



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**.

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.

Why are you having trouble signing in?

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

Get back into your account

Why are you having trouble signing in?

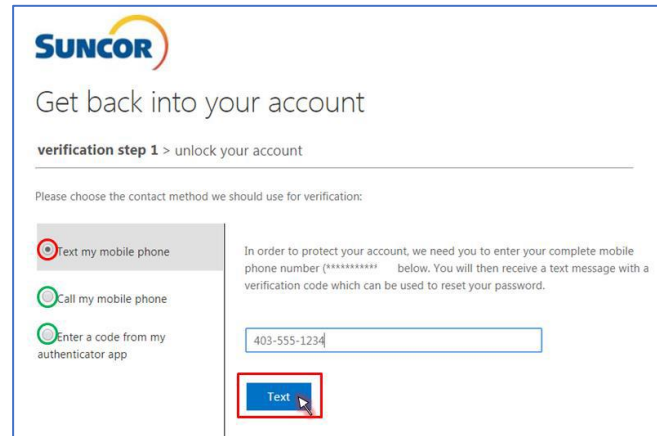
I forgot my password

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.

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

