

# **Self-Service Password Management (SSPM)**

## **Training Guide**

APRIL 2018

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## **Chapter 1. Introduction**

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In order to stay in line with industry security standards and prepare the enterprise for our cloud base services, such as SharePoint Online (SPO), CRM Online (CRMO) or Azure, IOT has implemented the following two features:

- Self-Service Password Management (SSPM)
- Multi-Factor Authentication

Self-Service Password Management (SSPM) is a web application which allows customers the flexibility of being able to reset some of their own passwords or unlock their accounts in a secure fashion. Customers no longer have to rely on calling the IOT Customer Service Desk for some password resets or unlocks and can change their own passwords or unlock their account at any time on any device with internet connectivity.

The Self-Service Password Management (SSPM) tool is mainly for use with your standard account for State Employees and Contractors accounts that have State email addresses (ending with IN.gov). It will also reset passwords or unlock accounts for SharePoint Online, CRM Online and Azure accounts. Some accounts that the Self-Service Password Management (SSPM) tool will not reset include:

- Admin/Elevated Accounts
- FTP Accounts
- Kiosk Accounts
- Mainframe Accounts
- Service Accounts
- Training Accounts

There may be other accounts that are not listed above that cannot be reset using the Self-Service Password Management (SSPM) tool. If you are unsure if it will work, please give it a try or call the IOT Customer Service Desk for assistance at 317-234-HELP (4357) or 800-382-1095.

Please note that once enabled customers will be prompted to register for Self-Service Password Management (SSPM) upon access to SharePoint Online, CRM Online or Azure regardless of being in a State facility.

## Chapter 2. Register for Self-Service Password Management (SSPM)

Before you can start using the Self-Service Password Management (SSPM) tool to reset your password or unlock your account, you must first register your account. Please follow the instructions below to register your account for Self-Service Password Management (SSPM). If you are having trouble registering or need assistance with the registration process, please call the IOT Customer Service Desk at 317-234-HELP (4357) or 800-382-1095.

### Section 1. Prerequisites

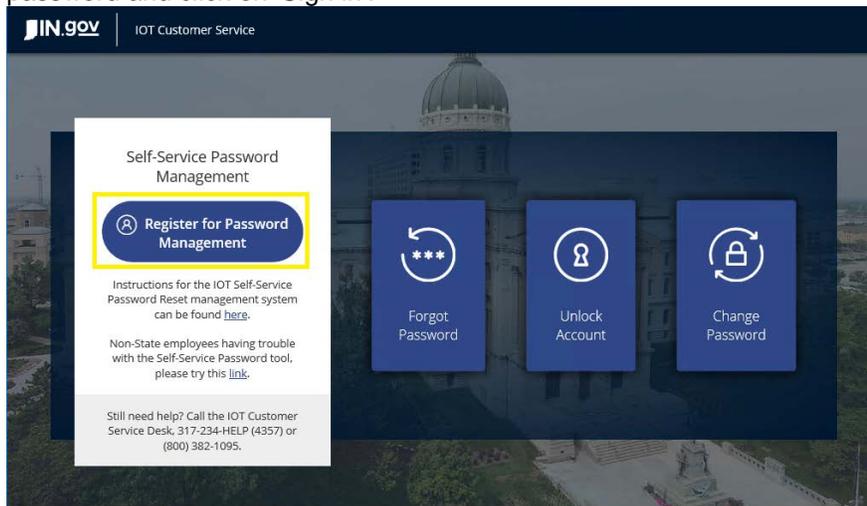
1. You must know the password to the account you are trying to register.
2. The password cannot be expired.
3. The account cannot be locked out.
4. The account cannot be disabled.
5. For contractor accounts, the account cannot be expired.

### Section 2. First Time Registration

- Step 1. Open any internet browser (Internet Explorer, Google Chrome, Mozilla Firefox, Safari).  
Step 2. Browse to 'password.in.gov'.



- Step 3. Click on 'Register for Password Management'.  
**\*NOTE:** You may be prompted to re-enter your password. If you are, click the 're-enter my password' button, ensure your email address is in the top box correctly, type in your password and click on 'Sign in'.



Step 4. For the 'Security Questions are not configured', click on the link that says 'Set them up now'.

**\*NOTE:** The 'Authentication Phone' is optional and does not have to be completed.

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 1 of the options below.

- 1 Authentication Phone is not configured. Set it up now
- 1 Security Questions are not configured. [Set them up now](#)

[Finish](#) [cancel](#)

©2018 Microsoft Legal | Privacy Your session will expire in 14:58

Step 5. Select and answer all 5 of the security questions.

**\*NOTE:** Answers must be at least 3 characters long and you must use different answers for each question.

don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long

Security question 1

Security question 2

Security question 3

Security question 4

Step 6. Click on 'save answers'.

Security question 3

What is the last name of your favorite teacher in high school?

Security question 4

What were the last four digits of your childhood telephone number?

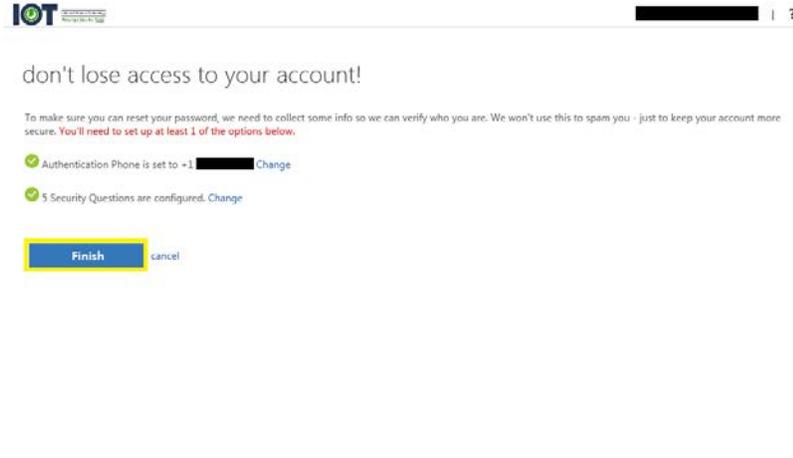
Security question 5

What city were you in on New Year's 2000?

