

## **Help Document: AD/M365 Password Self Management**

*(User Password Management for M365 cloud a/c including Email (Outlook/ OWA), Active Directory Services, SSO, PRADIP & any other applications utilising AD as authentication mechanism)*

### **I. AD/ M365 Password Policy:**

- ***Minimum Eight characters with a mix of atleast 01 upper case, 01 lower case, 01 numeric and 01 special characters***
- ***For new password, last two password history are not allowed***
- ***Minimum password age is 24 Hrs (i.e. If a user changes a password say today, (s)he will be able to change his/her password again only after 24 hours)***
- ***Maximum Password age is 180 Days (after these many days system shall force a password change)***

***NB:*** The M365 cloud Account and AD account are synced. Hence change of password in any one account will change the password in the other account. Although this process is almost instantaneous, but it may take upto 30(max) minutes to happen.

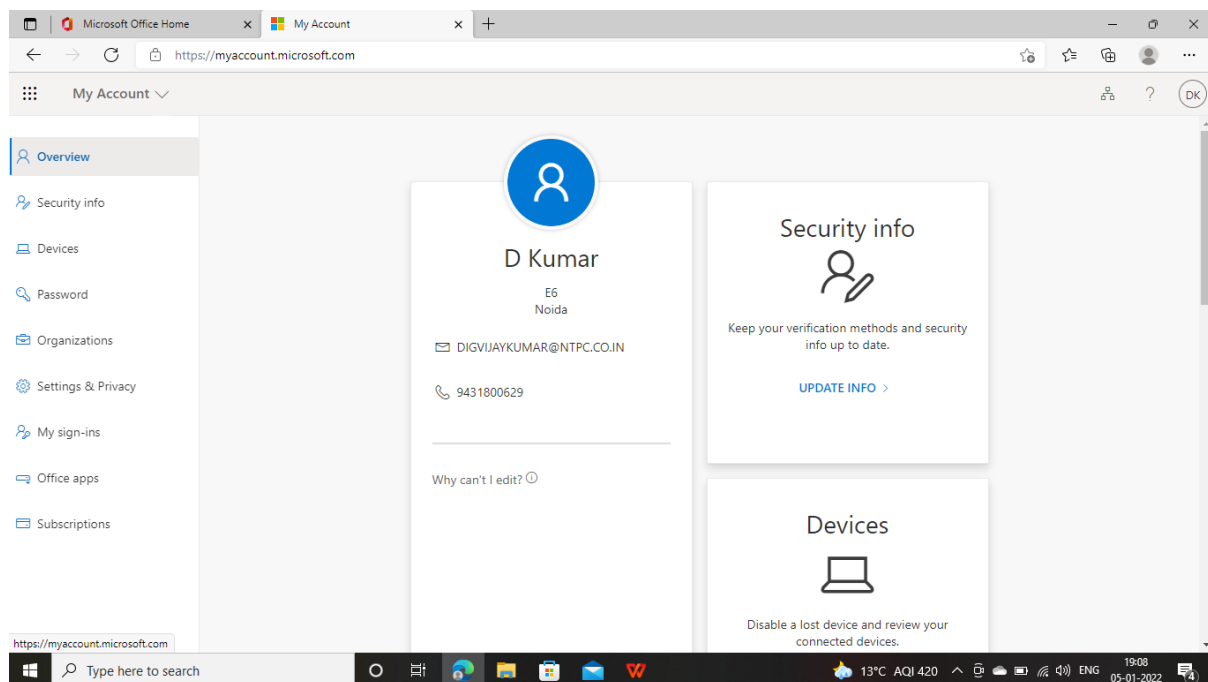
### **II. Self Resetting AD/ M365 Password using Two factor authentication**

*(When the user has forgot the password and wishes to reset the password)*

#### **Prerequisite :**

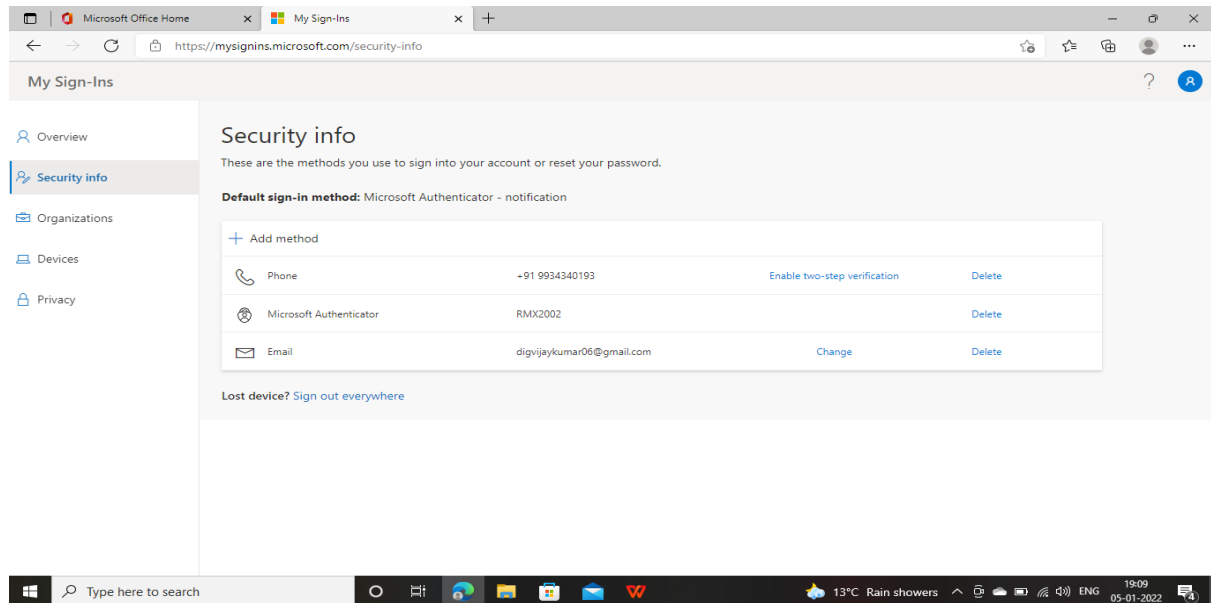
User **Mobile number** and **alternate email id** should be populated in M365 account.

