

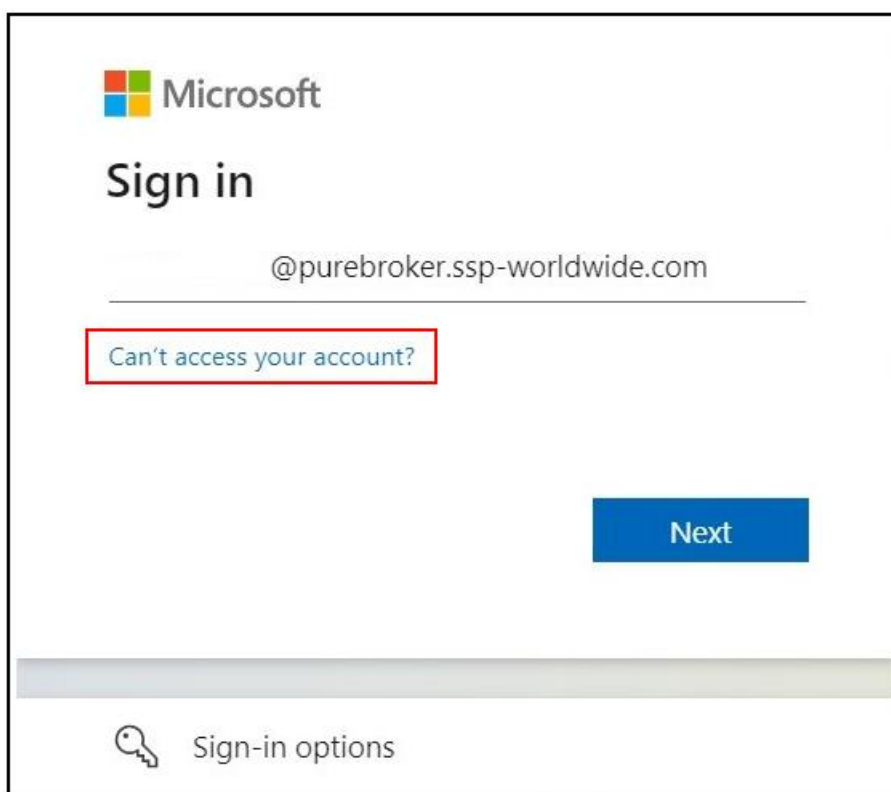
## How to ... Reset your Azure login password

If you have forgotten your Azure login password, please follow these instructions.

When signing into Azure using URL “client.wvd.microsoft.com/arm/webclient” the following screen will appear.

Enter your sign in name. For example, Asmith@purebroker.ssp-worldwide.com

Press “Can’t access your account?”

A screenshot of the Microsoft Sign in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "@purebroker.ssp-worldwide.com". Below the input field, the link "Can't access your account?" is highlighted with a red rectangular border. To the right of the input field is a blue button labeled "Next". At the bottom left, there is a key icon followed by the text "Sign-in options".

Microsoft

Sign in

@purebroker.ssp-worldwide.com

Can't access your account?

Next

Sign-in options

The following screen will appear.

Press “Forgotten my password”.



Microsoft

← @purebroker.ssp-worldwide.com

## Enter password

Password

[Forgotten my password](#)