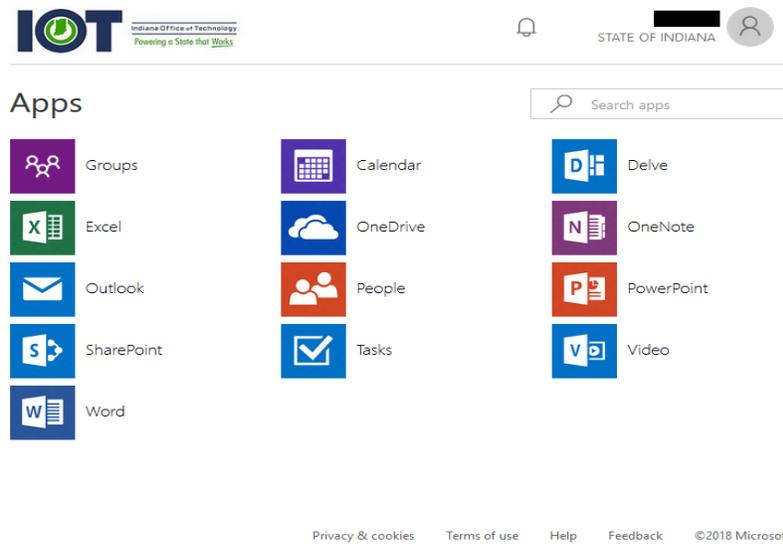
[save answers](#)

[back](#)

Step 7. Click on 'finish'.



Step 8. Once you see the Azure Apps page show below, you have finished enrolling in the Self-Service Password Management (SSPM) tool and can start using it to reset your password or unlock your account.

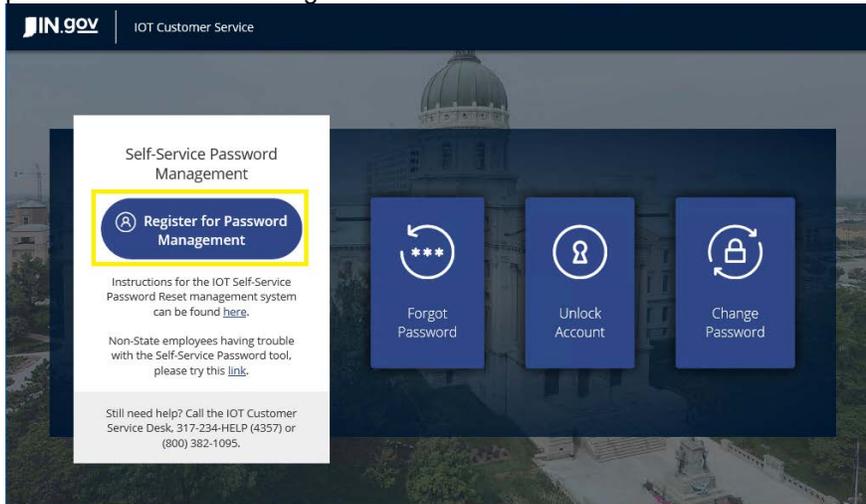


### Section 3. Changing your Authentication Phone Number

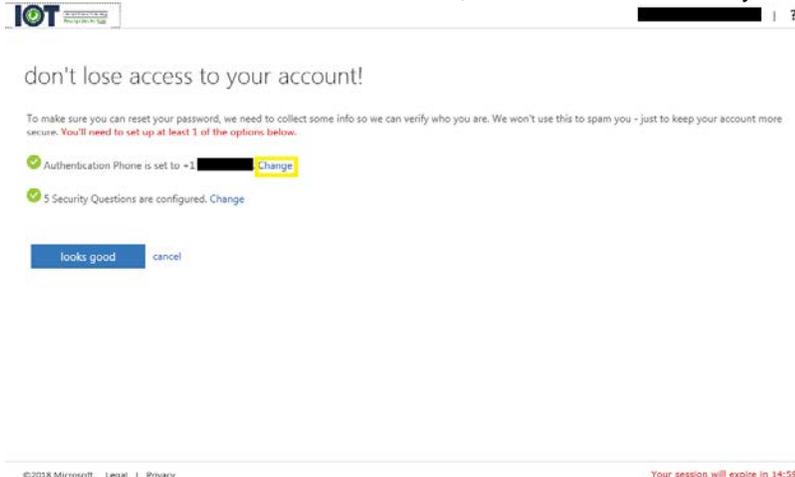
- Step 1. Open any internet browser (Internet Explorer, Google Chrome, Mozilla Firefox, Safari).  
Step 2. Browse to 'password.in.gov'.



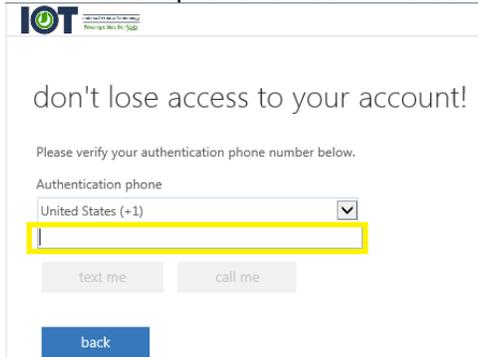
- Step 3. Click on 'Register for Password Management'.  
**\*NOTE:** You may be prompted to re-enter your password. If you are, click the 're-enter my password' button, ensure your email address is in the top box correctly, type in your password and click on 'Sign in'.



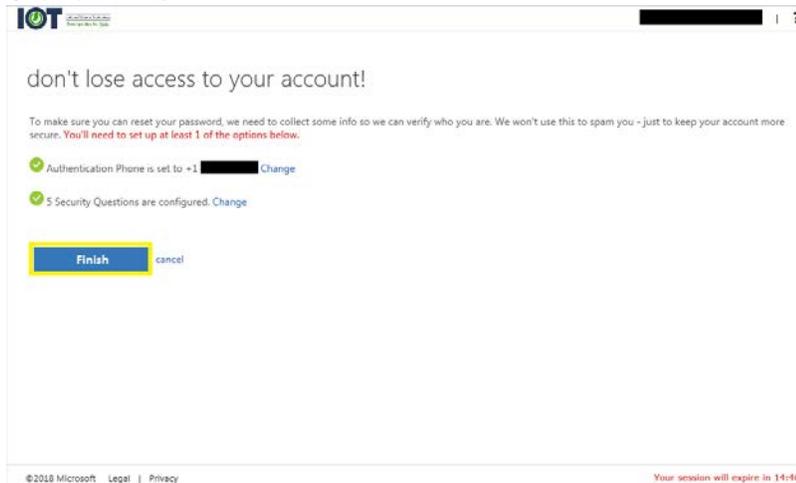
- Step 4. For the 'Authentication Phone is set to', click on the link that says 'Change'.



