

# User Password Reset using SSPR

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## **More information**

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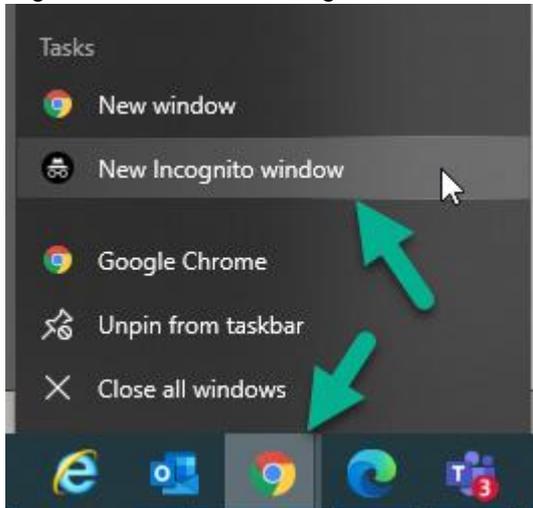
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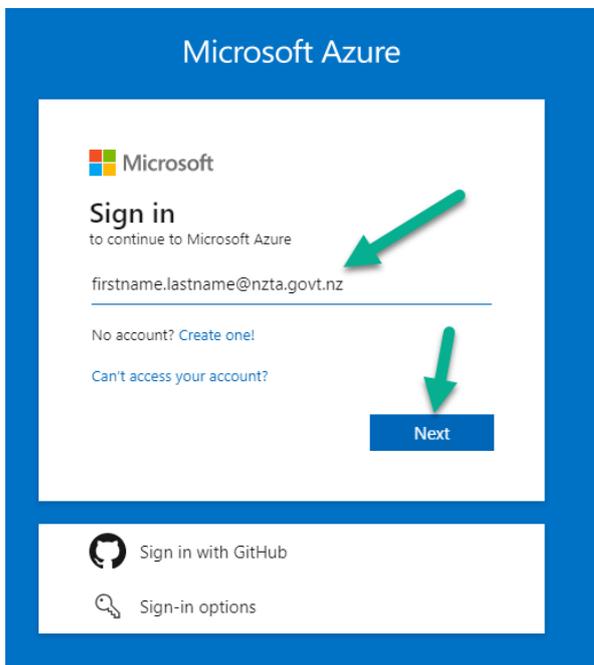
# Self Service Password Reset Portal (SSPR)

Register the user account for SSPR.

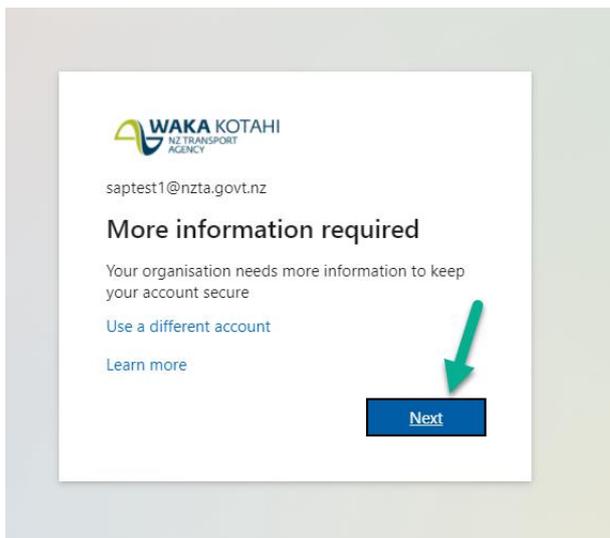
1. Open Chrome or Edge Browser in Incognito or InPrivate mode  
Right Click and select Incognito



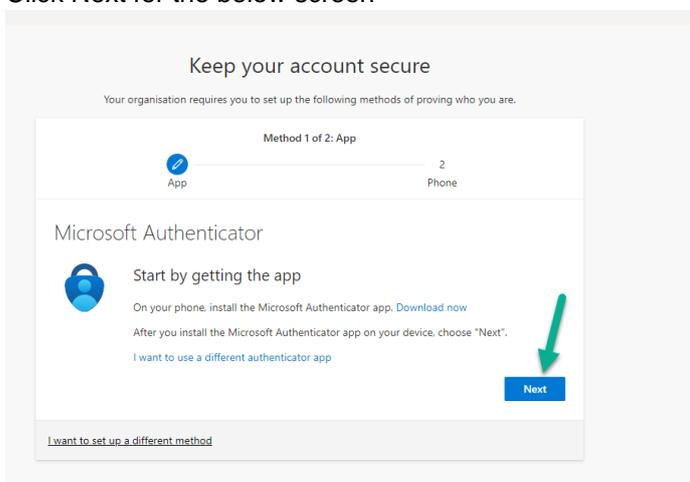
2. Go to <https://aka.ms/ssprsetup>
3. Enter the user name usually it will be <firstname>.<lastname>@nzta.govt.nz  
e.g – [rajesh.kumar@nzta.govt.nz](mailto:rajesh.kumar@nzta.govt.nz)