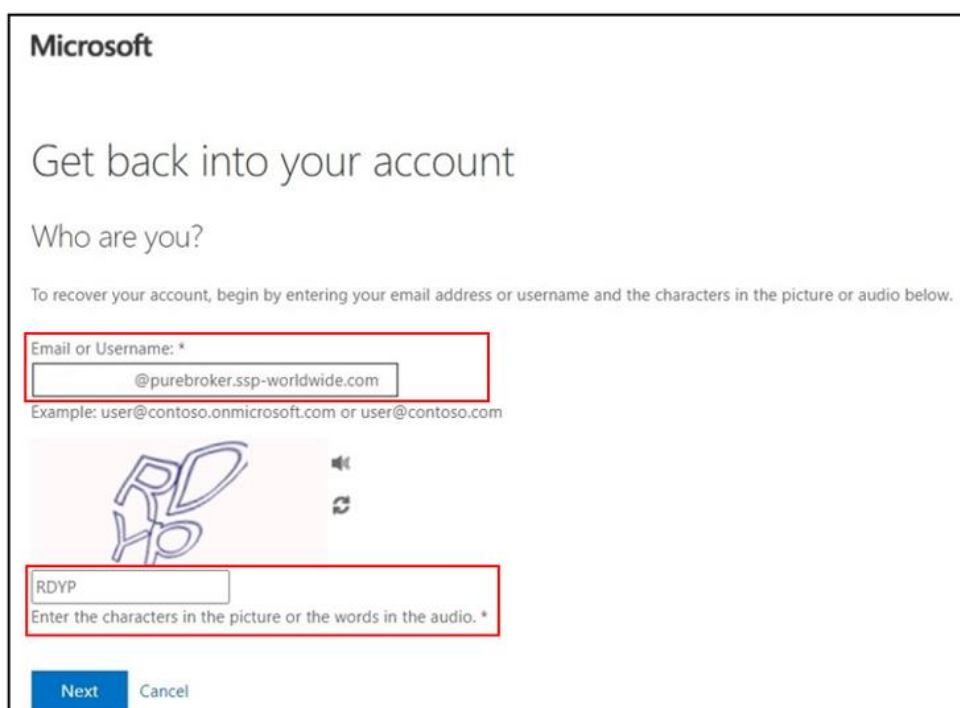
**Sign in**

In the subsequent “Get back into your account” screen -

Make sure your username is correctly populated in the “Email or Username” field.

Enter the characters that are displayed in the picture.

Press Next.



Microsoft

## Get back into your account

Who are you?

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

Email or Username: \*

@purebroker.ssp-worldwide.com

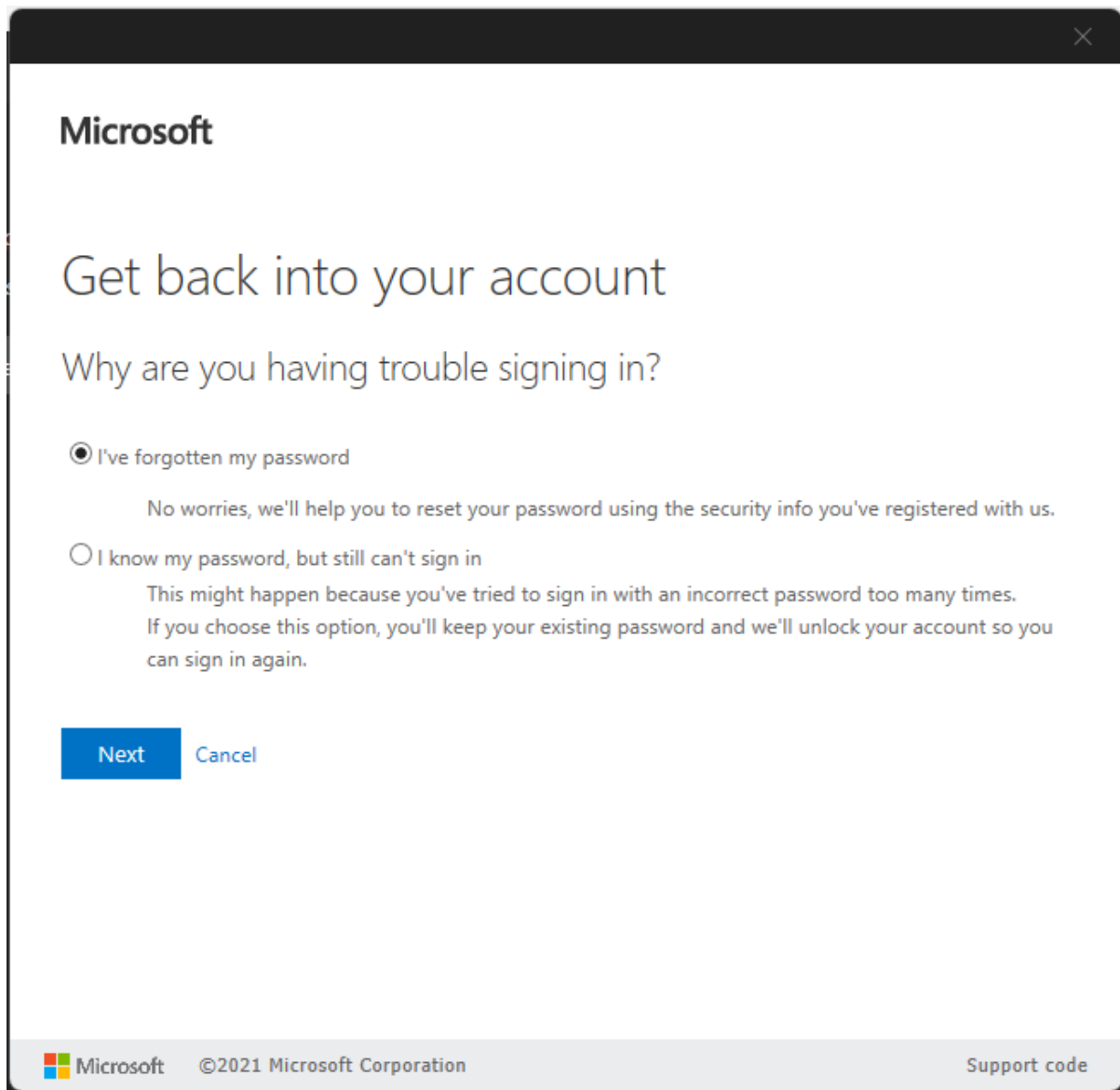
Example: user@contoso.onmicrosoft.com or user@contoso.com