To verify same open the view account tab as per the following screenshot:



Click on the Security info tab, you can edit the field corresponding to phone or alternate email on this page

*NB : Never input your NTPC email id in the email field below*

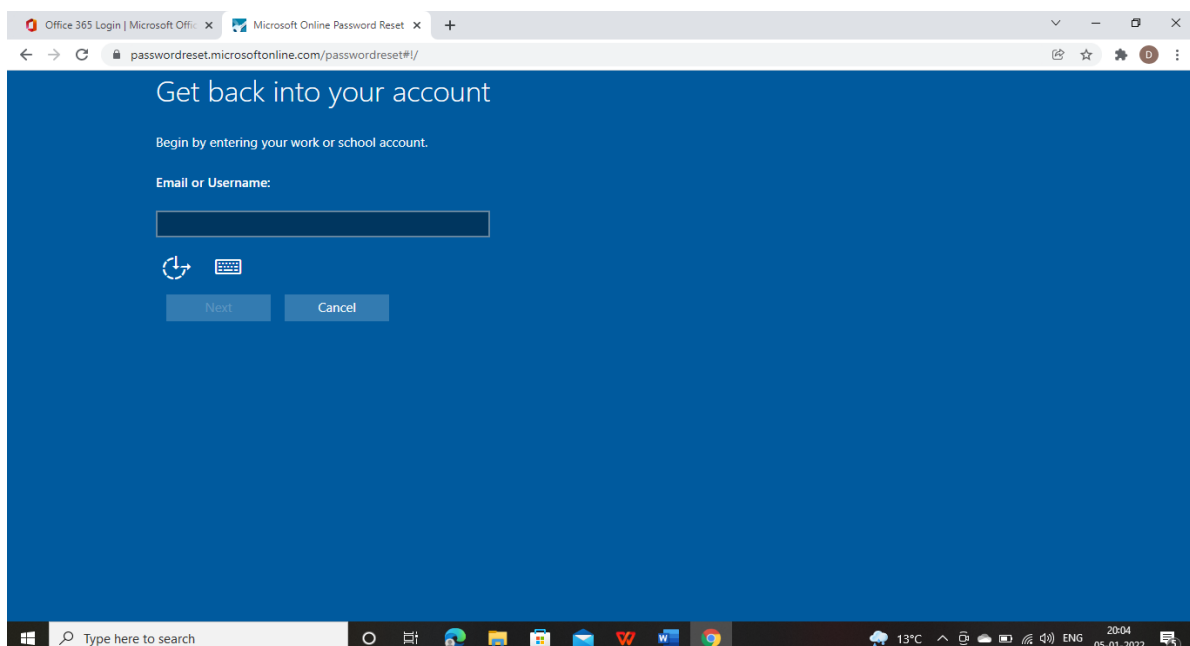


When both the mobile as well as email is populated in the above field, user can exercise the option for Self Service Password Reset (SSPR) for M365, Active Directory Services, SSO, PRADIP & any other applications which authenticate using AD credentials.

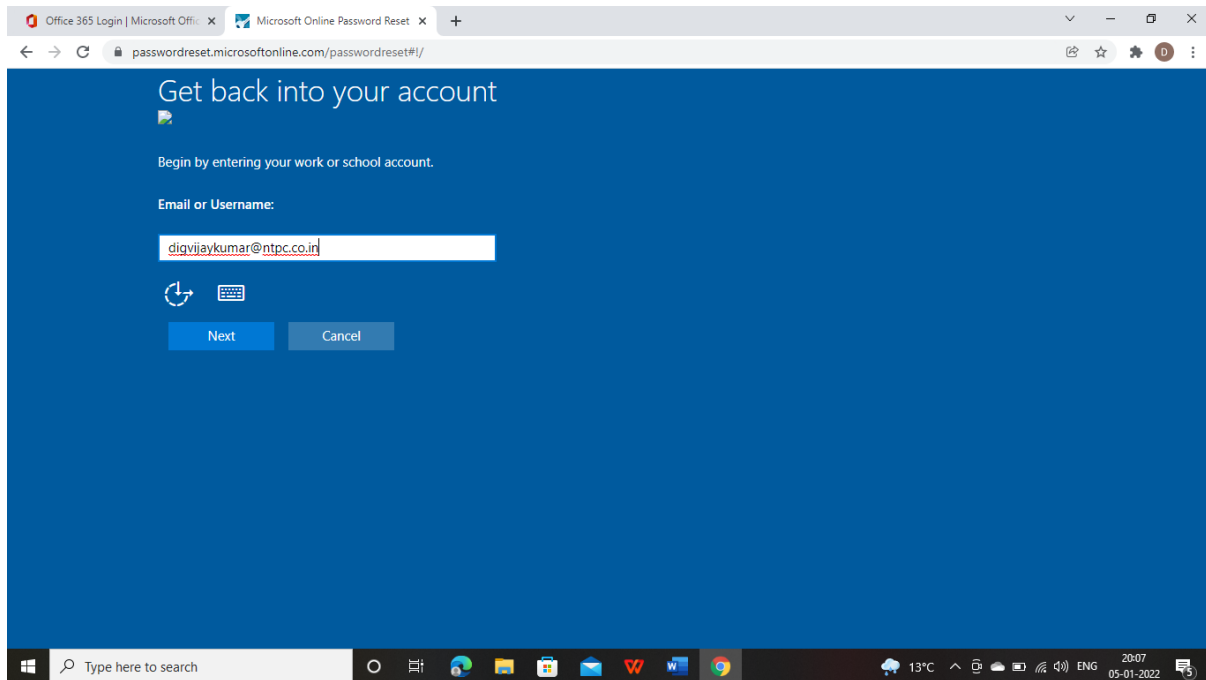
### **Steps for password Reset**

Step 1 : Open the following url in any browser or search for microsoft password reset on any search engine. Page will open as shown below