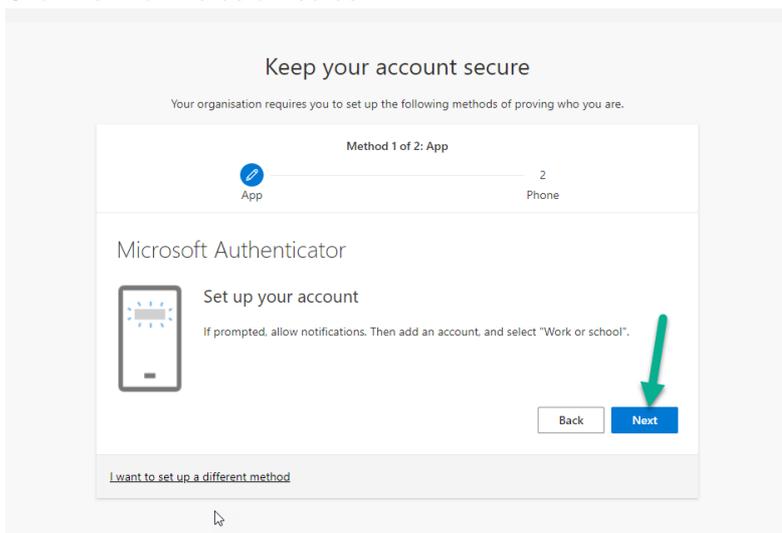
4. Enter the password which is used currently to login to the application
5. Click next on this prompt



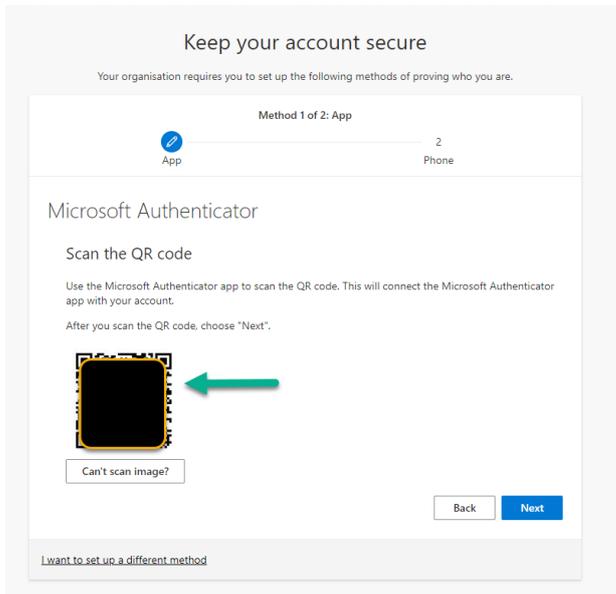
6. Click Next for the below screen



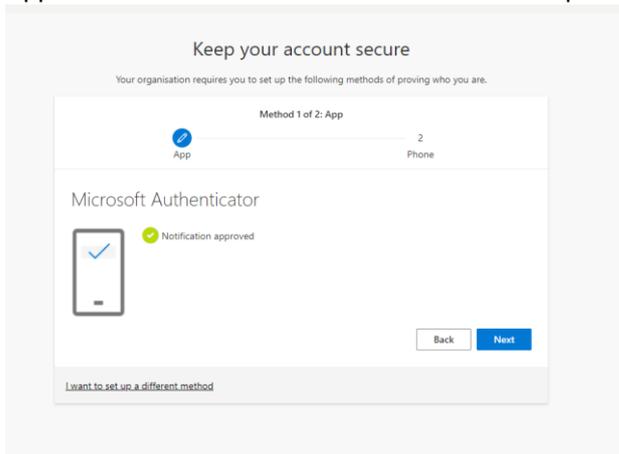
7. Setup the Authenticator App on your Mobile phone.  
Go to Play Store or App store and download Microsoft Authenticator App.  
If its already installed, Open the App.  
Click Next for the below screen



