

# LCBO

## Setting up Authentication options and using Self-Serve Password Reset (SSPR) for WHOLESALE users



January 20, 2024

## SELF-SERVE PASSWORD RESET (SSPR)

The LCBO is modernizing its technology and investing in cybersecurity to protect the LCBO and our valued wholesale customers.

As a result, we are phasing out our existing ServiceNow password reset tool and transitioning to the Microsoft Self-Serve Password Reset (SSPR) and account unlock tool. Microsoft's tool is easy to use and provides additional security features to protect your account.



### THIS GUIDE WILL HELP YOU:

- Set up multi-factor authentication [to confirm your identity](#)
- Navigate the new password reset tool
- Reset your password
- Unlock your account

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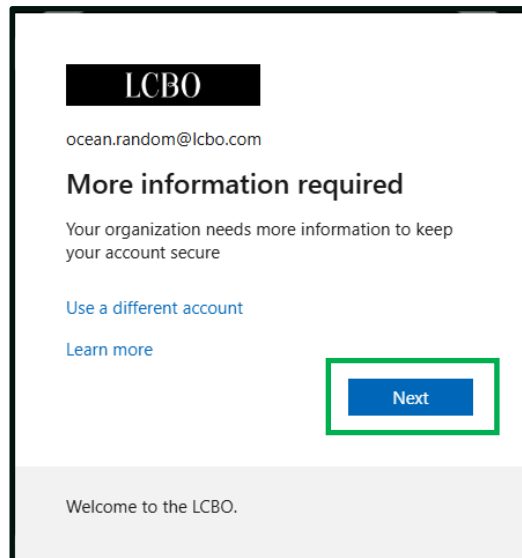
# SETTING UP CALL/TEXT CODE AUTHENTICATION METHOD

You will need your mobile device and your desktop / laptop to perform these steps

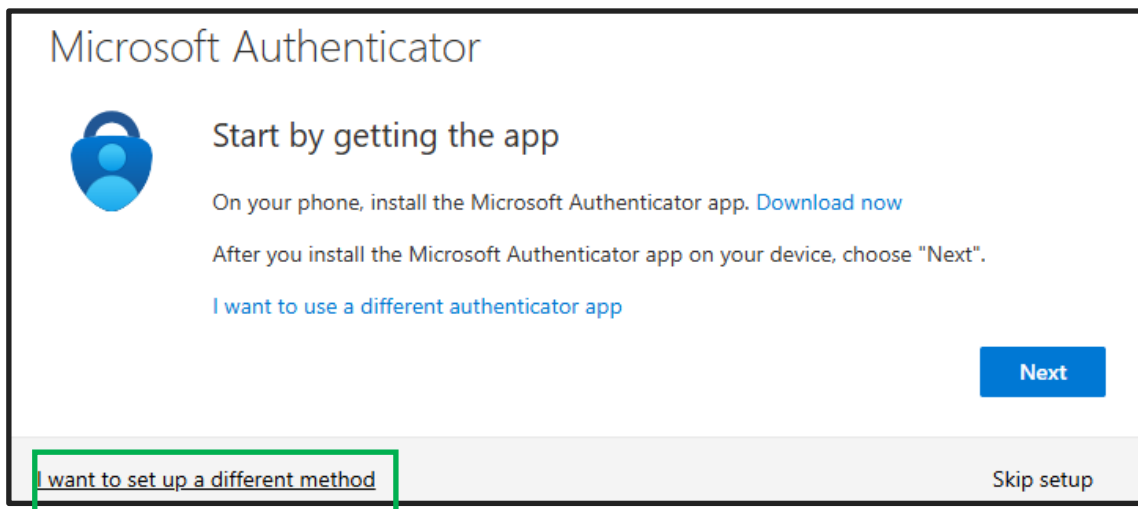
1. Visit <https://myaccount.microsoft.com/> or click [here](#) and login with your @LCBO.com account.