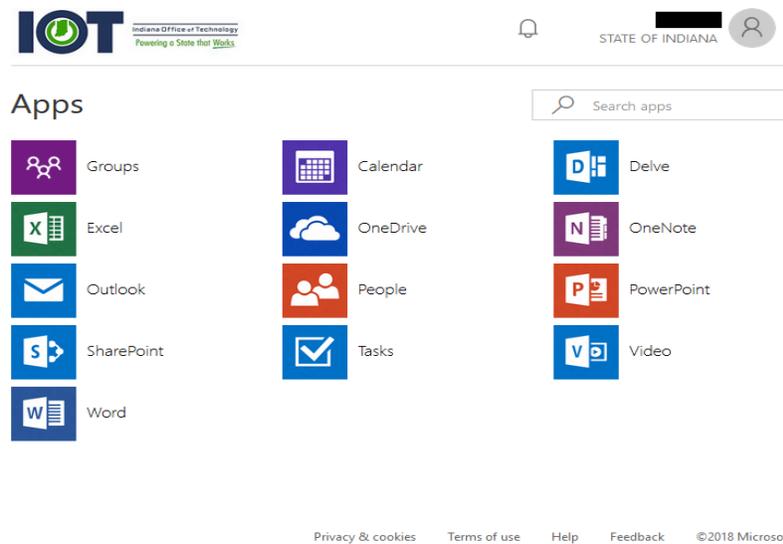
- Step 5. Enter the new phone number in the box provided.



- Step 6. Click on 'call me' or 'text me'.
- If you clicked on 'call me' you will receive a phone call and need to press # on your phone when prompted.
  - If you clicked on 'text me' you will receive a text message with a 6-digit code that you will need to type in the box provided and then click on 'verify'.
- Step 7. Click on 'Finish'.



- Step 8. Once you see the Azure Apps page shown below, you have finished updating the Authentication Phone associated with your Self-Service Password Management (SSPM) account.

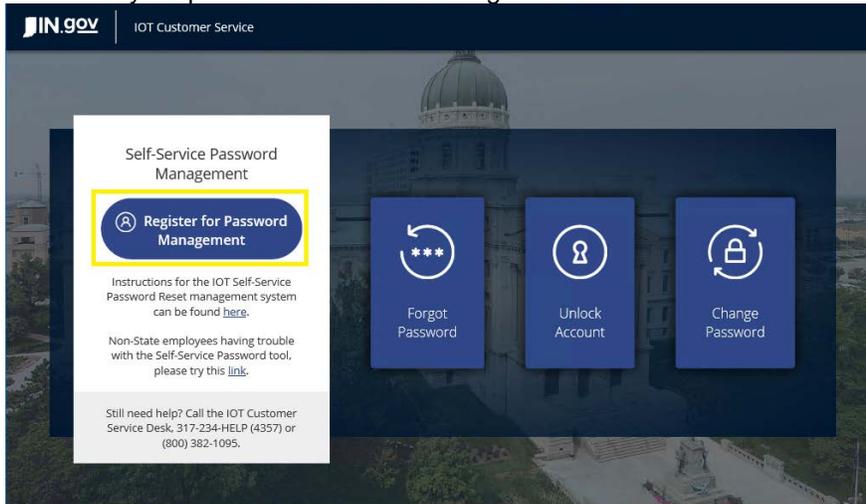


## Section 4. Changing or Updating your Security Questions

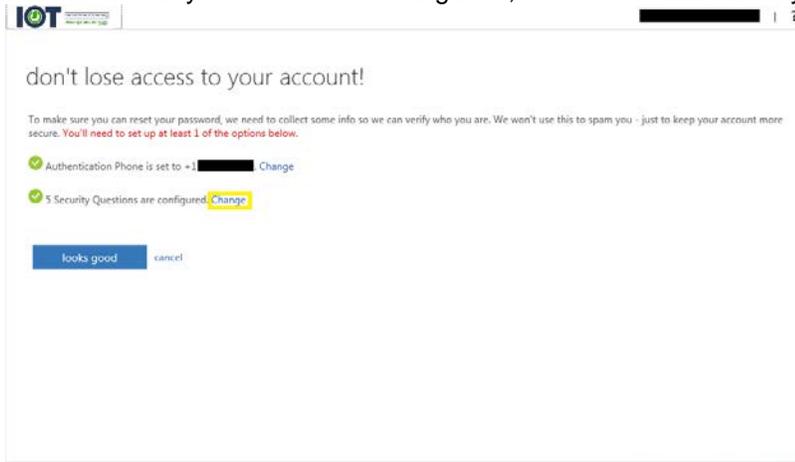
- Step 1. Open any internet browser (Internet Explorer, Google Chrome, Mozilla Firefox, Safari).  
Step 2. Browse to 'password.in.gov'.



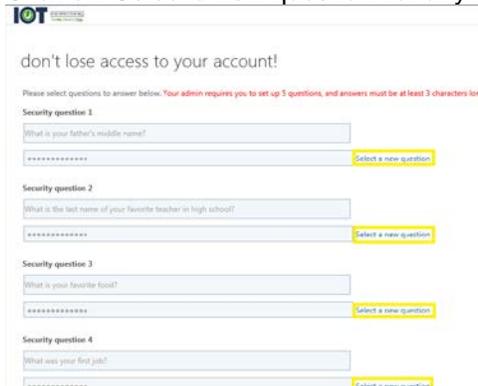
- Step 3. Click on 'Register for Password Management'.  
**\*NOTE:** You may be prompted to re-enter your password. If you are, click the 're-enter my password' button, ensure your email address is in the top box correctly, type in your password and click on 'Sign in'.