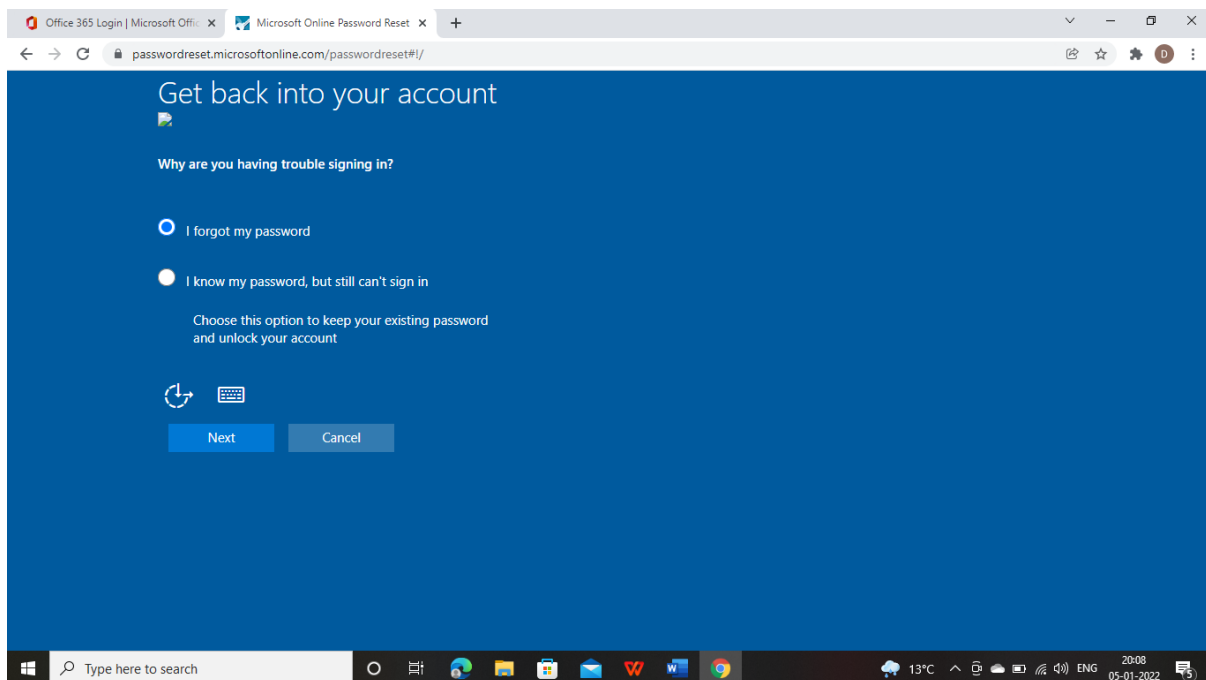
<https://passwordreset.microsoftonline.com/passwordreset#!/>

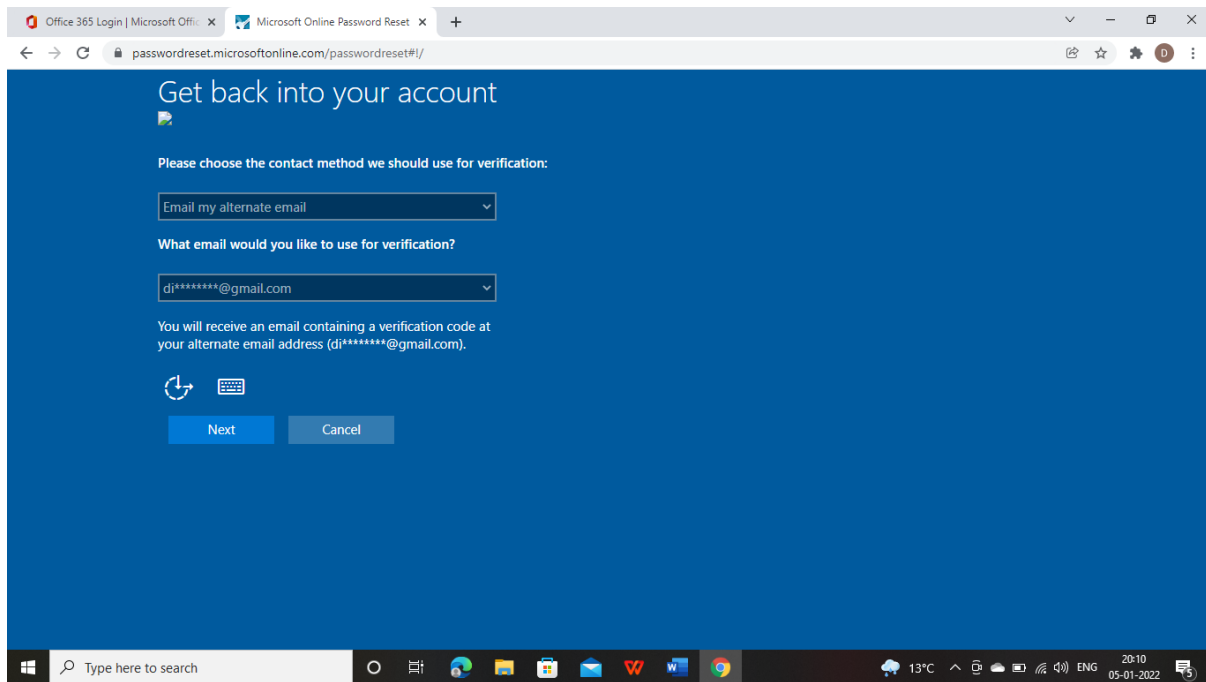


Step 2: Enter your NTPC email id in the field shown above, and then click -> next



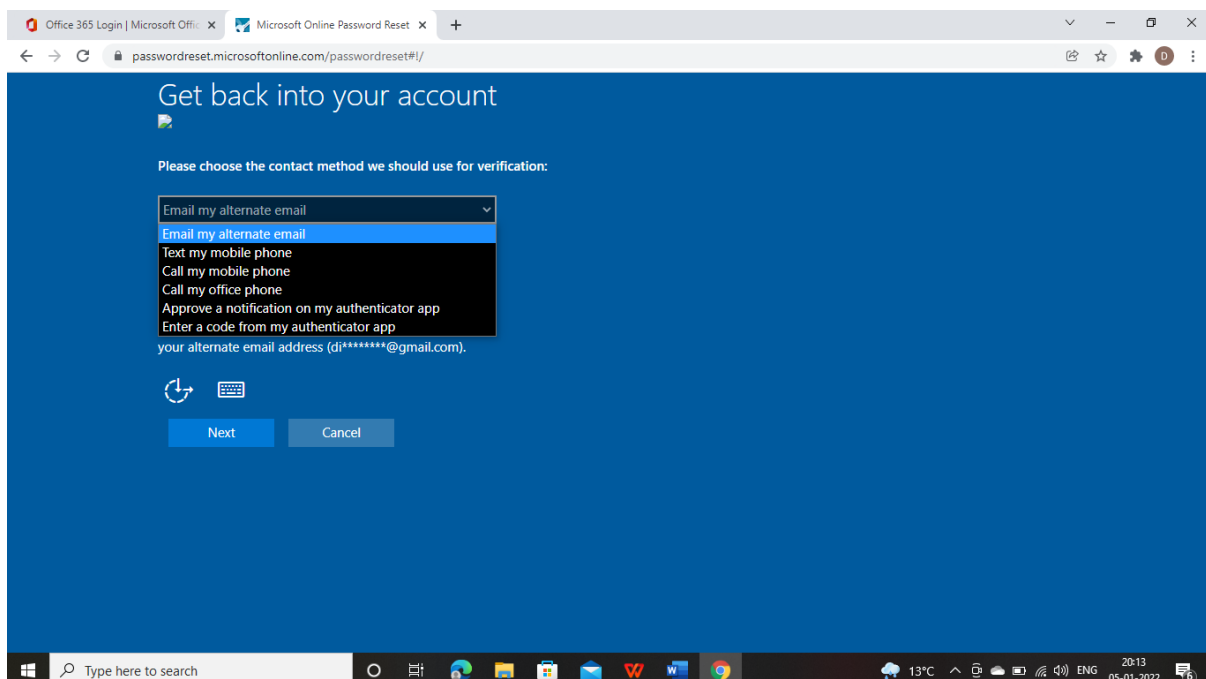
Step 3: Select the “I forgot my password” option and click next, following screen will appear