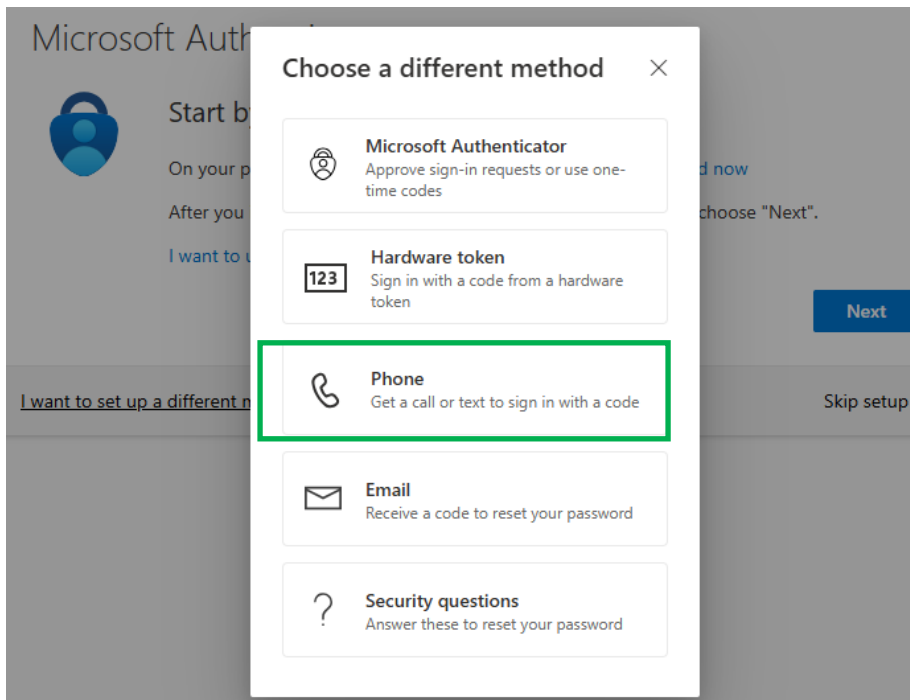
## 1a. Select 'Next'



## 2a. Select 'I want to set up a different method'



2b. Select Phone, the third option of the 'Choose a different method' options.



2c. Type in your phone number in the field provided.

A screenshot of the "Phone" dialog box in Microsoft Authenticator. The dialog box contains the following elements: a title "Phone", a close button (X), a paragraph explaining that the user can prove their identity by answering a call or receiving a code, a question "What phone number would you like to use?", a dropdown menu for the country code (currently set to "Canada (+1)"), a text input field for the phone number (containing "647"), two radio buttons for "Receive a code" (selected) and "Call me", a paragraph of terms and conditions, and two buttons at the bottom: "Cancel" and "Next".

**OPTION A: Text method**

To receive a code via text, select 'Receive a code', and click the 'Next' button

OR

## Phone



You can prove who you are by answering a call on your phone or receiving a code on your phone.

What phone number would you like to use?

Canada (+1)

Receive a code

Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Cancel

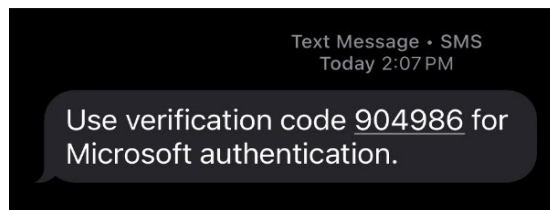
Next

### OPTION B: Call method

To receive a call to confirm your identity, select 'Call me', and click the 'Next' button

The screenshot shows the same 'Phone' dialog box as above, but with the 'Receive a code' radio button selected. The 'Call me' radio button is now unselected. The phone number field is highlighted with a blue border.

2d.i. If you chose **OPTION A**, the 'receive a code' option, a one-time passcode will be sent to your mobile device via SMS



**Phone** ×

We just sent a 6 digit code to +1 647 [redacted] Enter the code below.

[Resend code](#)

Enter the code you received in the field provided and select 'Next'

In this guide, the number being displayed is 904986. **Your code number will be different.**

**Phone** ×

Verification complete. Your phone has been registered.

You have successfully registered your mobile number to receive notifications for authentication.

**Phone** ×

You can prove who you are by answering a call on your phone or receiving a code on your phone.

What phone number would you like to use?

Receive a code

Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

**2d.ii.** If you chose **OPTION B**, the 'Call me' option, you will receive a call on your mobile device from Microsoft and follow the prompts.

**Phone** ×

Verification complete. Your phone has been registered.

