Cognizant

SSPR User Guide

What is SSPR feature

New self-service password reset feature Aker Solutions has enabled a new feature to allow you to reset your account password when you are unable to logon due to forgotten or expired password. This is especially useful when you have been away from the office for a while, such as after returning from a holiday etc. To be able to use this feature you must add a few more details to your account including a mobile phone number and some security questions, which is very similar to other services such as your personal banking or social media accounts.

Before using SSPR user should first register from office network or from VPN.

How to setup/enable SSPR feature for your account

Enter these additional details now: https://aka.ms/setupsecurityinfo

You should select the "+ Add method" on this screen and setup both the 'Phone' and 'Security questions'. Please note that you might already have the Phone option configured if you have setup MFA (Multifactor Authentication) on your account previously if you are accessing Aker Solutions email on your mobile and therefore you would just need to select the 'Security questions' option.

1) Phone setting

When you select to add the option for your phone you will be presented with the following options:

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Phone

You can prove who you are by answering a call on your phone or
texting a code to your phone.

What phone number would you like to use?

| Norway (+47) ▾ | Enter phone number |

◉ Text me a code

◯ Call me

Message and data rates may apply. Choosing Next means that you
agree to the Terms of service and Privacy and cookies statement.

Cancel   Next

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2) Security Questions

When you add the option for security questions you will be required to select 5 questions and answers, of your choice, from a pre-defined list of questions.

3) Security setup completed
Once you have configured these two options your account is enable for the password reset feature.

How to reset Password using SSPR
Please follow the simple steps to reset you password using self-service password reset feature.

Step 1: Open the URL from any other computer or mobile device with internet connection

https://www.akersolutions.com/password

Step 2: Scroll down below and you see the options below and select password reset

To be able to use this service you first need to register your mobile phone and five security questions. More information about the initial registration process and how to use the password reset tools are found in this user guide.

Reset password →

Use this option if you've forgotten your password or the account password has expired.

Change password →

Use this option if you already know your password and would like to change it.

Verify settings →

Use this option to check your existing security information, such as phone number and security question.

Need help? Please have a look at the user guide below or contact the global IT Service Desk.

Step 3: Enter your email address and the characters displayed on the picture

AkerSolutions

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:

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

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

Next   Cancel

Step 4: Enter your complete mobile number which is used for MFA authentication

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

⦿ Text my mobile phone

◯ Call my mobile phone

◯ Approve a notification on my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (**********   ) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Step 5: If the mobile number entered is correct then you will receive an text message on your phone with a verification code, enter the code received and click on Next.

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

● Text my mobile phone

○ Call my mobile phone

○ Approve a notification on my authenticator app

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

Cancel

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Step 6: Answer the security question which was set by you when registering for SSPR and click on Next

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

○ Text my mobile phone

○ Call my mobile phone

◉ Answer my security questions

○ Approve a notification on my authenticator app

What was your first job?

[   ]

What was your favorite sport in high school?

[   ]

What was the name of your childhood hero?

[   ]

What was the name of your first pet?

[   ]

What was your childhood nickname?

[   ]

Next

Cancel

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Step 7: Choose your new password and click on **Finish** to complete the password reset process.

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish   Cancel

Note: To use the new password on your company provided laptop/Desktop you should connected to office network. For accessing Intune application on mobile device or accessing Office365 application through web you can directly use the password.

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How to Change Password using SSPR
Please follow the below steps to change your password, make sure you remember old password.

Step 1: Open the URL from any other computer or mobile device with internet connection

https://www.akersolutions.com/password

Step 2: Scroll down below and you see the options below and select **Change password**.

To be able to use this service you first need to register your mobile phone and five security questions. More information about the initial registration process and how to use the password reset tools are found in this user guide.

Reset password →

Use this option if you've forgotten your password or the account password has expired.

Change password →

Use this option if you already know your password and would like to change it.

Verify settings →

Use this option to check your existing security information, such as phone number and security question.

Need help? Please have a look at the user guide below or contact the global IT Service Desk.

Step 3: Enter your email address and the characters displayed on the picture

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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:

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

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

Next   Cancel

Step 4: Enter your complete mobile number which is used for MFA authentication

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

○ Text my mobile phone

○ Call my mobile phone

○ Approve a notification on my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (**********   ) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

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Step 5: If the mobile number entered is correct then you will receive an text message on your phone with a verification code, enter the code received and click on Next.

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

⦿ Text my mobile phone	We've sent you a text message containing a verification code to your phone.
○ Call my mobile phone	Enter your verification code
○ Approve a notification on my authenticator app	Next

Cancel

Step 6: Answer the security question which was set by you when registering for SSPR and click on Next

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

○ Text my mobile phone

○ Call my mobile phone

◉ Answer my security questions

○ Approve a notification on my authenticator app

What was your first job?

What was your favorite sport in high school?

What was the name of your childhood hero?

What was the name of your first pet?

What was your childhood nickname?

Next

Cancel

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Step 7: Enter your old password, choose your new password and click on **Finish** to complete the password change process.

Change password

User ID
@cognizantog.com

Old password

Create new password

Confirm new password

Submit   Cancel

Note: To use the new password on your company provided laptop/Desktop you should connected to office network. For accessing Intune application on mobile device or accessing Office365 application through web you can directly use the password.