

# Self Service Password Reset

FAQ's

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## Self Service Password Reset FAQ's

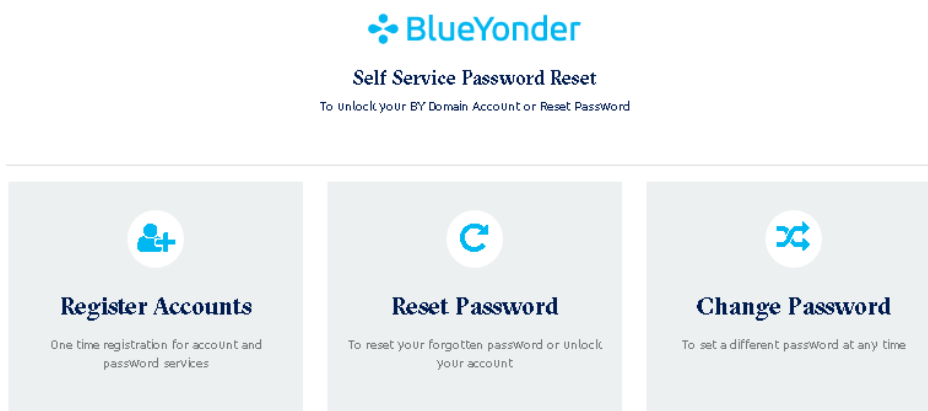
### 1. What is Self-Service Password Reset?

The Self-Service Password Reset service allows BY Associates to reset their own domain password without needing to contact the Service Desk for assistance.

### 2. Is [reset.blueyonder.com](https://reset.blueyonder.com) a phishing email?

No, it is a legitimate email.

Clicking on [reset.blueyonder.com](https://reset.blueyonder.com) will redirect you to Microsoft Azure hosted website. You should just remember <https://reset.blueyonder.com/>



**Note:** On clicking Reset Password, initially you will see a Microsoft logo. Once you enter your BY email address, the Microsoft logo will change to BY logo.

#### Microsoft

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](#)

### 3. How will this service benefit our Associates?

This service allows Associates to reset, unlock and change their own passwords, regardless of time of day, location, or device.

### 4. Who can use this service?

All Associates can utilize this service.

### 5. When can I begin using this service?

You can register your account through <https://reset.blueyonder.com/>. You can begin using the service immediately thereafter.

### 6. Why do I need to register to use this service?

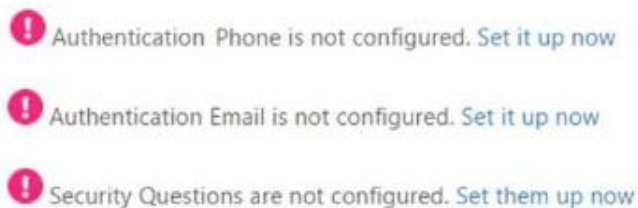
Registration is necessary to capture information specific to you such as a cell phone number, non-work email address and other identifying information.

### 7. How do I enroll?

You will be provided with a URL where you can complete the registration process, or you can register your account through <https://reset.blueyonder.com/>.

Access the URL "https://reset.blueyonder.com/" Click on Register Accounts.

- Click on Verify now and you get the below authentication options



- Click on Set it up now for Authentication Phone. You need to provide your phone number. A message with the verification code will be sent to the phone to verify. You can also select call me option to validate your phone authentication.

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Select your country or region

Enter your authentication phone number

Got me Call me

back

- Click on Set it up now for Alternate email address. You need to provide your alternate mail address (non-official email address). An email with verification code will be sent to their email address to verify.

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

email me

back

- Click on Set it up now for Security Questions. Here you need to answer 5 mandatory questions. You have a list of 10 questions, out of which you can select any 5.

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

Security question 5

save answers

back

After the user specifies this information, the page will update to indicate that the information is valid and user profile will be updated with the data provided.

## 8. How do I reset my password?

Open <https://reset.blueyonder.com/> which will have the option to reset your password.

- Click on 'Reset Password'
- Click on 'I forgot my password'.
- Select any 2 of the 3 authentication options (provided during the registration)
- Reset password

## 9. How do I unlock my domain account?

Open <https://reset.blueyonder.com/> which will have the option to reset your password.

- Click on 'Reset Password'
- Click on "I know my password, but still can't login."
- Select any 2 of the 3 authentication options (provided during the registration)
- Unlock account

## 10. How do I change or update my registration information?

You can go back to the registration page <https://reset.blueyonder.com/> and update your information.

## 11. I haven't enrolled in SSPR. How do I reset my password?

Please contact the Service Desk

### Service Desk Contact Information

- **APAC, US, Canada & LATAM:** + 1 480 308 3400
- **India:** +91 (40) 6696 1200 and 1800 419 1200 (Toll-Free)
- **EMEA:** All Offices 3599 (Office Ext); + 44 (0)1344 56 3599

**Chat :** You can chat with ServiceDesk Associates at this : [Link](#)

**Portal:** You can request for a Service or Report an Issue at: [Service Desk Portal](#)

## 12. Password Best Practice

- Keep work and personal account passwords separate, by creating a unique password for each.
- Change your password within the required 90 days to avoid account lockout.
- Avoid using personal information (birthdate, pet name, etc.)
- Avoid using common words and phrases.

### 13. Password Complexity

- Password history is set to 24 passwords remembered (Associates are restricted from using their last 24 passwords).
- Passwords should be at least 14+ characters (passwords must include a mix of letters, numbers, and special characters)
  - At least 1 uppercase character (A – Z)
  - At least 1 lowercase letter (a – z)
  - At least 1 number (0 – 9)
  - At least 1 non-alphanumeric (for example: \$, #, %)
- Passwords should not be comprised of, or otherwise utilize, words that can be found in a dictionary.
- Passwords should not be comprised of an obvious keyboard sequence (i.e., qwerty)
- Passwords should not include "guessable" data such as personal information about yourself, your spouse, your pet, your children, birthdays, addresses, phone numbers, locations, etc.