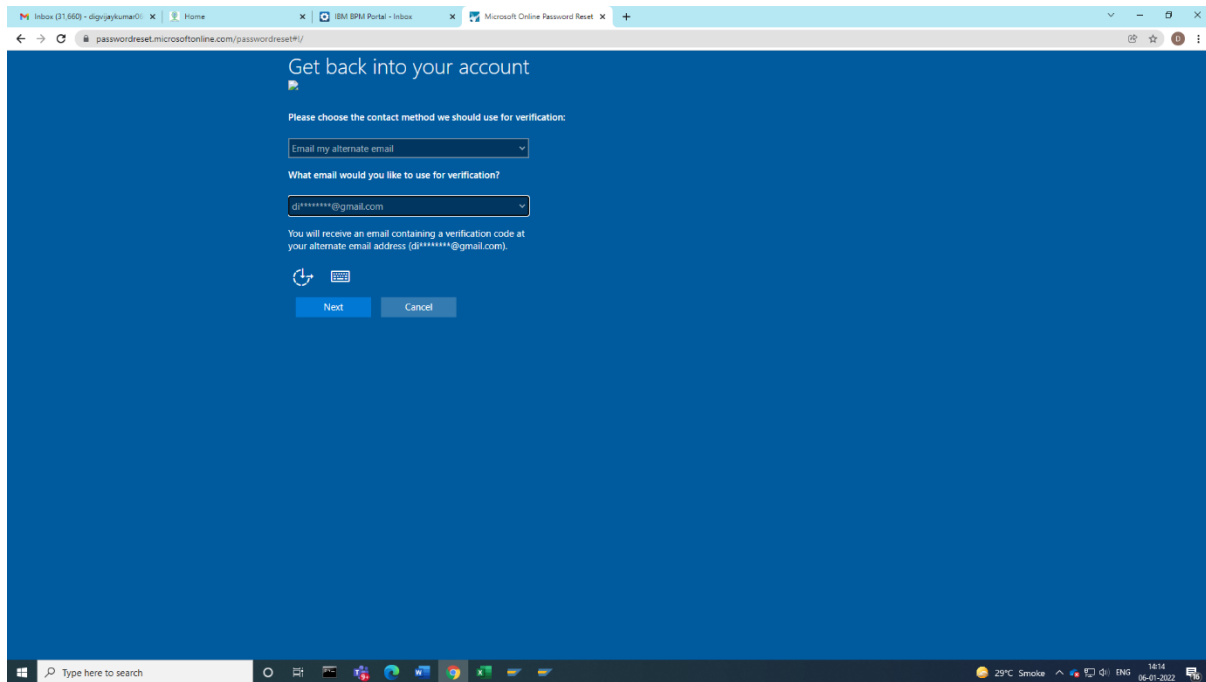


Step 4: Click on the drop-down list below (“Please choose the contact method we should use for verification”) as the first factor of authentication. You ll have following options as shown in the screenshot:

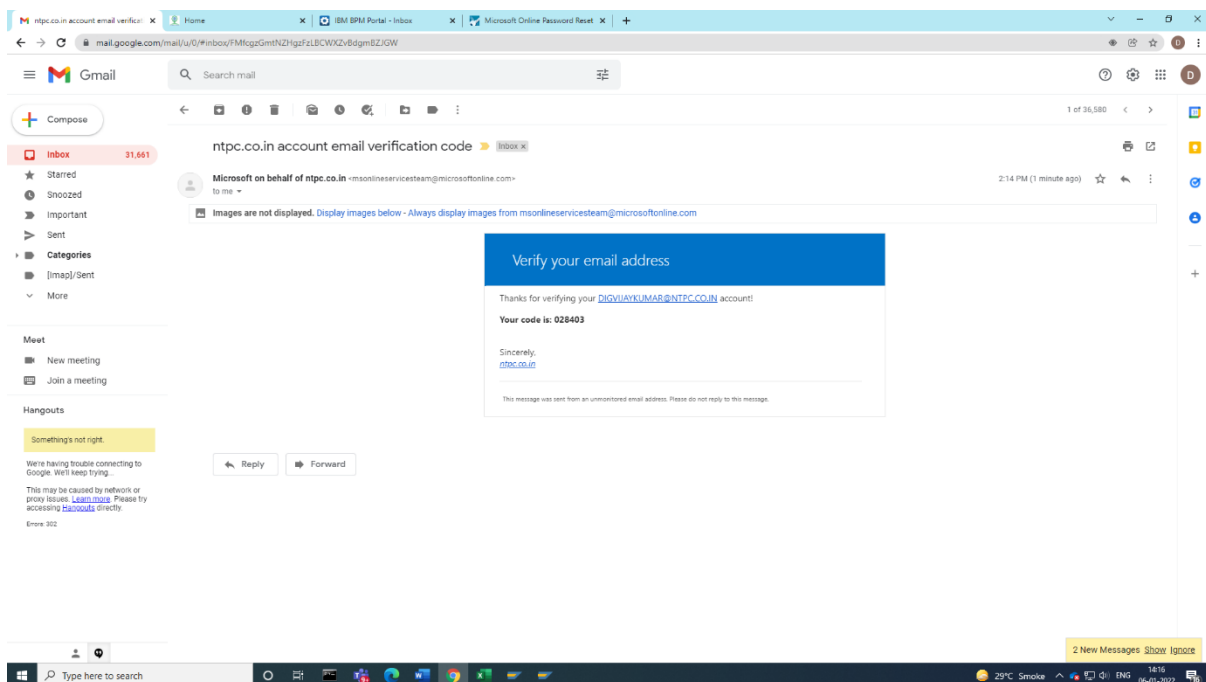
- i. Email my alternate email (Third party email id you have registered in your account)
- ii. Text my mobile phone
- iii. Call my mobile phone
- iv. Call my office phone
- v. Approve a notification on my authenticator app (on MS authenticator configured on your mobile)
- vi. Enter a code from my authenticator app ( -do- )