- Step 4. For the 'Security Questions are configured', click on the link that says 'Change'.



- Step 5. Click on 'Select a new question' for any question you want to change the answer for.



- Step 6. Pick a new security question and answer it.  
**\*NOTE:** Answers must be at least 3 characters long and you must use different answers for each question.

don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.

Security question 1  
What is your father's middle name?  
\*\*\*\*\* Select a new question

Security question 2  
What is your favorite food?  
\*\*\*\*\* Select a new question

Security question 3  
What is your favorite food?  
\*\*\*\*\* Select a new question

Security question 4  
What was your first job?  
\*\*\*\*\* Select a new question

- Step 7. Click on 'save answers'.

Security question 3  
What is your favorite food?  
\*\*\*\*\* Select a new question

Security question 4  
What was your first job?  
\*\*\*\*\* Select a new question

Security question 5  
What city were you in on New Year's 2000?  
\*\*\*\*\* Select a new question

save answers

back

- Step 8. Click on 'Finish'.

don't lose access to your account!

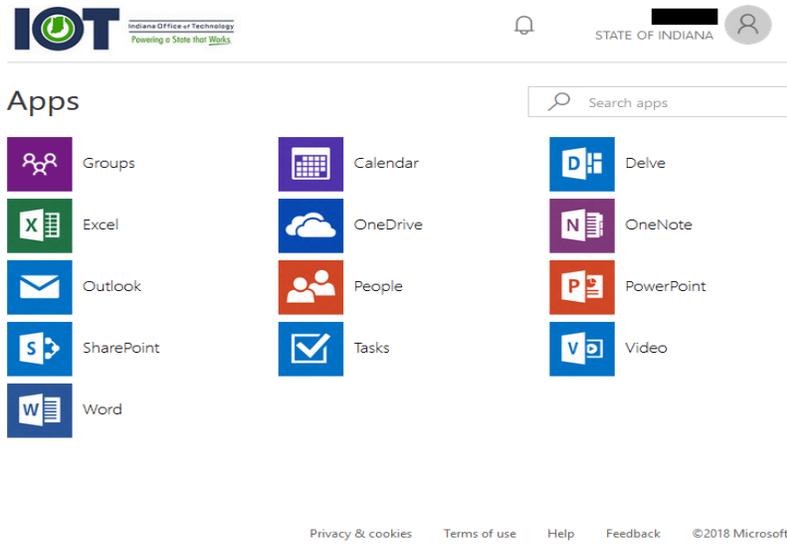
To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 1 of the options below.

- ✓ Authentication Phone is set to +1 [redacted] Change
- ✓ 5 Security Questions are configured. Change

Finish cancel

©2018 Microsoft Legal | Privacy Your session will expire in 14:46

Step 9. Once you see the Azure Apps page shown below, you have finished changing the security questions associated to your Self-Service Password Management (SSPM) account.



## Chapter 3. How to use Self-Service Password Management (SSPM)

There are three ways to use the Self-Service Password Management (SSPM) tool which are Forgot Password, Unlock Account, and Change Password. This chapter will cover the three features and how to use them. If you are having trouble using the Self-Service Password Management (SSPM) tool or need assistance, please call the IOT Customer Service Desk at 317-234-HELP (4357) or 800-382-1095.

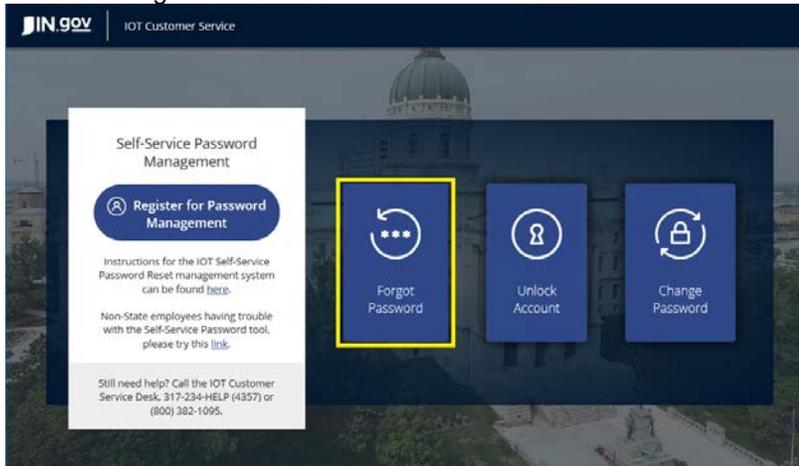
### Section 1. Forgot Password Password

The Forgot Password feature is used to reset your password on any device that has an internet connection. It does not require that you know your previous password in order to reset it to a new password.

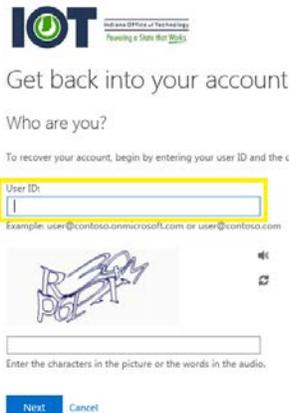
- Step 1. Open any internet browser (Internet Explorer, Google Chrome, Mozilla Firefox, Safari).
- Step 2. Browse to 'password.in.gov'.



- Step 3. Click on 'Forgot Password'.



- Step 4. For the User ID: field, type in your full state email address.



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Providing a State for 2025

Get back into your account

Who are you?

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

User ID:

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



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

Step 5. Type in the characters displayed by the image into the field provided.

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Powering a State Not Just a State

## Get back into your account

Who are you?

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

User ID:  
joe.doe@iot.in.gov

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



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

Next Cancel

Step 6. Click on 'Next'.

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Powering a State Not Just a State

## Get back into your account

Who are you?

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

User ID:  
joe.doe@iot.in.gov

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



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

R3QMPSPX

Next Cancel

Step 7. Click on 'I forgot my password'.

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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

Next Cancel

Step 8. Click on 'Next'.