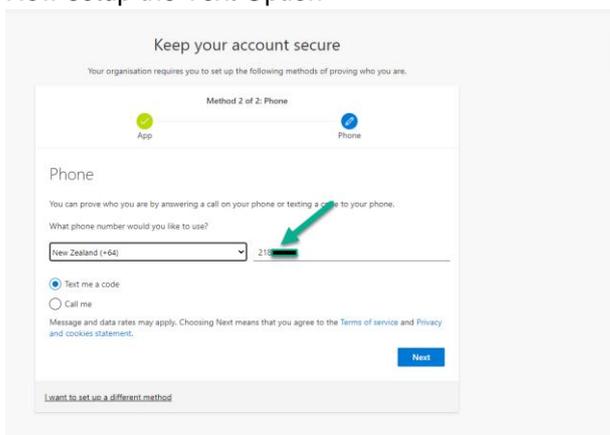
8. On the phone App, Touch the three dots on the right top of the App and select "+ Add account" option.
9. Select Work or Office Account, Select Scan QR Code
10. Scan the QR Code on the screen and click Next



11. Approve the notification on the Phone when its prompted.

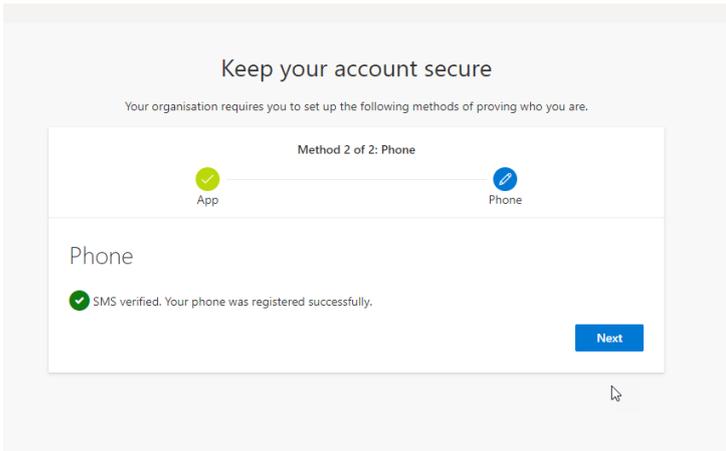


12. Now setup the Text Option

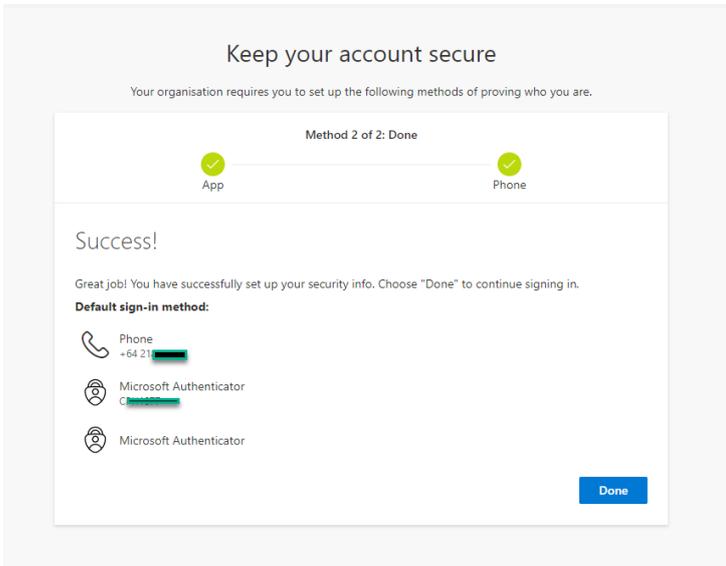


13. Enter the SMS code on the prompted screen.

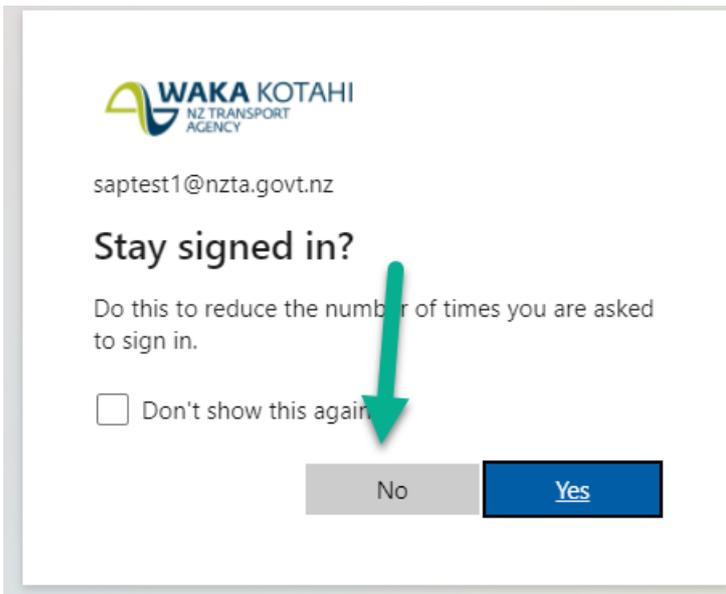
14. Click Next once its verified.



