

Reset Lochner Password Using SSPR Portal

Introduction

IMPORTANT NOTE:

For these steps to work, you must have previously configured your Lochner account in SSPR.

See *Configuring Your Lochner Account for SSPR Portal* for instructions configuring your Lochner account.

The Self-Service Password Reset (SSPR) gives users the ability to change or reset their password, with no administrator or help desk involvement. If a user's account is locked or they forget their password, they can follow prompts to unblock themselves and get back to work.

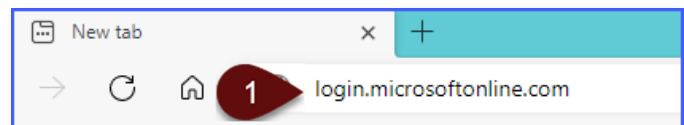
This document will illustrate how to reset your Lochner password.

DUO Mobile App

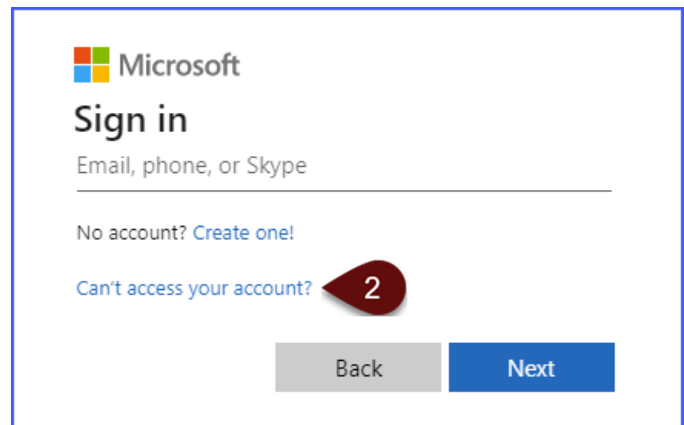
The DUO Mobile App must be installed on your mobile device before proceeding. If needed, contact the Helpdesk for assistance.

Changing Your Lochner Password

- 1 Open a browser and type: login.microsoftonline.com



- 2 Click on [Can't access your account?](#)

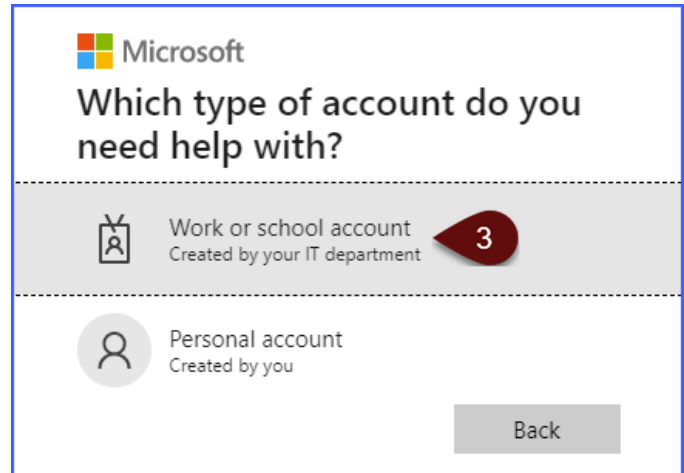


Need Assistance?

Contact IT Help Desk
E: ITHelp@hwlochner.com
P: External – 844.514.1041
P: Internal – Ext. 22311

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3 Click on Work or school account



Microsoft

Which type of account do you need help with?

Work or school account
Created by your IT department

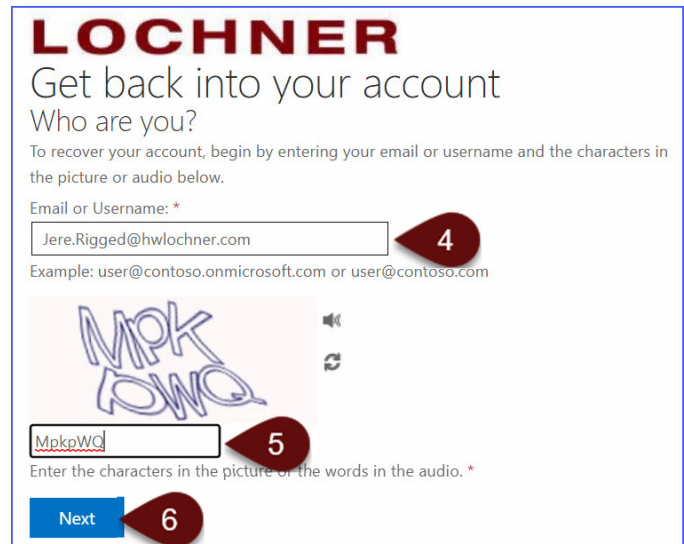
Personal account
Created by you

Back

4 Type in your Lochner E-Mail address

5 Type in the characters in the box

6 Click on Next



LOCHNER

Get back into your account

Who are you?

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

Email or Username: *

Jere.Rigged@hwlochner.com

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

Mpk WQ

MpkWQ

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

Next

7 Select forget my password

8 Click Next



LOCHNER

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

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.

Next

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- 9 Select your **method** to use for verification.

In this example, Text my mobile phone is used.

- 10 Enter in your phone #

- 11 Click on Text

- 12 Enter in the **security number** from the SMS message sent to your phone.

- 13 Click on Next

- 14 Type and confirm your new Lochner password.

PASSWORD REQUIREMENTS

Must be 14 characters or more.
Must have (1) uppercase or more.
Must have (1) lowercase or more.
Special characters are optional.

- 15 Click Finish

This popup will let you know your password has been changed and your account is ready to sign on.

click here.'"/>