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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

Next Cancel

Step 9. Use one of the following methods below to authenticate your account.

## Using 'Text my mobile phone' for Authentication

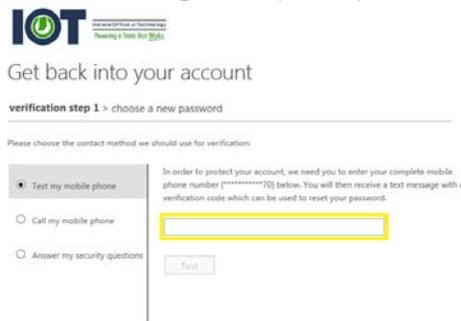
**\*NOTE:** You must have setup a phone number during the registration process for the Self-Service Password Management (SSPM) tool in order to use this form of authentication.

Step 1. Click on 'Text my mobile phone'.



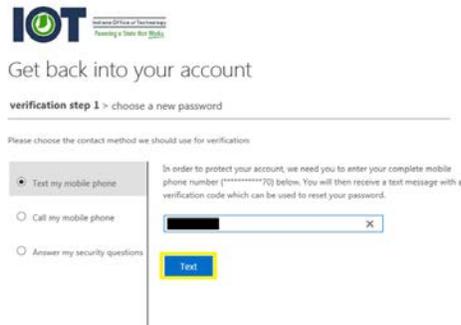
The screenshot shows the IOT logo at the top left. Below it is the text "Get back into your account" and "verification step 1 > choose a new password". A horizontal line separates the header from the main content. Below the line, it says "Please choose the contact method we should use for verification:". There are three radio button options: "Text my mobile phone" (which is selected and highlighted with a yellow box), "Call my mobile phone", and "Answer my security questions". To the right of these options is a text input field with a "Text" button below it. A small text block explains: "In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*7) below. You will then receive a text message with a verification code which can be used to reset your password."

Step 2. Enter your phone number that you used when you registered for the Self-Service Password Management (SSPM) tool.



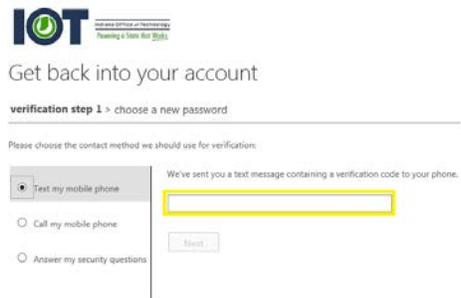
This screenshot is identical to the previous one, but the text input field for the phone number is now highlighted with a yellow box, indicating where the user should enter their number.

Step 3. Click on 'Text'.



This screenshot is identical to the previous one, but the "Text" button is now highlighted with a yellow box, indicating where the user should click to send the verification code.

Step 4. Enter the 6 digit code that was sent to your mobile phone in the box provided on the computer.



This screenshot is identical to the previous one, but the text input field for the verification code is now highlighted with a yellow box. The text above the field says: "We've sent you a text message containing a verification code to your phone."

Step 5. Click on 'Next'.

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Powering a State that Works

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verifications

Text my mobile phone We've sent you a text message containing a verification code to your phone.  
 Call my mobile phone  
 Answer my security questions

527994 X

Next Try again Contact your administrator

Step 6. Type in a new password that complies with your Agency's password policy.

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Powering a State that Works

Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:  
|

\* Confirm new password:  
|

Finish Cancel

Step 7. Type in the new password again.

IOT Indiana Office of Technology  
Powering a State that Works

Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:  
\*\*\*\*\*

\* Confirm new password:  
|

Finish Cancel

Step 8. Click on 'Finish'.

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Powering a State that Works

Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:  
\*\*\*\*\*

\* Confirm new password:  
\*\*\*\*\*

Finish Cancel

Step 9. You have finished resetting your password.

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Powering a State that Works

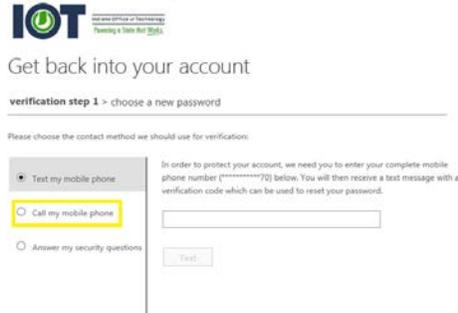
Get back into your account

✓ Your password has been reset

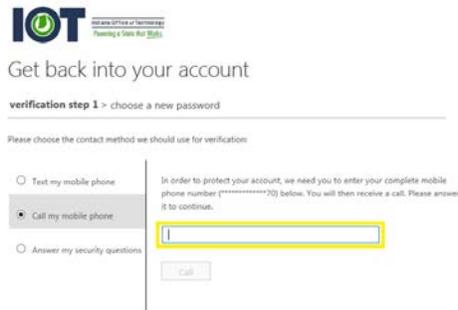
## Using 'Call my mobile phone' for Authentication

**\*NOTE:** You must have setup a phone number during the registration process for the Self-Service Password Management (SSPM) tool in order to use this form of authentication.

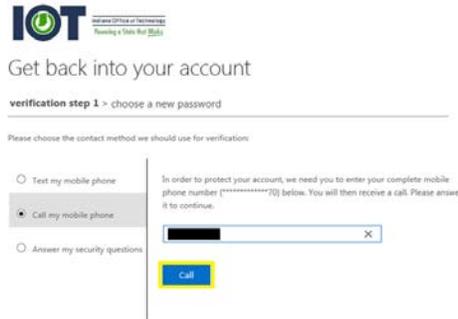
Step 1. Click on 'Call my mobile phone'.



Step 2. Enter your phone number that you used when you registered for the Self-Service Password Management (SSPM) tool.

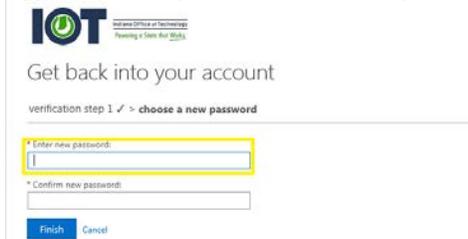


Step 3. Click on 'Call'.