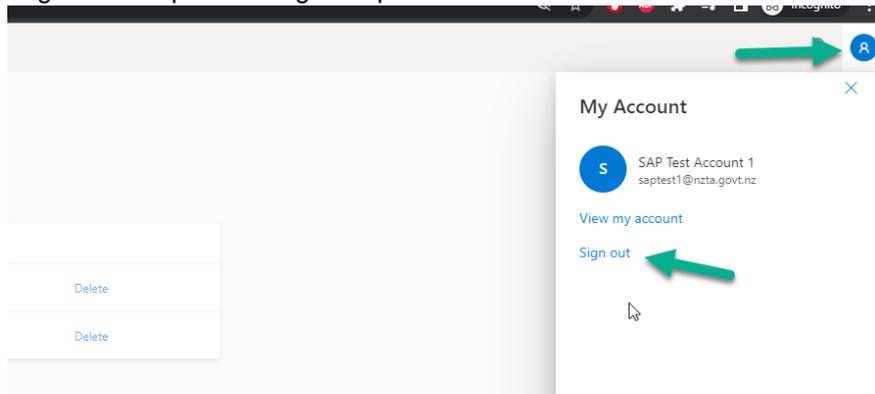
15. Click Done on the confirmation screen.



16. Click on No



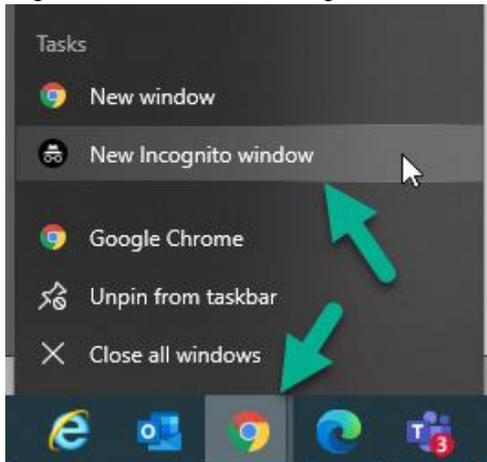
17. Logout of the portal using the option



18. You have successfully signed up for SSPR.

## How to Reset Password using SSPR Portal.

1. Open Chrome or Edge Browser in Incognito or InPrivate mode  
Right Click and select Incognito



2. Go to <https://aka.ms/sspr>  
**Make Sure you see WAKA Kotahi Banner**  
Enter the user name usually it will be <firstname>.<lastname>@nzta.govt.nz  
e.g – [rajesh.kumar@nzta.govt.nz](mailto:rajesh.kumar@nzta.govt.nz)  
And the Captcha verification  
Click Next



Get back into your account

Who are you?

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

Email or Username: \*

firstname.lastname@nzta.govt.nz

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

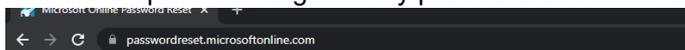


R/W3YHPXK

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

Next Cancel

3. Select the option I've forgotten my password and click next



Get back into your account

Why are you having trouble signing in?

I've forgotten my password

No worries, we'll help you to reset your password using the security info you've registered with us.

I know my password, but still can't sign in

This might happen because you've tried to sign 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

4. Choose Send Text to my mobile phone and click 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:

- Send a text to my mobile phone number
- Call my mobile phone number
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

What phone number would you like to use for verification?

- Text me on \*\*\*\*\*57

[Next](#)

[Cancel](#)

5. Enter the Phone number



### 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:

- Send a text to my mobile phone number
- Call my mobile phone number
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*57) below. You will then receive a text message with a verification code which can be used to reset your password.

0218 [redacted]

[Text](#) [Back](#)

[Cancel](#)

6. Enter the code and Click 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:

- Send a text to my mobile phone number
- Call my mobile phone number
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

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

479429

[Next](#)

[Cancel](#)

7. Select Approve a notification on my Authenticator app.

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NZ TRANSPORT AGENCY

### Get back into your account

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

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.

Enter your verification code

Next

Cancel

8. Click on Send Notification. Have the phone handy and touch the Approve option on the phone.

WAKA KOTAHI  
NZ TRANSPORT AGENCY

### Get back into your account

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

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

Send a notification to your authenticator app on your mobile device.

Send Notification

Cancel

9. Now Enter the new password as below,  
Minimum 12 characters with 2 caps, lower and 2 special character and 2 numbers

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NZ TRANSPORT AGENCY

### Get back into your account

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

\* Enter new password:

\* Confirm new password:

Finish Cancel

10. You will get the confirmation as below,



Get back into your account

✔ Your password has been reset

11. Allow 30 mins for replication and test the new password on the Application.