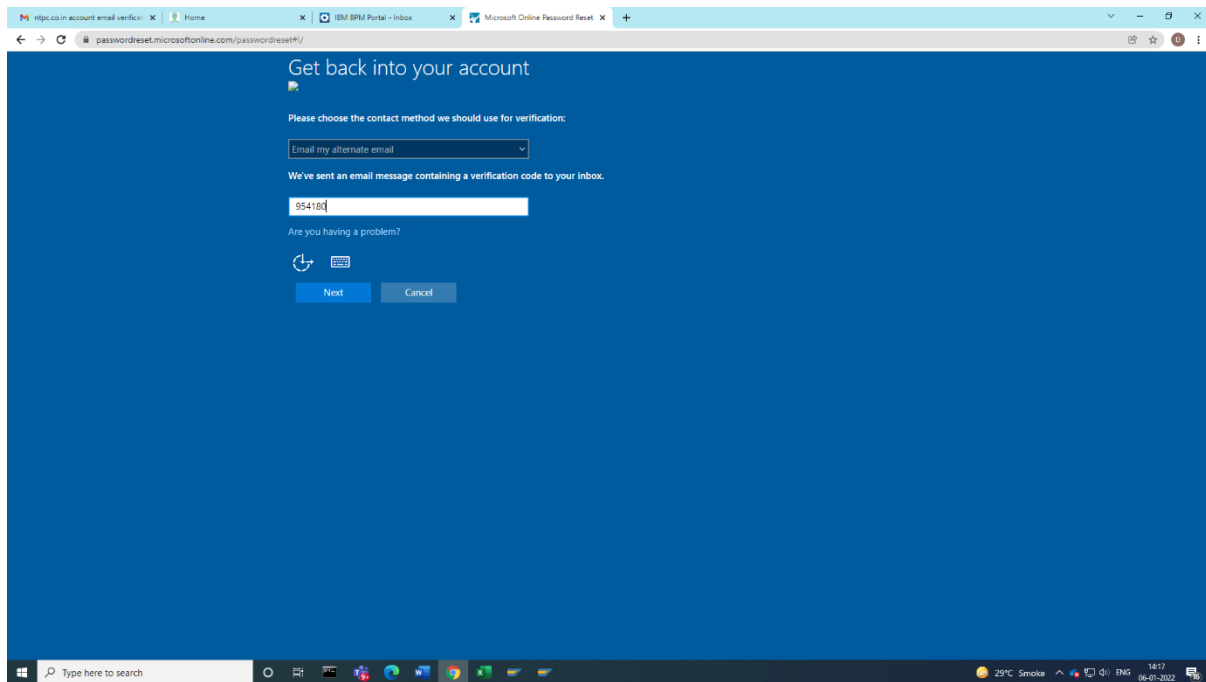


Step 5: Choose any of the option as verification process for resetting your password (For illustration, alternate email has been considered as the first factor of authentication here.)

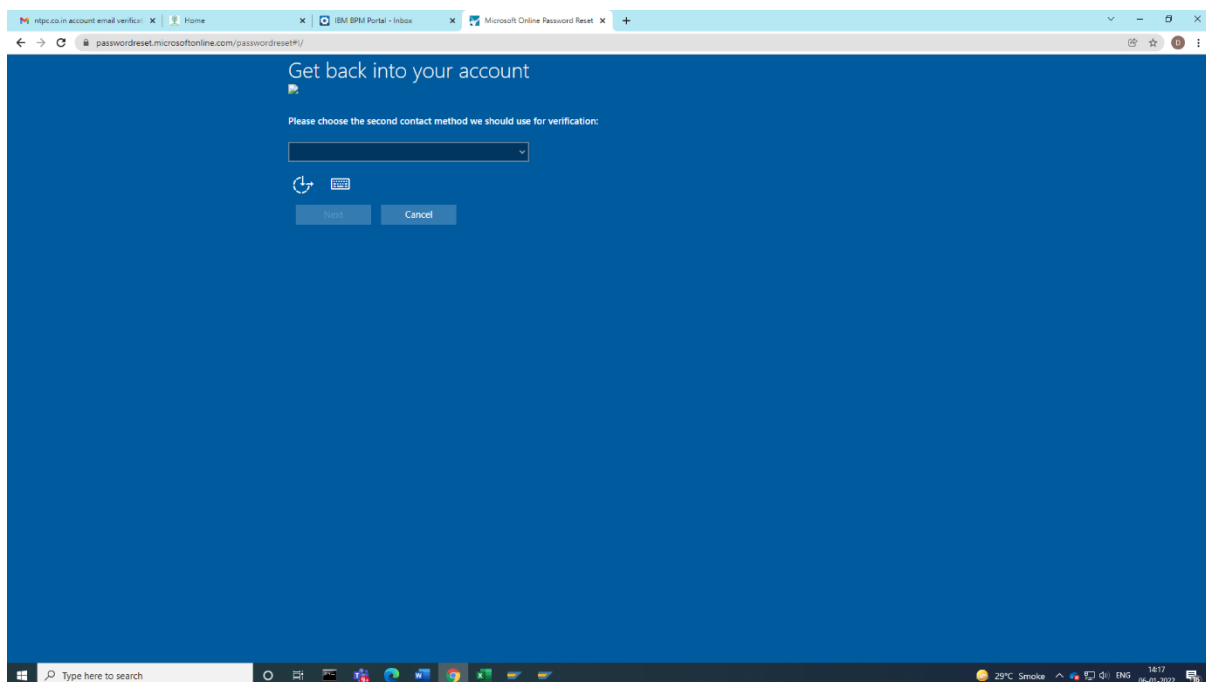


Step 6: On clicking next, verification code will be sent to your alternate email id