Step 4. Answer the call and hit the # key on your phone when instructed.

Step 5. Type in a new password that complies with your Agency's password policy.



Step 6. Type the new password in again.

The screenshot shows the IOT logo and the text "Indiana Office of Technology, Powering a State that Works". Below this is the heading "Get back into your account" and the sub-heading "verification step 1 > choose a new password". There are two password input fields: "Enter new password:" and "Confirm new password:". Both fields contain masked characters (dots). A yellow box highlights the "Confirm new password:" field. At the bottom, there are "Finish" and "Cancel" buttons.

Step 7. Click on 'Finish'.

This screenshot is identical to the previous one, but the "Finish" button is highlighted with a yellow box.

Step 8. You have finished resetting your password.

The screenshot shows the IOT logo and the text "Indiana Office of Technology, Powering a State that Works". Below this is the heading "Get back into your account" and a green checkmark followed by the text "Your password has been reset".

## Using 'Answer my security questions' for Authentication

Step 1. Click on 'Answer my security questions'.

The screenshot shows the IOT logo and the text "Indiana Office of Technology, Powering a State that Works". Below this is the heading "Get back into your account" and the sub-heading "verification step 1 > choose a new password". The text "Please choose the contact method we should use for verification:" is followed by three radio button options: "Text my mobile phone", "Call my mobile phone", and "Answer my security questions". The "Answer my security questions" option is selected and highlighted with a yellow box. To the right, there is a text input field and a "Text" button. A note states: "In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*70) below. You will then receive a text message with a verification code which can be used to reset your password."

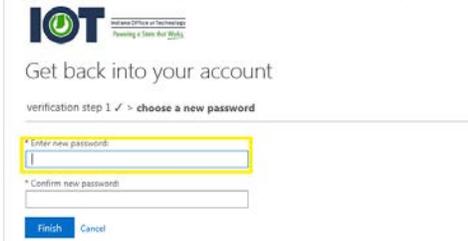
Step 2. Answer the three security questions that are listed.

The screenshot shows the IOT logo and the text "Indiana Office of Technology, Powering a State that Works". Below this is the heading "Get back into your account" and the sub-heading "verification step 1 > choose a new password". The text "Please choose the contact method we should use for verification:" is followed by three radio button options: "Text my mobile phone", "Call my mobile phone", and "Answer my security questions". The "Answer my security questions" option is selected and highlighted with a yellow box. To the right, there are three text input fields for the security questions: "What is the last name of your favorite teacher in high school?", "What was your first job?", and "What city were you in on New Year's 2000?". A "Text" button is at the bottom.

Step 3. Click on 'Next'.



Step 4. Type in a new password that complies with your Agency's password policy.



Step 5. Type the new password in again.



Step 6. Click on 'Finish'.



Step 7. You have finished resetting your password.



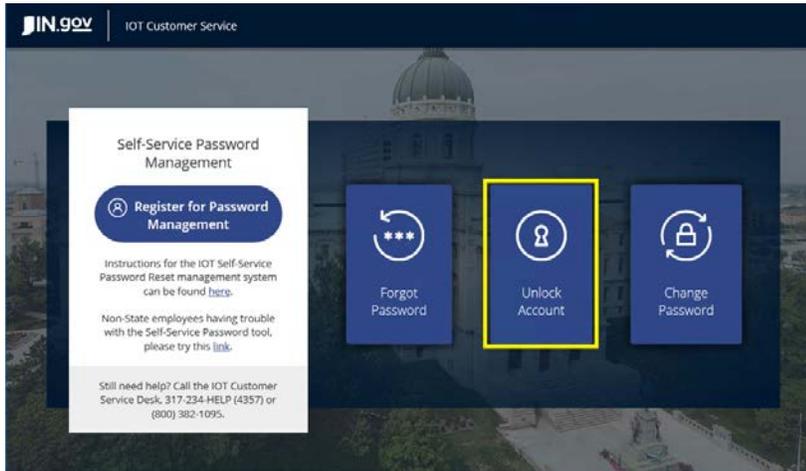
## Section 2. Unlock Account

The Unlock Account feature can be used to unlock your account if it has been locked out due to the incorrect password being entered too many times. This will unlock your account and allow you to continue to use the same password to login with.

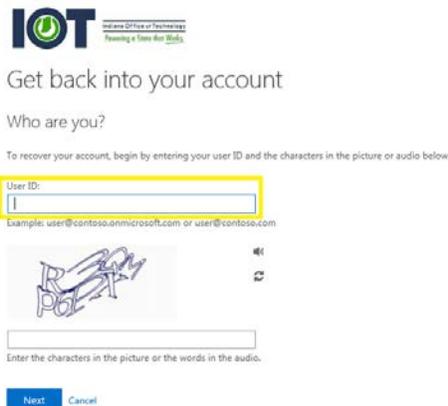
- Step 1. Open any internet browser (Internet Explorer, Google Chrome, Mozilla Firefox, Safari).
- Step 2. Browse to 'password.in.gov'.



- Step 3. Click on 'Unlock Account'.



- Step 4. For the User ID: field, type in your full state email address.



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### Get back into your account

Who are you?

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

User ID:

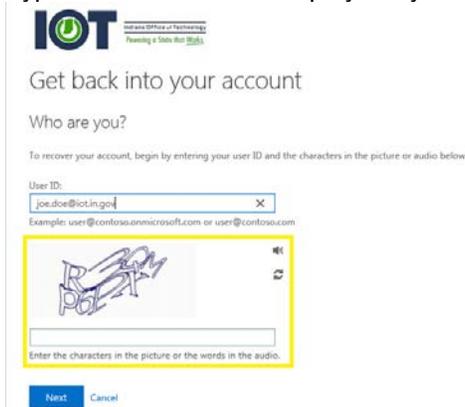
Example: user@contoso.onmicrosoft.com or user@contoso.com



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

[Next](#) [Cancel](#)

- Step 5. Type in the characters displayed by the image into the field provided.



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Powering a Smarter State

### Get back into your account

Who are you?

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

User ID:

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



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

[Next](#) [Cancel](#)

- Step 6. Click on 'Next'.



