

Azure Active Directory Self-Service Password Reset- Adoption Kit

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Awareness

This section helps you to analyze the benefits of Azure Active Directory (Azure AD) Self-Service Password Reset. You will learn about the ease of use, pricing and licensing model, as well as customer stories about how it helped improve their business. You will also receive up-to-date announcements and access to blogs that discuss ongoing improvements.

Business Overview

Microsoft Azure AD includes features, like Azure Multi-Factor Authentication (Azure MFA) and Azure AD Self-Service Password Reset (SSPR), to help administrators protect their organizations and users with additional authentication methods. Refer to [What are authentication methods?](#)

Azure AD SSPR empowers users to reset their passwords and unlock their accounts without contacting the helpdesk, and has the following capabilities:

- **Self-service password reset/change** allows end users or administrators to change or reset their expired or non-expired passwords without contacting an administrator or the helpdesk for support
- **Password Writeback** allows management of on-premises passwords and resolution of account lockout through the cloud
- **Password management activity reports** give administrators insights into password reset and registration activity occurring in their organization

Refer to [Password management frequently asked questions](#) about common questions on using Azure AD SSPR service.

Pricing and Licensing Requirements

There are several different features that make up SSPR including: change, reset, unlock, and writeback. These are all available in the different editions of Azure AD. For more details of the features included in each Azure AD edition, refer to [Licensing requirements for Azure AD self-service password reset](#)

For more information on pricing, refer to [Azure Active Directory pricing](#).

Key Benefits



Manage Cost

Enabling Azure AD SSPR allows you to retire the on-prem infrastructure. It reduces IT support costs by enabling users to reset passwords on their own. It also reduces the cost of time lost due to lost passwords and lockouts.



Intuitive User Experience

Enabling Azure AD SSPR provides an intuitive one-time user registration process that allows users to reset passwords and unblock accounts on-demand from any device or location. This allows workers to get back to work faster and be more productive.



Flexibility and Security

Moving to Microsoft Azure AD SSPR enables enterprises to access the security and flexibility that a cloud platform provides. Administrators can change settings to accommodate new security requirements and roll these changes out to users without disrupting their sign-in.



Robust Auditing and Usage Tracking

The auditing and usage tracking capabilities that Azure AD SSPR provides make it possible for users to reset their passwords and ensures that the business systems remain secure. Audit logs includes the information on each step of the password reset process and is available from an API, which enables you to import the data into a Security Incident and Event Monitoring (SIEM) system of choice.

Customer Stories/Case Studies

Discover how most organizations use Azure AD SSPR to set policies that extend rich admin capabilities to all the users in their directory. The following featured stories demonstrate these results:



Hearst Corporation: [Eight things this media giant likes about Microsoft Enterprise Mobility + Security and Azure Active Directory.](#) With Azure AD SSPR, Hearst Corporation can let employees manage their own passwords from any device or location and maintain compliance with corporate policies.



Aramex delivery limited: [Global logistics and transportation company creates cloud – connected office with identity and access management solution.](#) –Aramex needed an identity and access management solution that would provide a better experience, tighten security, and make their identity and access processes more efficient. Azure AD was able to achieve all three of these goals with its SSO, Multi-Factor Authentication (MFA), and Self-Service Password Reset (SSPR) capabilities.



London Business School: [Leading business school strengthens partnerships with identity and access management service.](#) Azure AD immediately alleviated the school's password reset issues. Now, with self-service password reset (SSPR), users can view their own identities, log in, and authenticate without intervention of the school's IT team.

To learn more about customer and partner experiences on Azure AD SSPR, visit: [See the amazing things people are doing with Azure.](#)

Announcements/Blogs

Azure AD is actively updated and improved. To stay up-to-date with the most recent developments, refer to [What's new in Azure Active Directory?](#)

Blogs of interest by the Tech Community and Microsoft Identity Division:

- February 21, 2019, [Cool enhancements to the Azure AD combined MFA and password reset registration experience](#)
- January 9, 2019, [Self Service Password Reset with on-premises writeback in Microsoft 365 Business](#)
- October 4, 2018, [Reset passwords from all the versions of Windows important to your business](#)
- September 7, 2018, [Combined registration for Azure AD MFA and Self-Service Password Reset plus two other cool updates](#)
- September 6, 2018, [#Azure AD Mailbag: Self-Service Password Reset](#)

Training/Learning Resources

The section provides concepts, role-based guidance, and lists the various training resources available on Azure AD SSPR.

Level 100 Knowledge/Concepts

Follow the links below to get an overview of how Azure AD SSPR functions.

- Watch this video ["What is Azure AD Self Service Password Reset?"](#)
- Know ["How it works: Azure AD self-service password reset"](#)
- Learn to ["Register for self-service password reset."](#)
- Learn to ["Reset your work or school password."](#)
- Watch this video to ["Deploying self-service password reset | Azure Active Directory"](#)
- Know ["What is password writeback?"](#)
- Understand ["Combined security information registration"](#) so that users can register once and get the benefits of both Azure MFA and SSPR.
- Follow the ["Azure AD Self Service Password Reset FAQ"](#) for common questions.

