



Information Technology

Self-Service Password Reset (SSPR)

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Information Technology
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Enrolling in Self-Service Password Reset (SSPR)

1. Open the web browser on your device and go to the password reset registration page (<https://aka.ms/ssprsetup>). [Watch Video](#)
2. if prompted, enter your City of Glendale username and the password.
3. Select 2 methods of security verification
 1. **Authentication phone** – you must enter the phone number you wish to have a code be sent via text message to your phone or call
 2. **Office phone** – not suggested if you will attempt to access ESS from home
 3. **Mobile app** – download the Microsoft Authenticator app on your mobile device to receive notification for verification or use a verification code

Note: your method of security verification can be changed later if you wish to update your method of receiving the alerts

Recommended option - “a. Authentication phone”

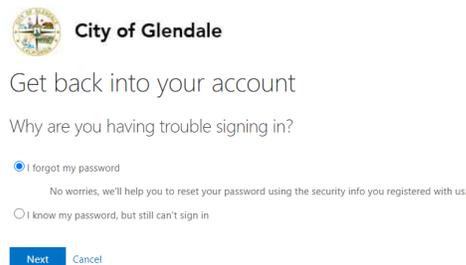
4. Finish, Congratulations you are now enrolled in Self-Service Password Reset.

Unlock or Reset Account Password - Online

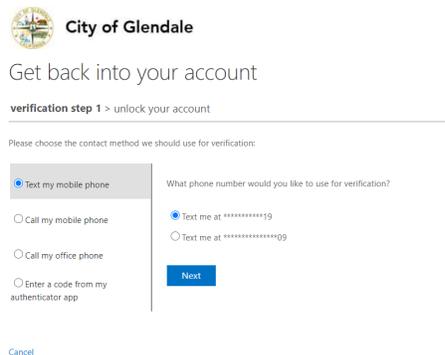
1. Open the web browser on your device and go to the password reset page (<https://passwordreset.microsoftonline.com/>)
2. Type your City email address, captcha characters, and click Next



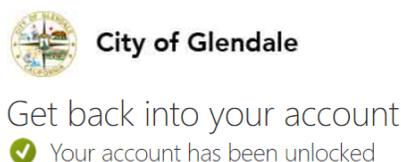
3. Reset your password or Unlock Account