Step 7. Click on 'I know my password, but still can't sign in'.



Step 8. Click on 'Next'.

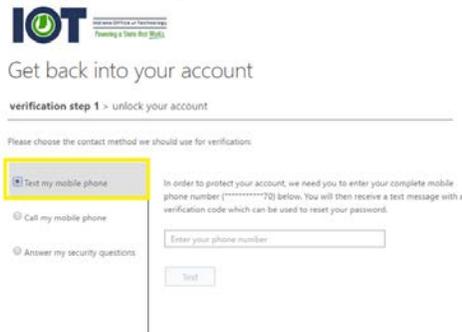


Step 9. Use one of the following methods below to authenticate your account.

## Using 'Text my mobile phone' for Authentication

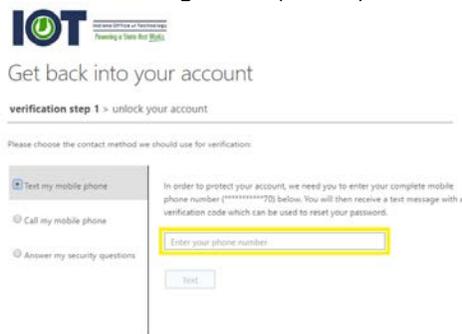
**\*NOTE:** You must have setup a phone number during the registration process for the Self-Service Password Management (SSPM) tool in order to use this form of authentication.

Step 1. Click on 'Text my mobile phone'.



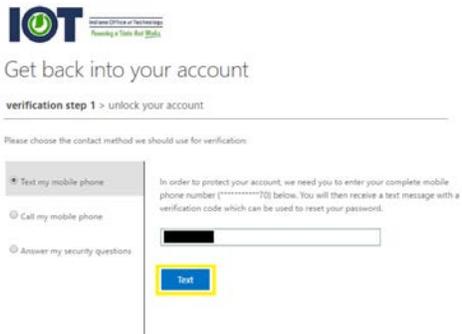
The screenshot shows the IOT logo at the top left. Below it is the text "Get back into your account". Underneath that is "verification step 1 > unlock your account". A horizontal line separates this from the next section. Below the line is the text "Please choose the contact method we should use for verifications:". There are three radio button options: "Text my mobile phone" (which is selected and highlighted with a yellow box), "Call my mobile phone", and "Answer my security questions". To the right of these options is a text box labeled "Enter your phone number" and a "Text" button below it. A small explanatory text reads: "In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*70) below. You will then receive a text message with a verification code which can be used to reset your password."

Step 2. Enter your phone number that you used when you registered for the Self-Service Password Management (SSPM) tool.



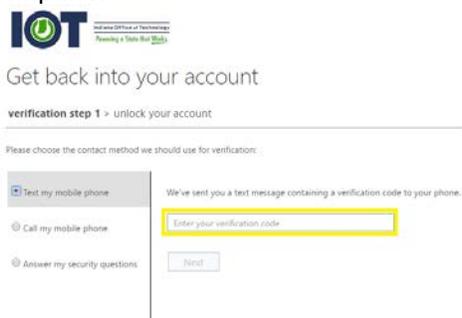
This screenshot is identical to the previous one, but the "Enter your phone number" text box is now highlighted with a yellow box, indicating where the user should enter their phone number.

Step 3. Click on 'Text'.



This screenshot is identical to the previous one, but the "Text" button is now highlighted with a yellow box, indicating where the user should click to send the verification code.

Step 4. Enter the 6 digit code that was sent to your mobile phone in the box provided on the computer.



This screenshot is identical to the previous one, but the "Enter your verification code" text box is now highlighted with a yellow box, indicating where the user should enter the 6-digit code received on their mobile phone. A "Next" button is visible below the text box. A small explanatory text reads: "We've sent you a text message containing a verification code to your phone."

Step 5. Click on 'Next'.

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Get back into your account

verification step 1 > unlock your account

Please choose the 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

Answer my security questions

532466

Next Try again Contact your administrator

Step 6. You have finished unlocking your account.

IOT Indiana Office of Technology  
Powering a State that Works

Get back into your account

✔ Your account has been unlocked

### Using 'Call my mobile phone' for Authentication

**\*NOTE:** You must have setup a phone number during the registration process for the Self-Service Password Management (SSPM) tool in order to use this form of authentication.

Step 1. Click on 'Call my mobile phone'.

IOT Indiana Office of Technology  
Powering a State that Works

Get back into your account

verification step 1 > unlock your account

Please choose the 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 (\*\*\*\*\*70) below. You will then receive a text message with a verification code which can be used to reset your password.

Answer my security questions

Enter your phone number

Text

Step 2. Enter your phone number that you used when you registered for the Self-Service Password Management (SSPM) tool.

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Get back into your account

verification step 1 > unlock your account

Please choose the 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 (\*\*\*\*\*70) below. You will then receive a call. Please answer it to continue.

Answer my security questions

Enter your phone number

Call

Step 3. Click on 'Call'.

The screenshot shows the IOT logo at the top left. Below it is the text "Get back into your account". Underneath is "verification step 1 > unlock your account". A horizontal line separates this from the next section. Below the line is the text "Please choose the contact method we should use for verification:". There are three radio button options: "Text my mobile phone", "Call my mobile phone" (which is selected), and "Answer my security questions". To the right of these options is a text input field for a mobile phone number, with a "Call" button below it. A yellow box highlights the "Call" button.

Step 4. Answer the call and hit the # key on your phone when instructed.

Step 5. You have finished unlocking your account.

The screenshot shows the IOT logo at the top left. Below it is the text "Get back into your account". Underneath is a green checkmark icon followed by the text "Your account has been unlocked".

### Using 'Answer my security questions' for Authentication

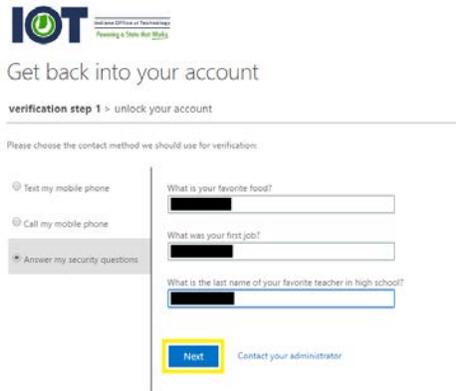
Step 1. Click on 'Answer my security questions'.