Role-Based Guidance

IT Administrator Staff

When IT professionals want to deploy Azure AD SSPR, they must enable the users in the organization to be able to reset their passwords or unlock the accounts. Microsoft enforces a strong default two-gate password reset policy for any Azure administrator role. Refer to [Password policies and restrictions in Azure Active Directory](#).

Here are some useful links to help you get started:

- [QuickStart: Self-service password reset](#) to configure the settings.
- Get a step-by-step [Azure AD SSPR Deployment Plan](#). (Save this document for future reference.)
- [Customize the Azure AD functionality for self-service password reset](#).
- [Troubleshoot SSPR](#)
- Follow [Password management frequently asked questions](#) for password reset related questions.

Help Desk Staff

- Follow the [Password management frequently asked questions](#) for common questions.
- For additional questions, you can also view the [MSDN forum](#).

- If you can't find the answer to a problem, our support teams are always available to assist you further. See [Contact Microsoft support](#).

Training

On-Demand Webinars

Register here – [Streamlining Password Management Using Azure AD](#)

Videos

- YouTube - [What is Self-service password reset?](#)
- YouTube - [Deploying self-service password reset](#)
- YouTube - [Enable self-service password reset](#)
- Azure videos - [How to configure self-service password reset for users in Windows Azure AD](#)
- YouTube - [How to roll out self-service password reset](#)

Online Courses

- PluralSight.com- [Managing Identities in Microsoft Azure Active Directory](#)
"Learn the basics of Azure AD environment, including users, groups, devices and applications. You will also examine how to leverage Self-Service Password Reset to give your users a modern, protected experience." Azure AD SSPR is covered in "Managing Azure Active Directory Users and Groups" module.
- PluralSight.com- [The Issues of Identity and Access Management](#)
"Learn how to look at IAM in the proper perspective, as well as security issues to be aware of in your organization." Azure AD SSPR is covered in the "Other Authentication Methods" module.
- PluralSight.com- [Getting Started with the Microsoft Enterprise Mobility Suite](#)
"This course provides best practices that you need to know for extending on-premises assets to the cloud in a manner that allows for authentication, authorization, encryption, and a secured mobile experience." Azure AD SSPR is covered in "Configuring Advanced Features of Microsoft Azure Active Directory Premium" module.

Tutorials

- [Quickstart: Self-service password reset](#)
In this quickstart, you walk through configuring SSPR as a simple means for IT administrators to enable users to reset their passwords or unlock their accounts.
- [Tutorial: Complete an Azure AD self-service password reset pilot roll out](#)
In this tutorial, you will enable a pilot roll out of Azure AD self-service password reset (SSPR) in your organization and test using a non-administrator account.
- [Tutorial: Enabling password writeback](#)
In this tutorial, you will enable password writeback for your hybrid environment.
- [Tutorial: Azure AD password reset from the login screen for Windows 10](#)

In this tutorial, you enable users to reset their passwords from the Windows 10 login screen.

Whitepaper

- Published May 2018, [How hybrid identity allows digital transformation](#)
In this whitepaper, learn more about hybrid identity framework that recommends deploying Azure AD SSPR.
- Published January 2019, [Azure Active Directory Data Security Considerations](#)
This whitepaper outlines data security considerations and includes Azure AD SSPR.

FAQ

Refer to [Password management frequently asked questions](#) for password reset related questions.

End-user Readiness and Communication

This section provides customizable posters and email templates to roll out Azure AD SSPR to your organization.

Download [Self-service password reset rollout materials](#) and customize them with your organization's branding. You can distribute the readiness material to your users during Azure AD SSPR rollout, educate them about the feature, and remind them to register.

To register with Azure AD SSPR, refer to these resources:

- [Register for self-service password reset.](#)
- Video- [How to register for self-service password reset in Azure Active Directory](#)

Planning and Change Management

This section provides the deployment plan, and the high-level design to plan the Azure AD SSPR deployment.

Deployment Plan

Refer to the "Project Scope" and "Planning your Deployment" section in the [Azure AD SSPR Deployment Plan](#).

Before you get started, check out these videos to learn more about deployment and rollout:

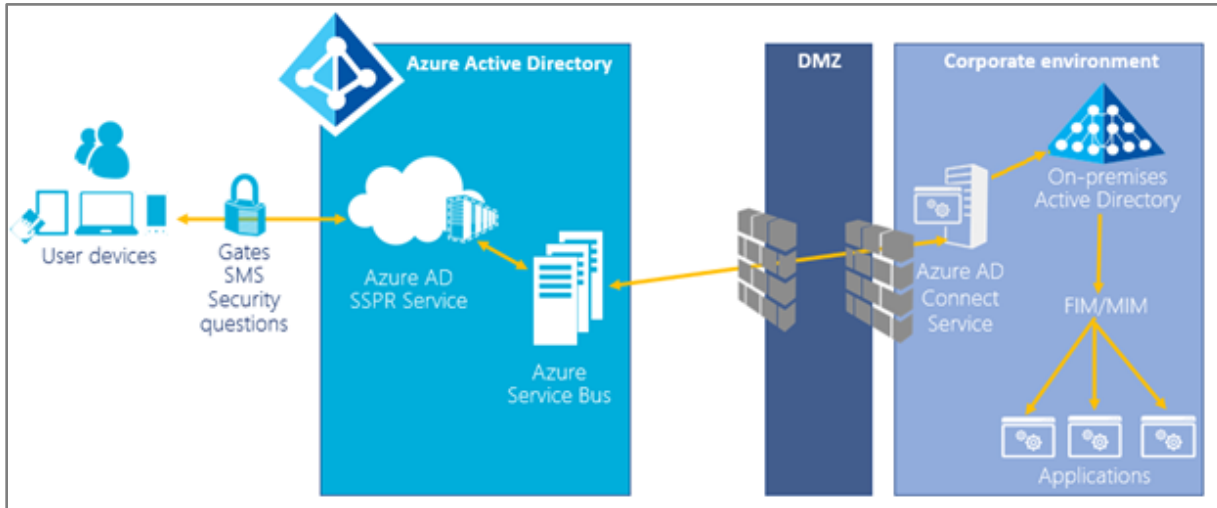
- [Deploying self-service password reset](#)
- [How to roll out self-service password reset](#)

Here are the **best practices** to ensure a successful rollout of Azure AD SSPR.

- Before deploying Azure AD SSPR, determine how many help desk calls happen per week/month and the average cost of each call. You can use this data post deployment to show the value Azure AD SSPR is bringing to your organization.
- You can help users get registered quickly by deploying Azure AD SSPR alongside another "popular app" in your organization. This will generate a large volume of sign ins and will drive up registration (if you have enforced registration).

Architecture Plan/Topology

Once you've configured a user reset policy and specified contact details, users can perform a self-service password reset. See [How does the password reset portal work?](#)



How does your Azure AD SSPR work?

When a user attempts to reset a password, they first verify their previously registered authentication method or methods to prove their identity and then provide a new password. For cloud-only users, the new password is stored in Azure Active Directory. For hybrid users, the password is written back to the on-premises Active Directory via the Azure AD Connect service.

Testing

This section provides the plan to test the functionality of Azure AD SSPR in a sandbox or test lab environment before the customer rolls it into production.

We recommend that you document the Azure AD SSPR functionality tests for all deployment phases. Refer to the "Planning Tests" topic in [Azure AD SSPR Deployment Plan](#).

You can also refer to [Tutorial: Complete an Azure AD self-service password reset pilot roll out](#). In this tutorial, you will enable a pilot roll out of Azure AD self-service password reset (SSPR) in your organization and test using a non-administrator account.

Deployment

How can I get Azure AD SSPR deployed in my environment? This section provides resource links to help with deployment and implementation of your solution.

Deployment

To set up and use Azure AD SSPR, follow the guidance under "Implementing Your Solution" section in the [Azure AD SSPR Deployment Plan](#).

You can also refer to the following links:

- [How to successfully roll out self-service password reset](#)
- [Deploy password reset without requiring end-user registration](#)
- [How-to: Configure password writeback](#)
- [How to: Enable password reset from Windows 7, 8, and 8.1](#)

Readiness Checklist

Follow the readiness checklist under "Implementing Your Solution" section in the [Azure AD SSPR Deployment Plan](#).

Design Template

Follow the design template under "Implementing Your Solution" section in the [Azure AD SSPR Deployment Plan](#).

Operations

How do I manage and maintain the Azure AD SSPR? This section provides Azure AD SSPR operation and management details, troubleshooting info, and other important references.

Operations

Follow the guidance under "Manage Your Solution" section in the [Azure AD SSPR Deployment Plan](#).

Monitoring and Support

Refer to the following links:

- [Self-service password reset](#)
- [Reset your work or school password](#)
- [Reporting options for Azure AD password management](#)
- [How it works: Azure AD self-service password reset Authentication methods](#)
- [How to successfully roll out self-service password reset](#)
- [How-to: Configure password writeback](#)

Troubleshooting

- Refer to [Troubleshoot self-service password reset](#) if you are having a problem with Azure AD SSPR.
- Follow [Password management frequently asked questions](#) for troubleshooting questions.

References

[Password policies and restrictions in Azure Active Directory](#)

View the password policies and complexity requirements associated with user accounts in your Azure Active Directory (Azure AD) tenant.

Support and Feedback

How can we improve Azure AD SSPR? This section provides links to discussion forums and technical community support email IDs.

We encourage you to join our [Technical Community](#), a platform to Microsoft Azure Active Directory users and Microsoft to interact. It is a central destination for education and thought leadership on best practices, product news, live events, and roadmap.

If you have technical questions or need help with Azure, please try [StackOverflow](#) or visit the MSDN [Azure AD forums](#).

Tell us what you think of Azure and what you want to see in the future. If you have suggestions, please submit an idea or vote up an idea at our User Voice Channel - feedback.azure.com.