

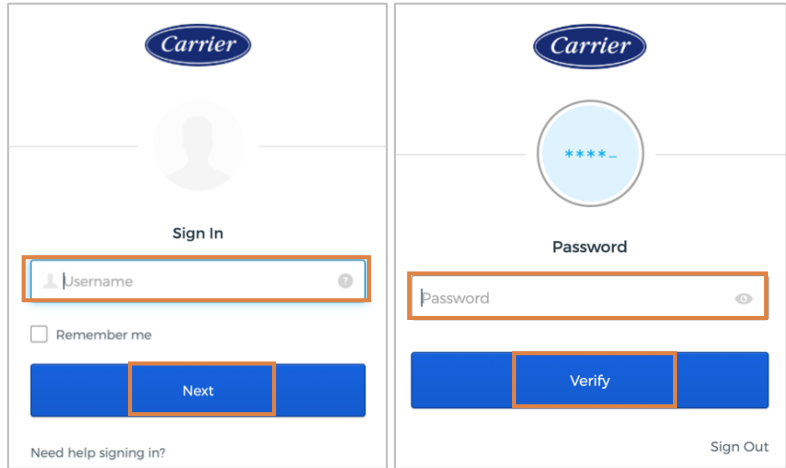


Carrier Single Sign-On (SSO) Self-Service Password Reset User Guide

COMPLETE SELF-SERVICE PASSWORD RESET (SSPR) REGISTRATION

Step 1: Login to Carrier SSO

- On your computer, open [Carrier SSO](#)
- If you are currently logged in to Carrier SSO, you will need to logout.
- Enter your email address and click **Next**.
- Enter your password and click **Verify**.



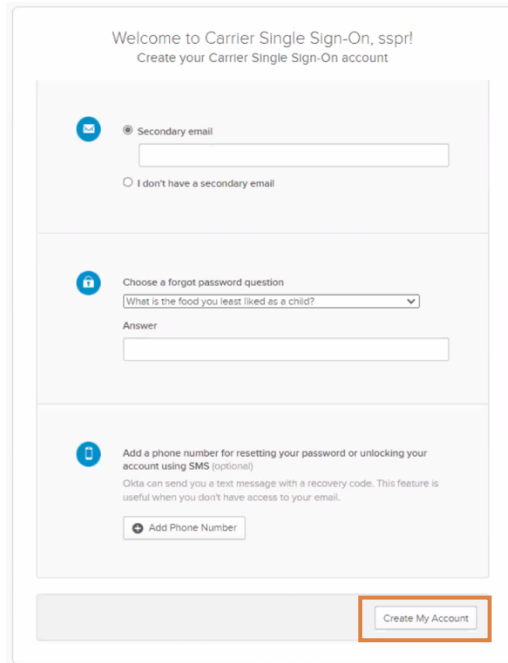
Step 2: Complete Self-Service Password Reset (SSPR) Registration

Once logged in, you will be taken to the SSPR registration screen.

Complete the registration fields:

- **Secondary email**
- **Forgot password question**
- Add a **phone number** for resetting your password or unlocking your account using SMS or voice call.

Click **Create My Account** to complete SSPR registration.

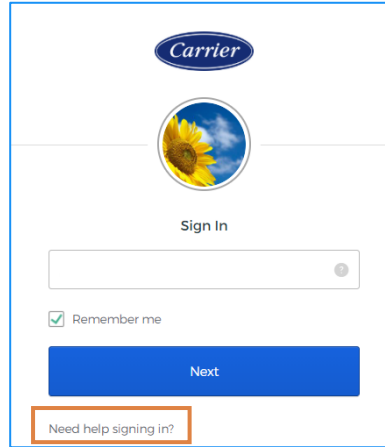




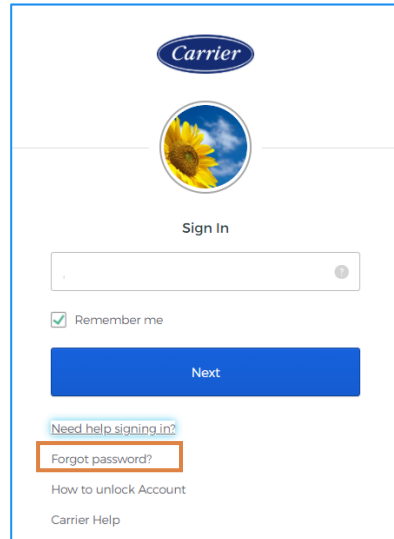
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RESET YOUR PASSWORD USING SSPR

1. On any device with an Internet browser (e.g., mobile phone, computer, tablet), open [Carrier SSO](#)
2. Click on **Need help signing in?**



3. Click on **Forgot Password?**





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4. Select the Multi-Factor Authentication (MFA) method that you would like to use to reset your password.

- Reset via SMS
- Reset via Voice Call
- Reset via Email

Carrier

Reset Password

Email or Username

SMS or Voice Call can only be used if a mobile phone number has been configured.

Reset via SMS

Reset via Voice Call

Reset via Email

Back to Sign In Can't access email

5. Answer Forgotten Password Change

- Answer the **security question**.
- Click **Reset Password**.

Carrier

Answer Forgotten Password Challenge

Who is your favorite sports player?

Answer

Show

Reset Password

Back to Sign In

6. Reset Your Password

- Enter your new password in the **New Password** and **Repeat Password** fields.
- Click **Reset Password**.

Congratulations! You have completed a password reset using SSPR.

Carrier

Reset your Okta password

Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of your username. Your password cannot be any of your last 4 passwords.

New password

Repeat password

Reset Password

Sign Out