Self-Service: Account Unlock

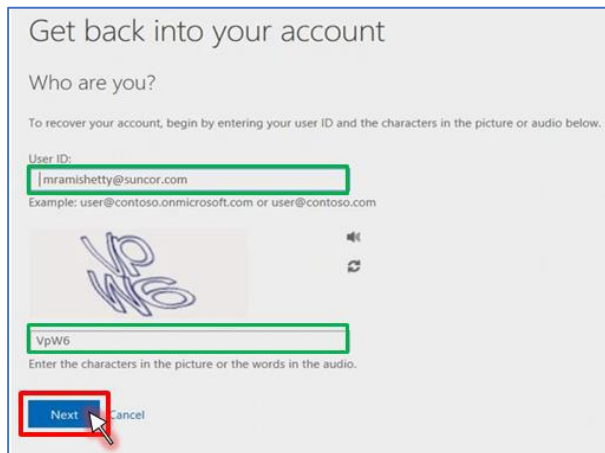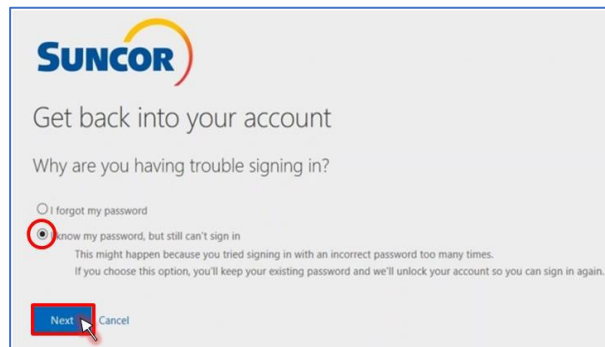| **Purpose**	This Quick Reference Guide describes how to unlock your Suncor account when: • You attempted entry with an incorrect password too many times (ie. Caps lock on) • A password was reset and a program was using an old stored password in a retry loop.
Intended User	This guide is intended for users that are currently registered for Microsoft Multifactor Authentication (MFA) and can access the SSPR tools.

Procedure Steps

Open SSPR link – Who are you?

1. Input, Copy/paste or click on this link to open in your internet browser: http://aka.ms/sspr

2. In the **User** ID field enter your Suncor email address.

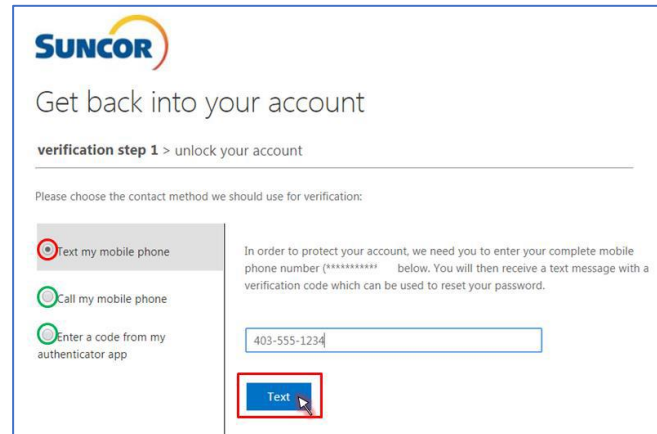3. From the picture or audio, enter the characters then click **Next.**

Why are you having trouble signing in?

4. Select **I know my password, but still can't sign in**.

5. Click **Next**.

Enter your verification choice

6. Choose the authentication method you selected during registration (SMS text, Call or Authenticator App).

7. For **Text**, enter your number and click **Text**

8. For **Call,** enter your number and click **Call**

9. For **Authenticator**, enter your verification code and click **Next**.

Success!

Your account is unlocked.

10. Click **click here** and sign in as usual