RDYP

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

**Next** Cancel

On this screen, make sure “I’ve forgotten my Password” is selected then press next

A screenshot of a Microsoft account recovery window. The window has a dark title bar with a close button (X) in the top right corner. The main content area is white and contains the Microsoft logo at the top left. Below the logo, the heading "Get back into your account" is displayed in a large, dark font. Underneath, the question "Why are you having trouble signing in?" is shown. There are two radio button options: "I've forgotten my password" (which is selected) and "I know my password, but still can't sign in". Each option has a brief explanatory text below it. At the bottom left, there are two buttons: "Next" (highlighted in blue) and "Cancel". The footer of the window is a light gray bar containing the Microsoft logo, copyright information "©2021 Microsoft Corporation", and a "Support code" link.

**Microsoft**

## Get back into your account

Why are you having trouble signing in?


☒ I've forgotten my password

No worries, we'll help you to reset your password using the security info you've registered with us.

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

This might happen because you've tried to sign 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

 Microsoft ©2021 Microsoft Corporation Support code

Select either of the options on the left-hand side of the below screenshot. In this case we will be Approving a notification.

×

**Microsoft**

Get back into your account

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

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Please choose the contact method we should use for verification:


☒ Approve a notification on my authenticator app

☐ Enter a code from my authenticator app

Send a notification to your authenticator app on your mobile device.

**Send Notification**

[Cancel](#)

