



Self-Service: Reset a Forgotten Password

Purpose | This Quick Reference Guide describes how to reset a forgotten password.

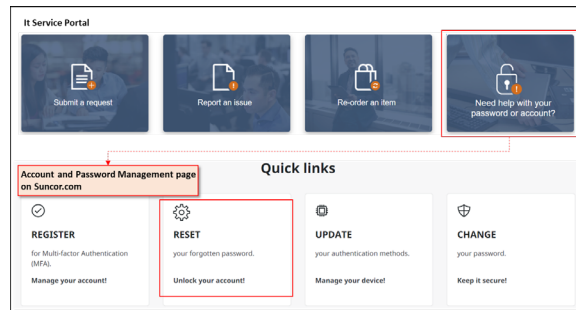
Audience | This guide is intended for users that are currently registered for Microsoft Multifactor Authentication and can access the SSPR tools.

NOTE: To update your password, you can use this method or see [QRG Update my Password on the Suncor Self Service Portal](#)

Procedure Steps

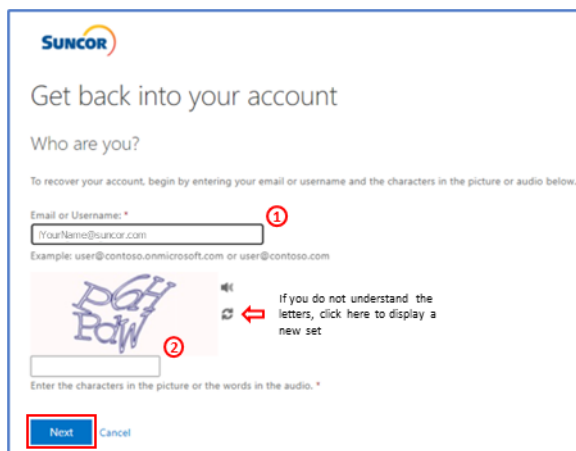
The 'Forgot password' link on the sign in dialog will start the 'reset password' process for your account. However, if this does not show on the sign in dialog, or you know ahead that you have forgotten your password, you can select any of the following options:

- The [IT Service portal](#)
 - Select tile (as indicated) to take you to the web page below
- The [Suncor Account and Password management](#) page (bookmark this page)
 - Select RESET tile
- Link <http://aka.ms/sspr> to go directly to the reset password dialog



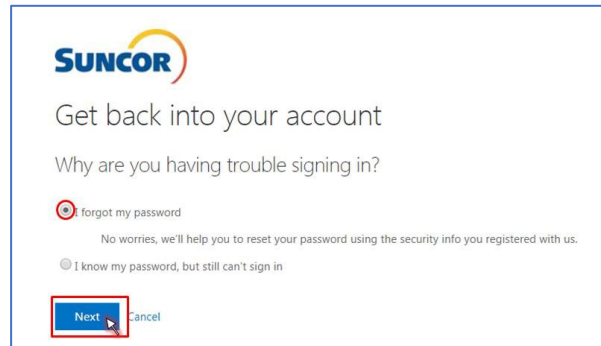
Get back into your account

1. In the **Email or Username** field (if not already displayed) enter your Suncor email address.
2. From the picture or audio, enter the characters then click **Next**.



Why are you having trouble signing in?

3. Select **I forgot my password**.
4. Click **Next**.



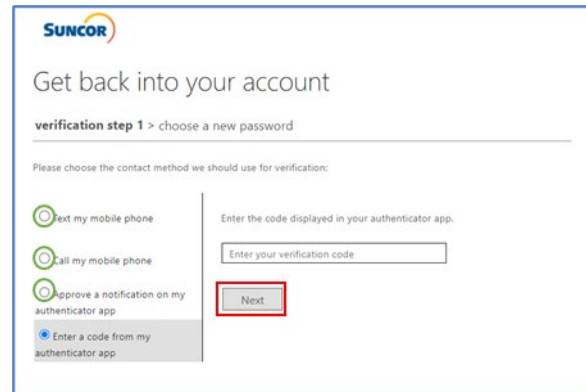
The screenshot shows the SUNCOR login page with the heading "Get back into your account" and the sub-heading "Why are you having trouble signing in?". There are two radio button options: "I forgot my password" (which is selected and highlighted with a red circle) and "I know my password, but still can't sign in". Below the options is a "Next" button (highlighted with a red box) and a "Cancel" button.

Select your verification choice

5. Choose any authentication method shown. The display changes with choice selected.

Note: does not affect your account setup.

- **Text**, enter your number and click **Text**
- **Call**, enter your number and click **Call**
- **Authenticator**- enter the displayed verification code into Authenticator, indicate 'Yes', then click **Next**.
- **Code**, enter the most recent code displaying in your Authenticator app



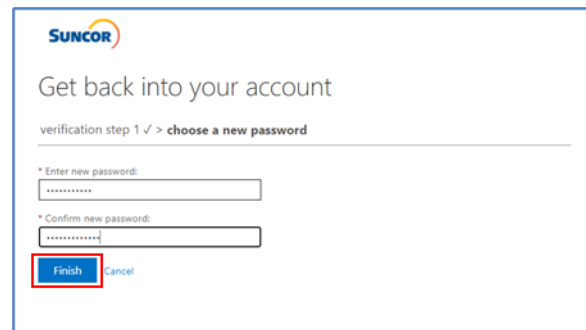
The screenshot shows the SUNCOR verification page with the heading "Get back into your account" and the sub-heading "verification step 1 > choose a new password". It asks the user to "Please choose the contact method we should use for verification:". There are four radio button options: "Text my mobile phone", "Call my mobile phone", "Approve a notification on my authenticator app", and "Enter a code from my authenticator app" (which is selected and highlighted with a blue dot). To the right of the options is a text input field labeled "Enter your verification code" and a "Next" button (highlighted with a red box).

Set new password; remember the rules!

6. Using the rules below, enter your new password in both fields.

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)



The screenshot shows the SUNCOR password reset page with the heading "Get back into your account" and the sub-heading "verification step 1 ✓ > choose a new password". It has two text input fields: "Enter new password:" and "Confirm new password:". Below the fields are a "Finish" button (highlighted with a red box) and a "Cancel" button.

7. Click **Finish**.



Success!

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, resave when prompted