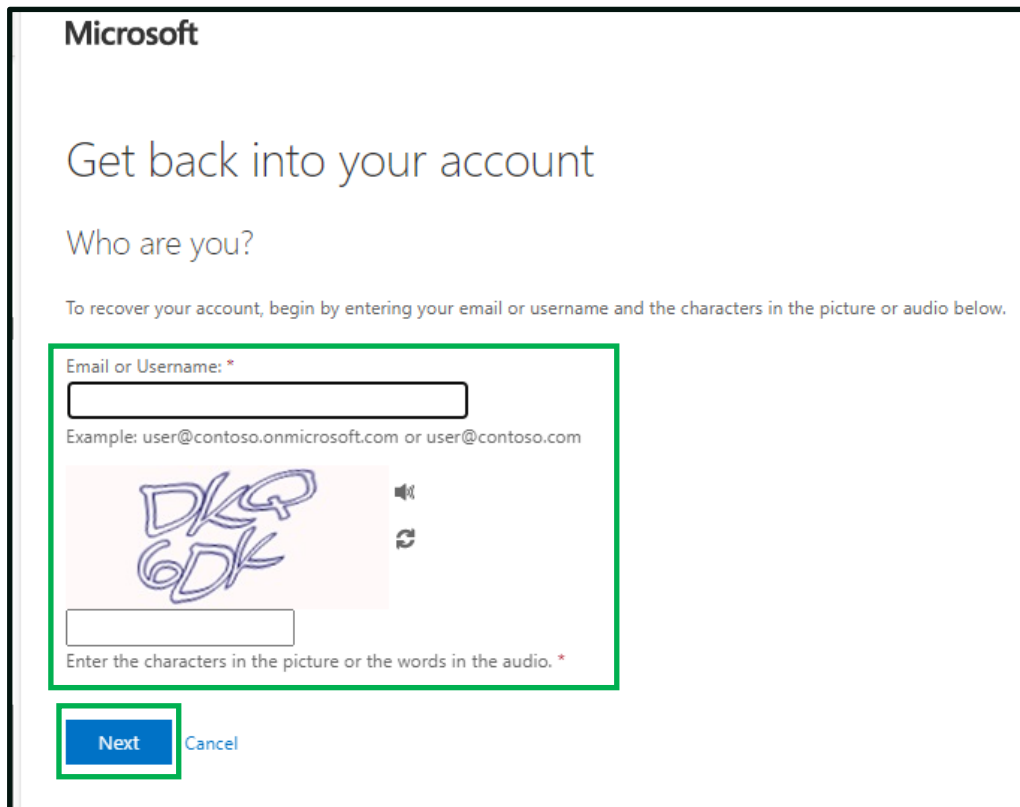
You have successfully registered your mobile number to receive notifications for authentication.

*NOTE: You only need to set up this authentication method once*

# HOW TO USE THE SSPR TOOL TO RESET YOUR PASSWORD OR UNLOCK YOUR ACCOUNT

*You will need your mobile device and your desktop / laptop to perform these steps*

1. Click [here](#) to access the Self-Serve Password Reset tool page.  
You may also type this address into your browser to access the password reset page: <https://passwordreset.microsoftonline.com/>
- 2a. Enter your @LCBO.com email
- 2b. Enter the CAPTCHA characters into the field and click Next.



The screenshot shows the Microsoft account recovery interface. At the top, it says "Microsoft" and "Get back into your account". Below that, it asks "Who are you?". A message states: "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There is a text input field for "Email or Username: \*". Below the field, an example is provided: "Example: user@contoso.onmicrosoft.com or user@contoso.com". The CAPTCHA area contains a grid of characters: "D/KQ" in the top row and "6DK" in the bottom row. To the right of the grid are a speaker icon and a refresh icon. Below the CAPTCHA is another text input field with the instruction: "Enter the characters in the picture or the words in the audio. \*". At the bottom, there are two buttons: "Next" (highlighted with a green box) and "Cancel".



3a. Click 'I forgot my password.' Click Next.



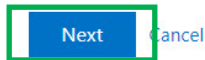
I forgot my password

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

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.



3. You can choose between receiving a code via text or receive a call from Microsoft to authenticate your identity with your authentication registered mobile device



verification step 1 > choose a new password

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 (\*\*\*\*\*07) below. You will then receive a text message with verification code which can be used to reset your password.

647 [redacted]

Text

**Option A:** Receive a code via SMS from Microsoft

**OR**

# LCBO

## Get back into your account

verification step 1 > choose a new password

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 (\*\*\*\*\*07) below. You will then receive a call. Please answer it to continue.

