview** tab.

*The Overview pane opens and displays your account and clickable info tiles.*



- Find the Password tile and click **CHANGE PASSWORD**, or

*The Change password dialog opens.*



- Input your **Old password**
- Input & Confirm your **New password** using the following rules:

### Password Rules:

- Be a minimum of 8 characters in length and a maximum of 14 characters in length
- Must contain at least one uppercase letter
- Must contain at least one lower case letter
- Must contain at least one number
- May contain at least one symbol (!@#\$%^&\*()\_~`{}|:~";<>?,./) but not a space
- Must not contain a simple sequence or pattern of characters or numbers (e.g. abcde, 12345, qwerty, aaaaa)
- Must not contain the user name or account name to which they apply
- Must not contain proper words or dictionary words of over 4 characters in length
- Must not contain reserved words (e.g. Suncor, Petro, Sunoco, Firebag)

- Click **Submit**

You can now sign in to your account with your new password.

**Remember:** All places/apps where you sign in with your Suncor account requires the new password. If you have stored instances of your password, (not recommended) resave when prompted.