Step 7: For added security, 2<sup>nd</sup> factor of authentication will be prompted, once the first authentication is completed in step 6



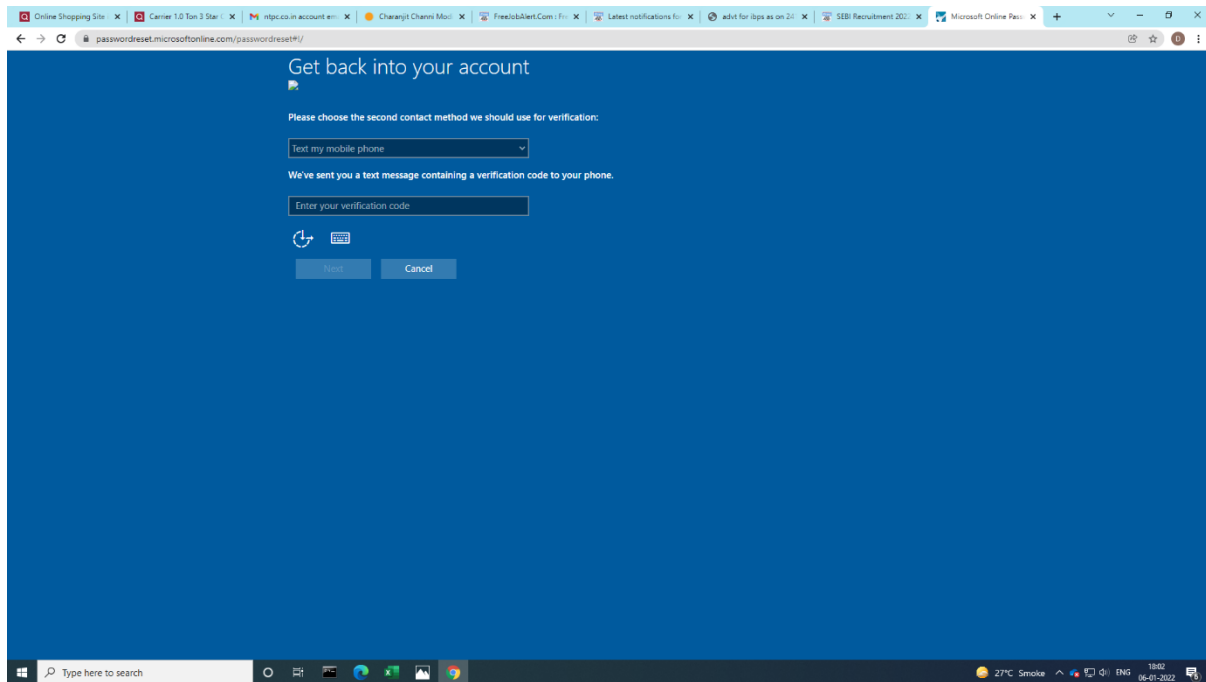
Step 8: Select the 2<sup>nd</sup> factor of authentication. (Here “text my mobile phone” has been considered as 2<sup>nd</sup> factor of authentication)

*(Enter the correct registered mobile no in the field referring to the hinted mobile number).*

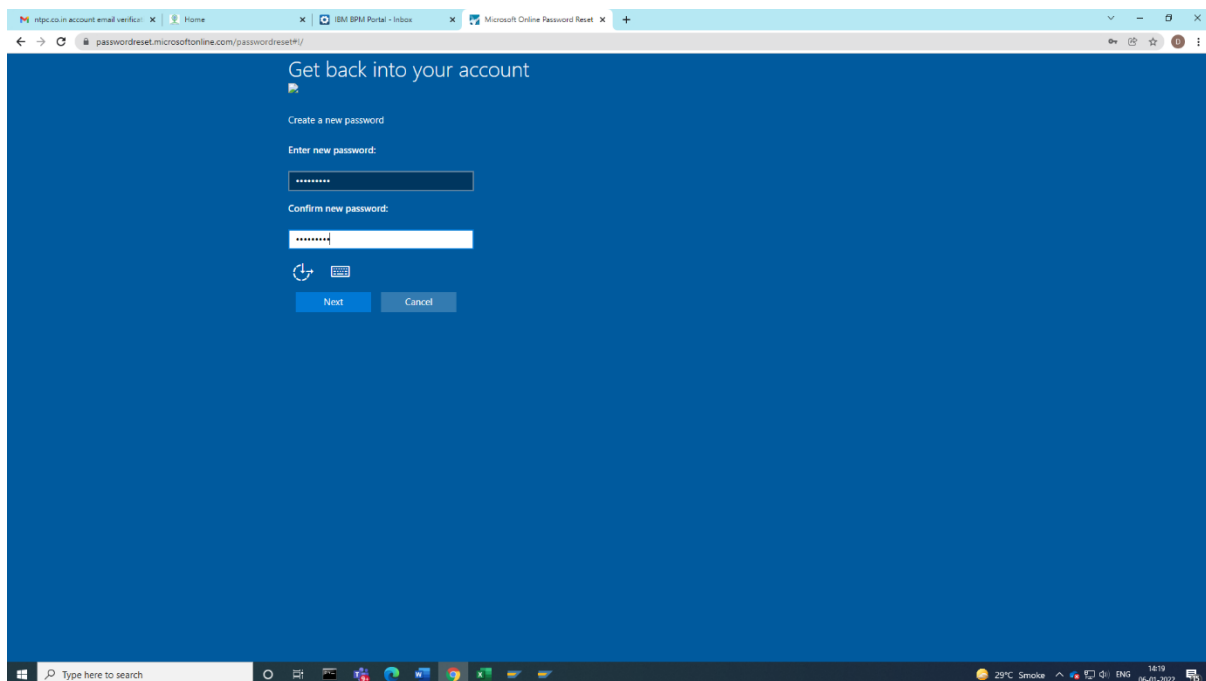
The screenshot shows a web browser window with the URL `passwordreset.microsoftonline.com/passwordreset#/`. The page title is "Get back into your account". Below the title, there is a section titled "Please choose the second contact method we should use for verification:" with a dropdown menu showing "Text my mobile phone". Below this, there is a section titled "What phone number would you like to use for verification?" with a dropdown menu showing "\*\*\*\*\*93". A text box below the dropdowns contains the text: "In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*\*93) below. You will then receive a text message with a verification code which can be used to reset your password." Below this text, there is a text input field labeled "Enter your phone number". At the bottom of the form, there are two buttons: "Next" and "Cancel". The browser's taskbar at the bottom shows the Windows logo, a search bar, and several application icons. The system tray on the right shows the date and time as 18:17 on 06-01-2022.