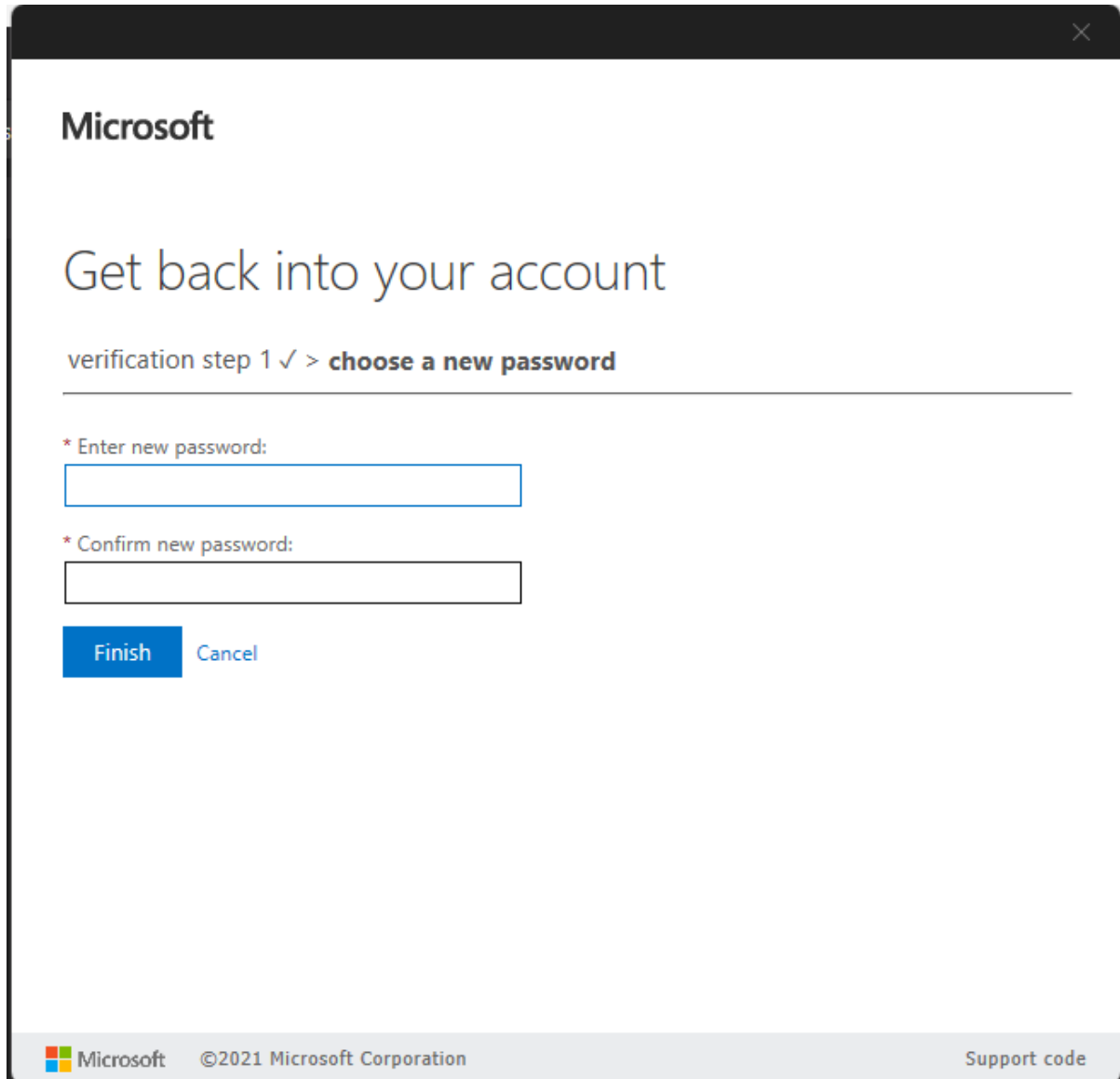
 Microsoft

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[Support code](#)

Press send notification

Write a new password in both the Enter new password and confirm new password box. Please ensure the password is a minimum of 14 characters long, includes at least 1 capital, at least one lower case, and at least 1 number



The screenshot shows a Microsoft account recovery window. At the top, the Microsoft logo is displayed. Below it, the heading 'Get back into your account' is centered. Underneath, a progress indicator shows 'verification step 1 ✓' followed by a chevron and the text 'choose a new password'. There are two input fields: the first is labeled '\* Enter new password:' and the second is labeled '\* Confirm new password:'. Below these fields are two buttons: 'Finish' (highlighted in blue) and 'Cancel'. At the bottom of the window, there is a footer bar containing the Microsoft logo, the text '©2021 Microsoft Corporation', and a link for 'Support code'.

Microsoft

## Get back into your account

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

\* Enter new password:

\* Confirm new password:

**Finish** Cancel

Microsoft ©2021 Microsoft Corporation Support code

Then select finish