The screenshot shows the IOT logo at the top left. Below it is the text "Get back into your account". Underneath is "verification step 1 > unlock your account". A horizontal line separates this from the next section. Below the line is the text "Please choose the contact method we should use for verification:". There are three radio button options: "Text my mobile phone", "Call my mobile phone", and "Answer my security questions" (which is selected and highlighted with a yellow box). To the right of these options is a text input field for a mobile phone number, with a "Text" button below it.

Step 2. Answer the three security questions that are listed.

The screenshot shows the IOT logo at the top left. Below it is the text "Get back into your account". Underneath is "verification step 1 > unlock your account". A horizontal line separates this from the next section. Below the line is the text "Please choose the contact method we should use for verification:". There are three radio button options: "Text my mobile phone", "Call my mobile phone", and "Answer my security questions" (which is selected). To the right of these options are three text input fields for security questions: "What is your favorite food?", "What was your first job?", and "What is the last name of your favorite teacher in high school?". A yellow box highlights these three input fields. Below the input fields is a "Next" button.

Step 3. Click on 'Next'.



Step 4. You have finished unlocking your account.



### Section 3. Change Password

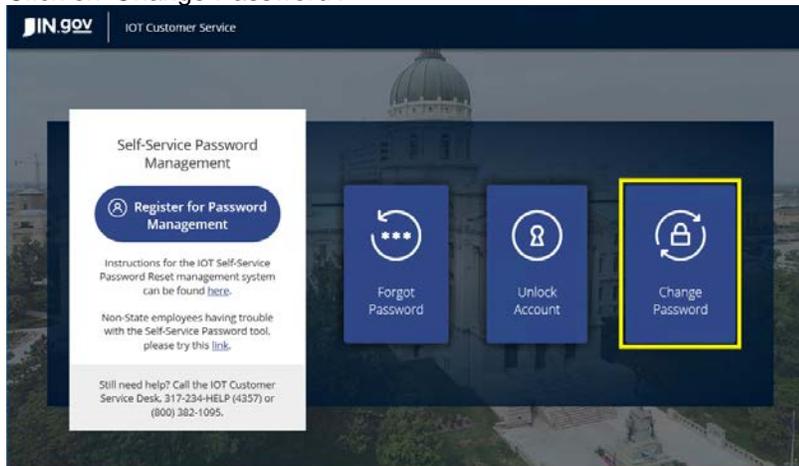
The Change Password feature will allow you to reset your password as long as you know your old password. This can be quicker than going through the Forgot Password feature, which requires you to answer your security questions or receive a Multi-Factor Authentication before allowing it to be reset. Please note on a state computer, it will only allow the password to be reset for the account that is logged into the computer.

Step 1. Open any internet browser (Internet Explorer, Google Chrome, Mozilla Firefox, Safari).

Step 2. Browse to 'password.in.gov'.



Step 3. Click on 'Change Password'.



Step 4. Type in your old password in the box provided

IOT Self-Service Password Management (SSPM)  
change password

User ID  
[Redacted]

Old password  
[Input field highlighted in yellow]

Create new password  
[Input field]

Confirm new password  
[Input field]

submit cancel

Step 5. Type in a new password that complies with your Agency's password policy.

IOT Self-Service Password Management (SSPM)  
change password

User ID  
[Redacted]

Old password  
[Input field with dots and visibility icon]

Create new password  
[Input field highlighted in yellow]

Confirm new password  
[Input field]

submit cancel

Step 6. Type in the new password again.

IOT Self-Service Password Management (SSPM)  
change password

User ID  
[Redacted]

Old password  
[Input field with dots]

Create new password  
[Input field with dots and visibility icon]

Confirm new password  
[Input field highlighted in yellow]

submit cancel

Step 7. Click on 'submit'.



## change password

User ID  
[REDACTED]

Old password  
[REDACTED]

Create new password  
[REDACTED]

Confirm new password  
[REDACTED]

Step 8. Once you see the Azure Profile page shown below, you have finished changing your password.



[REDACTED] STATE OF INDIANA

## Profile



[REDACTED]  
[REDACTED]  
[REDACTED]

Email: [REDACTED]  
Phone: [REDACTED]  
Office: [REDACTED]

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

Devices & activity  
No devices registered.

## ***Chapter 4. Frequently Asked Questions***

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Question: Who do I contact if I am having trouble with the Self-Service Password Management (SSPM) tool?

Answer: You can contact the IOT Customer Service Desk for assistance at 317-234-HELP(4357) or 800-382-1095.

Question: Will the Self-Service Password Management (SSPM) tool work with all accounts?

Answer: The Self-Service Password Management (SSPM) tool will not reset passwords for all accounts. It is designed to reset the password for your Network Account (Username/Password used to sign into the computer), SharePoint Online (SPO), CRM Online (CRMO) or Azure.

The Self-Service Password Management (SSPM) tool is mainly for use with your standard account for State Employees and Contractor accounts that have State email addresses.

Ineligible Accounts include:

- Admin/Elevated Accounts
- FTP Accounts
- Kiosk Accounts
- Mainframe Accounts
- Service Accounts
- Training Accounts

Please note that there may be other accounts that are not listed that cannot be reset using the Self-Service Password Management (SSPM) tool. If you are unsure if it will work, please give it a try or call IOT Customer Service Desk for assistance at 317-234-HELP(4357) or 800-382-1095.

Question: Is there another place to unlock an ineligible account myself?

Answer: There is currently no other way to unlock your own account besides using the Self-Service Password Management (SSPM) tool. If you are not able to use it and your account is locked out, please call the IOT Customer Service Desk for assistance at 317-234-HELP(4357) or 800-382-1095.

Question: Is there another place to reset ineligible accounts myself?

Answer: Some accounts that are ineligible for the Self-Service Password Management (SSPM) tool can reset their password at <https://adfs.in.gov/adfs/portal/updatepassword>.

Please note that you must know your previous password in order to use that website.