The screenshot shows the same web browser window as the previous one, but now the "Enter your phone number" field is filled with the text "9934340193". The "Next" button is now highlighted in blue, indicating it is the active button. The rest of the page content remains the same as in the previous screenshot.

Step 9: User will receive a 06 digit code on the mobile as message which needs to be entered & Click ->Next.



Step 10: Enter the new password & confirm the password. Password should be in compliance with AD password policy mentioned at the beginning of this document.



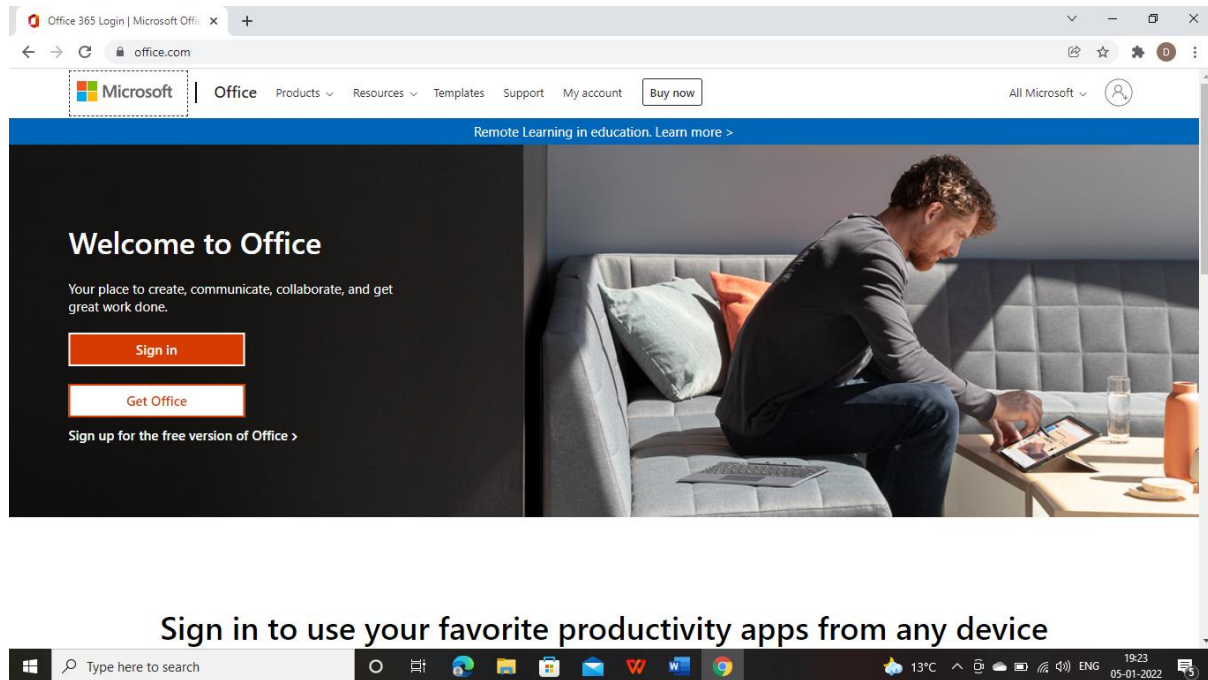
Step 11: Click next & you are done !! Your password has been successfully reset to new password.



### III. Changing M365/ AD password

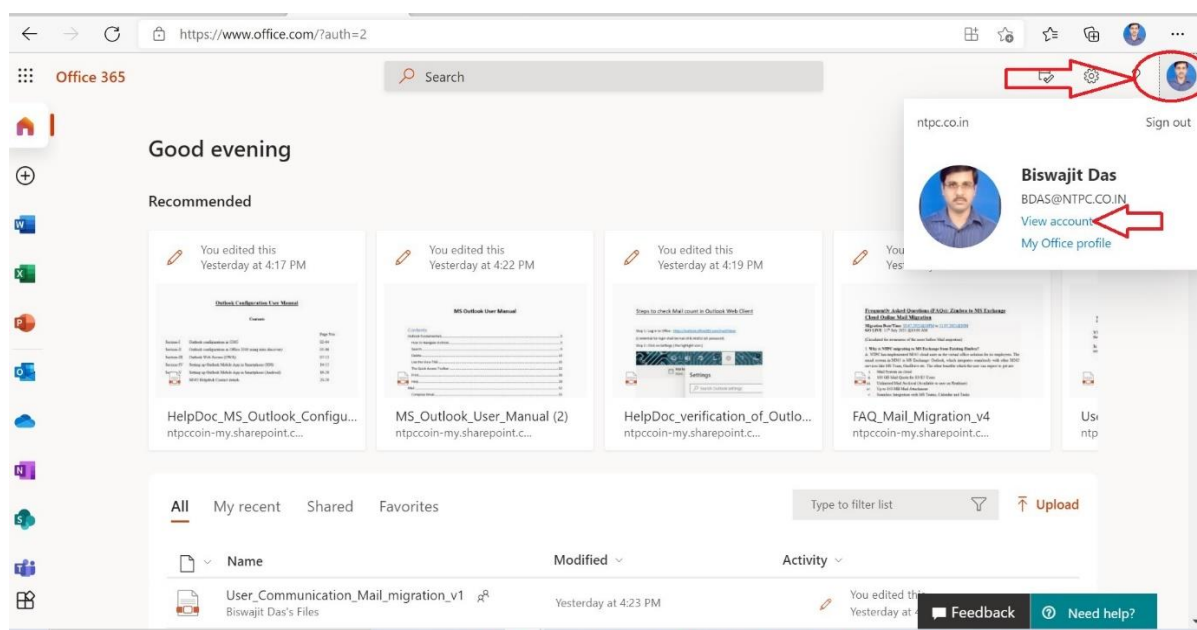
*(When you know the password, its working but want to change as a matter of routine or you doubt your password might have been compromised. As a best practice it is suggested that users should change their AD/M365 credential at regular interval, may be atleast once a month)*

Step 1: Open the URL <https://office.com/> on any internet connected device. Sign in using your existing M365 credential (i.e ntpc mail id & M365/AD/Pradip/SSO password) and followed by MFA.

