

Self Service Password Reset and Unlocking Account

User Guide



Pre-requisites

Step 1.1: .

1. Register MFA with Microsoft Authenticator as primary authentication.
2. Register MFA with SMS as secondary authentication.



Reset Password / Unlock Account via Microsoft Authenticator

(under normal cases)



Reset Password and Unlock Account via Microsoft Authenticator



Step 2.1: Login to Self Service Password Reset (SSPR) web portal

1. Go to <https://aka.ms/sspr> or <https://passwordreset.microsoftonline.com/>
2. Enter your WKCDA email address.
3. Enter the characters as displayed into the textbox.
4. Click **Next** to continue.

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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

kNDk

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

Next Cancel

Reset Password via Microsoft Authenticator



Step 2.2.1: Reset password.

1. Select **I forgot my password**.
Note: This will allow you to reset the password.
2. Click **Next** to continue

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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

Cancel

Unlock Account via Microsoft Authenticator



Step 2.2.2: Unlock Account.

1. Select **I know my password, but still can't sign in.**

Note: This will unlock the account and will not reset the password.

2. Click **Next** to continue

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Get back into your account

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☐ 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

Cancel

Reset Password and Unlock Account via Microsoft Authenticator



Step 2.3: Verify Authenticator App

1. Open **Microsoft Authenticator** app.
2. Select **Enter a code from my authenticator app**.
3. From the app, select **West Kowloon Cultural District Authority**.
4. An One-time password code will be generated
5. Enter the six-digit code as displayed. Once completed click **Next**.



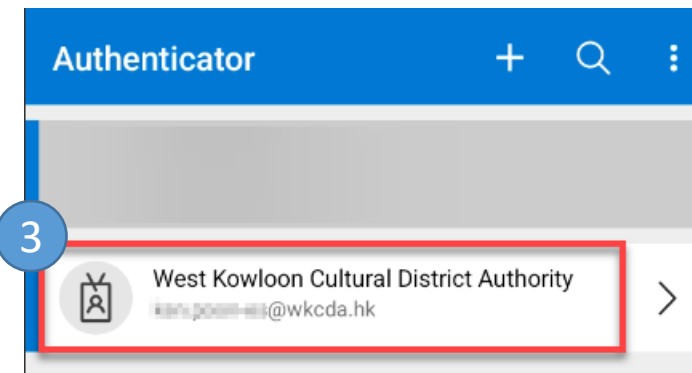
Please choose the first contact method we should use for verification:

- ☐ Text my mobile phone
- ☐ Call my mobile phone
- ☐ Approve a notification on my authenticator app
- ☒ Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

544938

Next



Notifications enabled
You can use this device to approve notifications to verify your sign-ins

One-time password code

544 938

Reset Password and Unlock Account via Microsoft Authenticator



Step 2.4: Verify Mobile Number

1. Select **Text my mobile phone**
2. Enter the registered mobile number.
3. Click **Text**
4. A six-digit code will be sent via SMS.
5. Enter the six-digit code.
6. Click **Next** to continue

Use verification code 297943 for Microsoft authentication.

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

☒ Text my mobile phone
☐ Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****43) below. You will then receive a text message with a verification code which can be used to reset your password.

*****43

Text

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

☒ Text my mobile phone
☐ Call my mobile phone

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

297943

Next Try again Contact your administrator

Reset Password and Unlock Account via Microsoft Authenticator



Step 2.5.1: Enter New Password

1. Enter the new password. Repeat the password to confirm.
2. Click Finish
3. You should receive the message if successful

* Enter new password:

* Confirm new password:

Finish Cancel

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Get back into your account

✓ Your password has been reset

Note:

Meeting the Password requirements of the Authority

Reset Password / Unlock Account via SMS

*(under the situation of no Internet connection
on the Mobile Phone)*



Reset Password and Unlock Account via SMS



Step 3.1: Login to Self Service Password Reset (SSPR) web portal

1. Go to <https://aka.ms/sspr> or <https://passwordreset.microsoftonline.com/>
2. Enter WKCDA's email address.
3. Enter the characters as displayed into the textbox.
4. Click **Next** to continue.

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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: *

user@wkcd.hk

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

kNDk

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

Next Cancel

Reset Password via SMS

Step 3.2.1: Reset password.

1. Select **I forgot my password**.
Note: This will allow you to reset the password.
2. Click **Next** to continue



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Get back into your account

Why are you having trouble signing in?

☒ I forgot my password

1

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

Cancel

2

Unlock Account via SMS

Step 3.2.2: Unlock Account.

1. Select **I know my password, but still can't sign in.**

Note: This will unlock the account and will not reset the password.

2. Click **Next** to continue



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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

Cancel



Reset Password and Unlock Account via SMS

Step 3.3: Verify Mobile Number

1. Select **Text my mobile phone**
2. Enter the registered mobile number.
3. Click **Text**
4. A six-digit code will be sent via SMS.
5. Enter the six-digit code.
6. Click **Next** to continue

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
- ☐ Enter a code from my authenticator app

1

In order to protect your account, we need you to enter your complete mobile phone number (*****43) below. You will then receive a text message with a verification code which can be used to reset your password.

*****43

2

Text

3

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
- ☐ Enter a code from my authenticator app

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

438093

5

Next

6

Use verification code 438093 for Microsoft authentication.

4

Reset Password and Unlock Account via SMS



Step 3.4: Verify Authenticator App

1. Open **Microsoft Authenticator** app.
2. Select **Enter a code from my authenticator app**.
3. From the app, select **West Kowloon Cultural District Authority**.
4. A One-time password code will be generated
5. Enter the six-digit code as displayed. Once completed click **Next**.



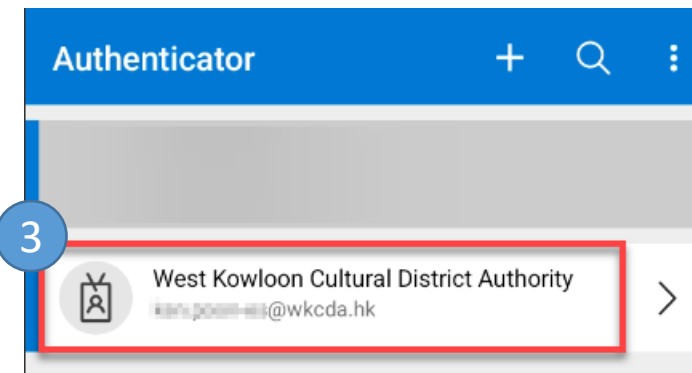
Please choose the second contact method we should use for verification:

- ☐ Approve a notification on my authenticator app
- ☒ Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

245293

Next



Notifications enabled
You can use this device to approve notifications to verify your sign-ins

One-time password code

28 245 293



Reset Password and Unlock Account via SMS

Step 3.5.1: Enter New Password

1. Enter the new password. Repeat the password to confirm.
2. Click Finish
3. You should receive the message if successful

* Enter new password:

* Confirm new password:

Finish Cancel

Diagram illustrating the password reset steps:

- Step 1: Enter new password (indicated by a red arrow pointing to the first password field).
- Step 2: Click Finish (indicated by a red arrow pointing to the Finish button).

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Get back into your account

✓ Your password has been reset

Note:

Meeting the Password requirements of the Authority

End