4. Verification Step 1

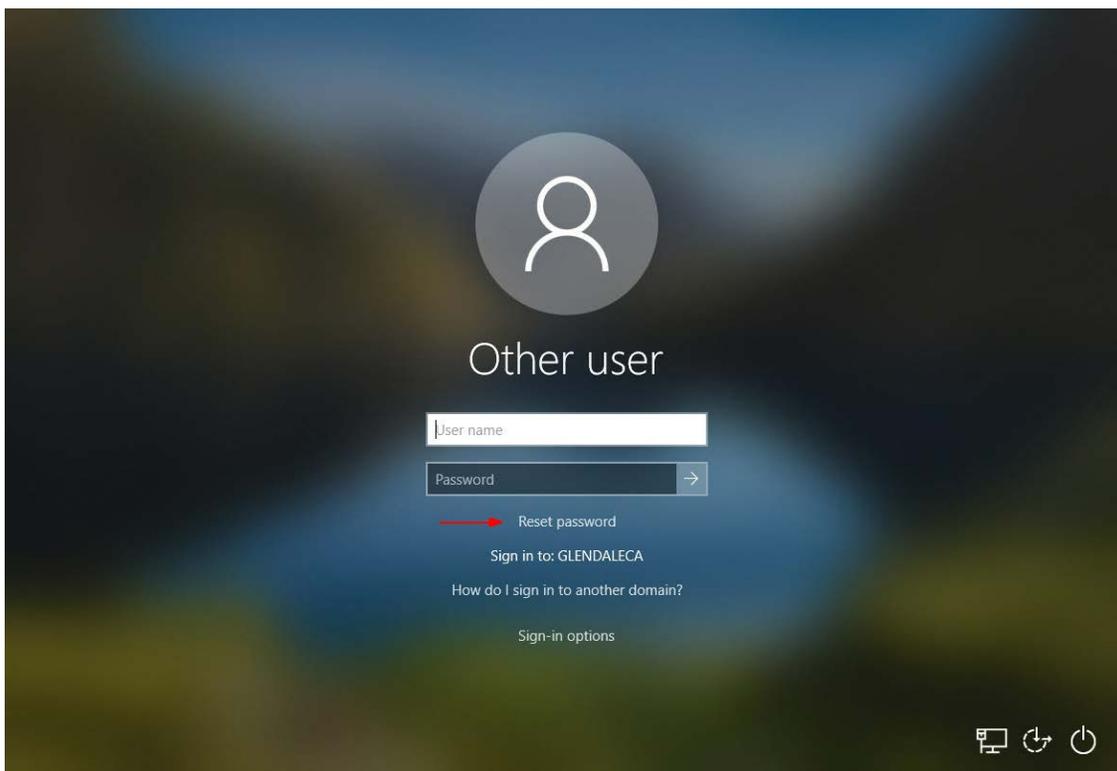


5. Account Unlocked

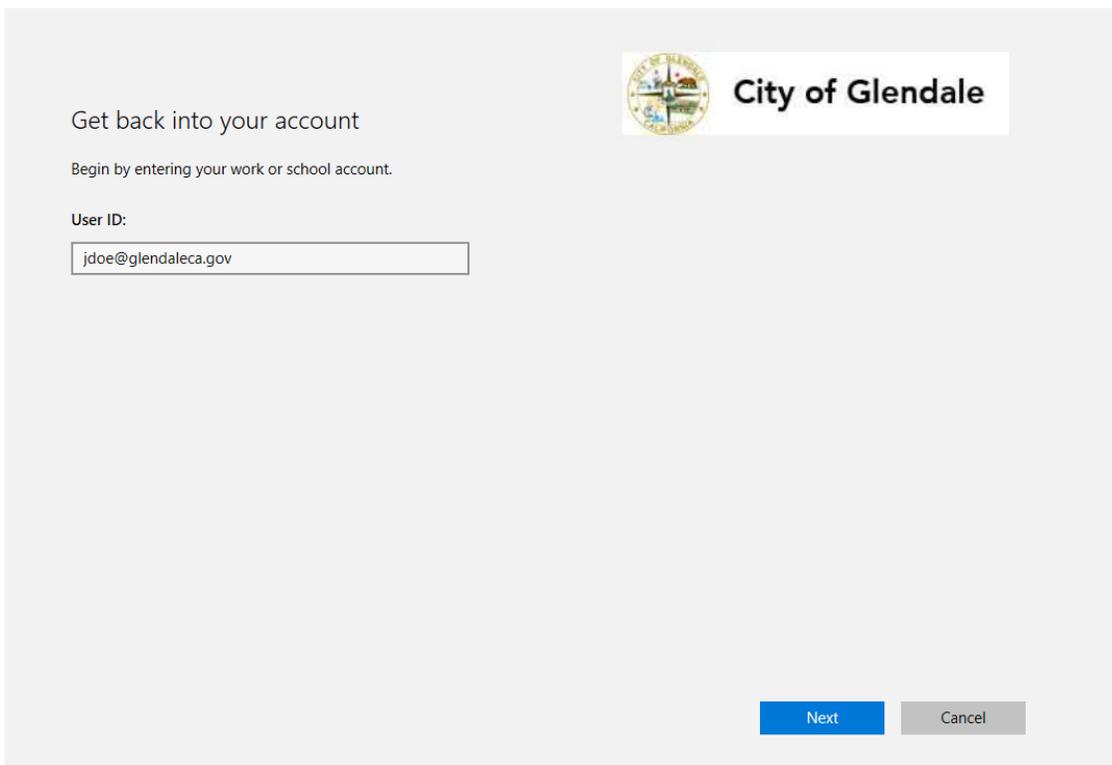


Unlock or Reset Account Password - Workstation

1. From the login screen on your desktop or laptop, choose **Reset Password**



2. Enter your city e-mail (userID@glendaleca.gov) and click **Next**



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



City of Glendale

Get back into your account

Why are you having trouble signing in?

I forgot my password

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

Choose this option to keep your existing password and unlock your account

4. Choose your contact method for verification and a code will be sent



City of Glendale

Get back into your account

Please choose the contact method we should use for verification:

What phone number would you like to use for verification?

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.

5. Once the code has been entered successfully, you will receive a confirmation of the unlock