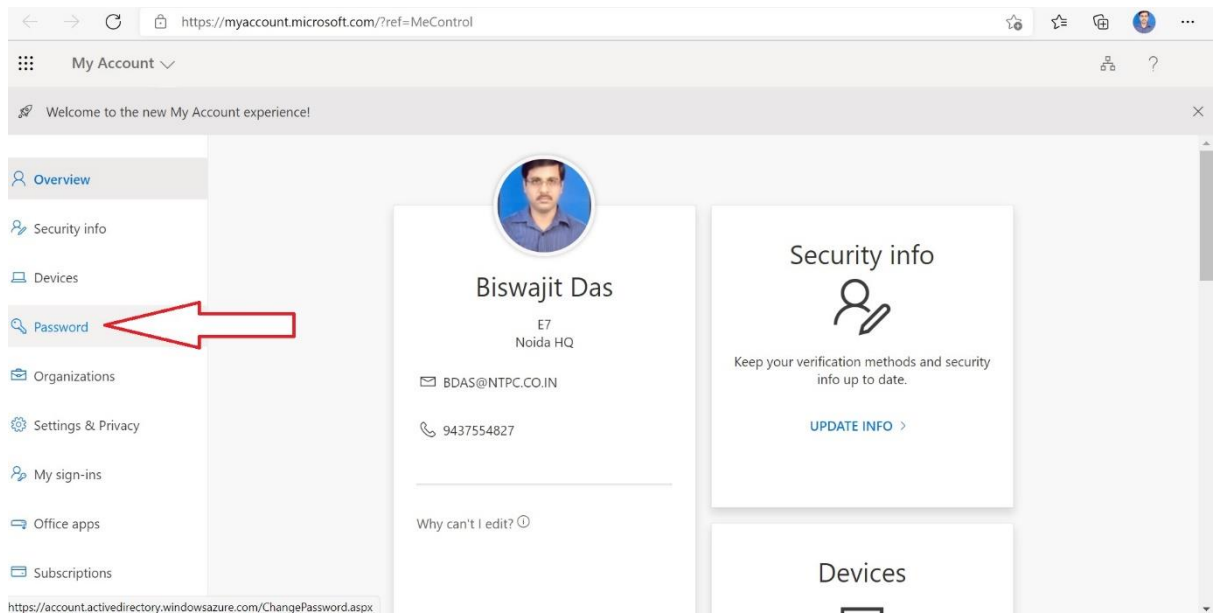


Sign in to use your favorite productivity apps from any device

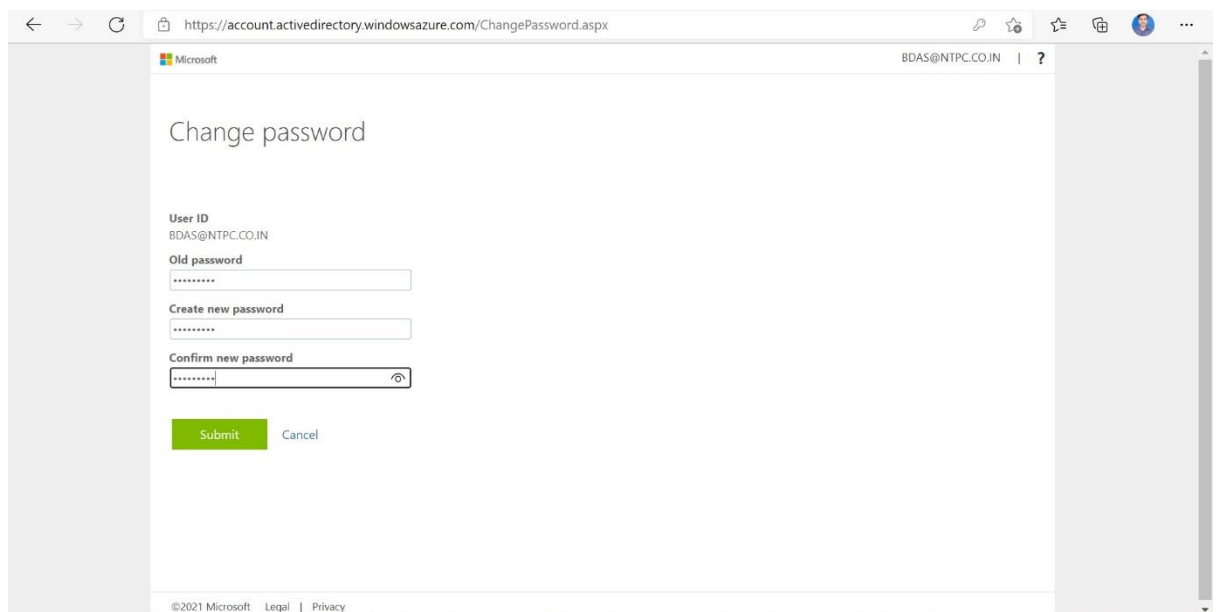
Step 2: Click on the **profile icon/** initial letter on the top right corner of the screen, then click **view account**.



### Step 3: Click-> Password



Step 4: In the next screen enter the old/ existing password, enter a new password, and confirm the new password. The new password should confirm to the AD password policy as mentioned in the beginning of this document.



## Step 5: Click -> Submit

Change password

User ID  
BDAS@NTPC.CO.IN

Old password  
[password field]

Create new password  
[password field]

Confirm new password  
[password field]

Submit cancel [loading icon]

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Step 6: You are done!! Next profile screen shall appear and the password has been successfully modified.

Profile

Biswajit Das  
E7  
IT-COMMN.

Email: BDAS@NTPC.CO.IN  
Alternate email:  
Phone: 9437554827 (work)  
Office: Noida HQ

Manage account  
[Change password](#)  
[Set up self service password reset](#)  
[Additional security verification](#)  
[Review terms of use](#)  
[Sign out everywhere](#)

Devices & activity

Device	OS	Status	Action
EOCNA004513RJH	Windows	Workplace joined	<a href="#">Disable device</a>
DESKTOP-8GL6PU7	Windows	Workplace joined	<a href="#">Disable device</a>
DESKTOP-LMKRVQD	Windows	Workplace joined	<a href="#">Disable device</a>

In case of any difficulty please contact M365 Help desk for support.

-AD/M365 Group, CC-IT.