Enter your phone number

Call

**Option B:** Receive a call from Microsoft and authenticate by following the prompts

4. **OPTION A.** If you chose the 'Text my mobile phone' option, a one-time passcode will be sent to your authentication registered mobile device via SMS

# LCBO

## Get back into your account

verification step 1 > choose a new password

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 (\*\*\*\*\*07) below. You will then receive a text message with a verification code which can be used to reset your password.

647

Text

Text Message • SMS  
Yesterday 2:14 PM

Use verification code 139036 for Microsoft authentication.

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## Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

We've sent you a text message containing a verification code to your phone.

139036

Next

Enter the code you received in the field provided and select 'Next'

In this guide, the number being displayed is 139036. **Your code number will be different.**

**4 OPTION B.** If you chose the 'Call my mobile phone' option, enter your authenticator registered mobile number and select 'Call'.

# LCBO

## Get back into your account

verification step 1 > choose a new password

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 (\*\*\*\*\*07) below. You will then receive a call. Please answer it to continue.

Enter your phone number

Call

You will receive a call from Microsoft and follow the prompts

**LCBO**

Get back into your account

verification step 1 ✓ > **choose a new password**

---

\* Enter new password:

\* Confirm new password:

**Finish** Cancel

**5a.** Enter your new password in the field.

**5b.** Re-enter your new password into the “Confirm new password” field.

**5c.** Click Finish

**LCBO**

Get back into your account

✔ Your password has been reset

You may now get into your account.  
You have successfully reset your password!

# HOW TO UNLOCK YOUR ACCOUNT

**1a.** On your desktop / computer, click this [link](#) to access the Self-Serve Password Reset tool page.

You may also type this address into your browser to access the password reset page:  
<https://passwordreset.microsoftonline.com/>

Microsoft

## Get back into your account

Who are you?

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

Email or Username: \*

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

DDV 35X

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

Next Cancel

**1b.** Enter your @LCBO.com e-mail address

**1c.** Enter the CAPTCHA characters into the field and click 'Next'.

**1.** **To unlock your account**, select 'I know my password, but still can't sign in' and click 'Next'.

LCBO

## 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  
This might happen because you tried signing in with an incorrect password too many times.  
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

2. Select the method you want to use to authenticate your identity

The screenshot shows the LCBO logo at the top left. Below it, the text reads "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 two radio button options: "Text my mobile phone" (which is selected and highlighted with a green border) and "Call my mobile phone". To the right of these options, there is explanatory text: "In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*07) below. You will then receive a text message with a verification code which can be used to reset your password." Below this text is a text input field labeled "Enter your phone number" and a "Text" button.

**Method 1**

Receive a code via SMS

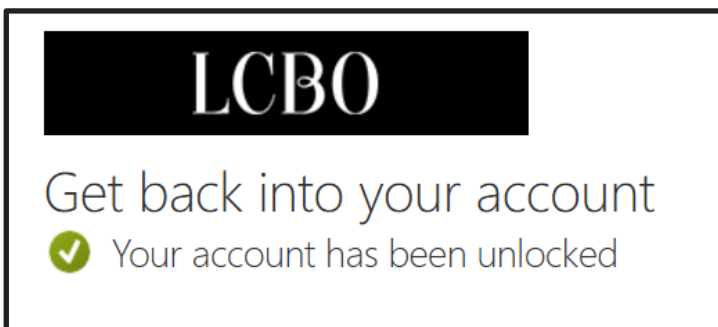
OR

The screenshot shows the LCBO logo at the top left. Below it, the text reads "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 two radio button options: "Text my mobile phone" and "Call my mobile phone" (which is selected and highlighted with a green border). To the right of these options, there is explanatory text: "In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*07) below. You will then receive a call. Please answer it to continue." Below this text is a text input field labeled "Enter your phone number" and a "Call" button.

**Method 2**

Receive a call from Microsoft and authenticate by following the prompts

3. After completing the authentication, a confirmation will appear on your computer screen that your account has been unlocked.



# GLOSSARY OF TERMS, ABBREVIATIONS, AND ACRONYMS

<b>SSPR:</b>	Self-Serve Password Reset
<b>Microsoft Authenticator App:</b>	A standalone mobile application available on iPhone and Android devices
<b>UI (User Interface):</b>	The means by which the user and a computer system interact, in particular the use of input devices and software

## WHERE TO GET HELP:

If you still need help: send an email to LCBO IT Service Desk [ITSrvDsk@lcbo.com](mailto:ITSrvDsk@lcbo.com)