

Network Self-Service Password Reset (SSPR)

Network Self-Service Password Reset (SSPR) allows you to change your password or unlock your account when you are not on Mercury’s Virtual Private Network (VPN).

Contents

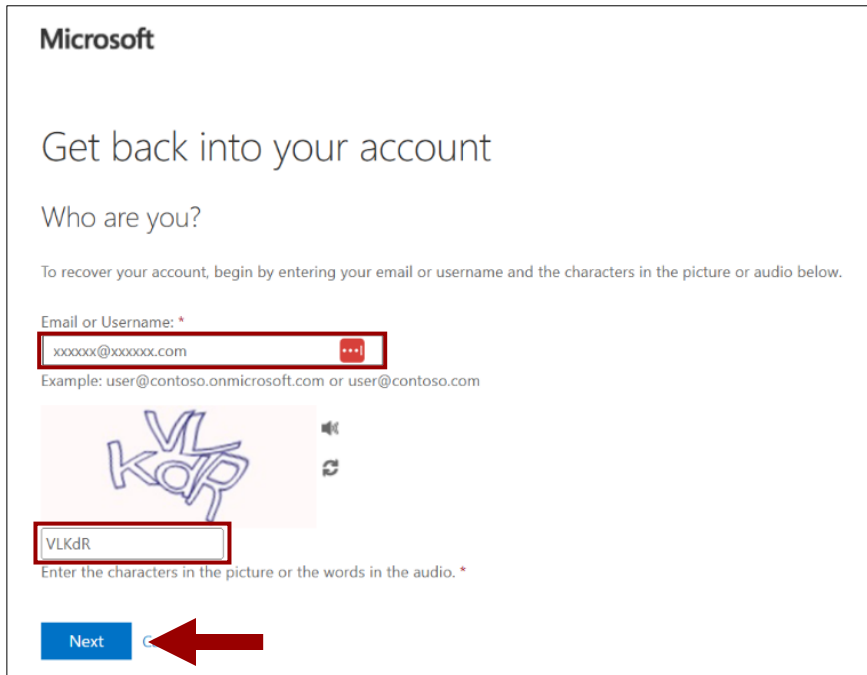
Changing Your Password.....	2
Unlocking Your Account.....	5
Additional Assistance	7

Changing Your Password

Step 1

To change your password, access **Self-Service Password Reset** by navigating to <http://passwordreset.mercuryinsurance.com>.

Enter your full company email address and complete the Captcha, then select **Next**.




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: *

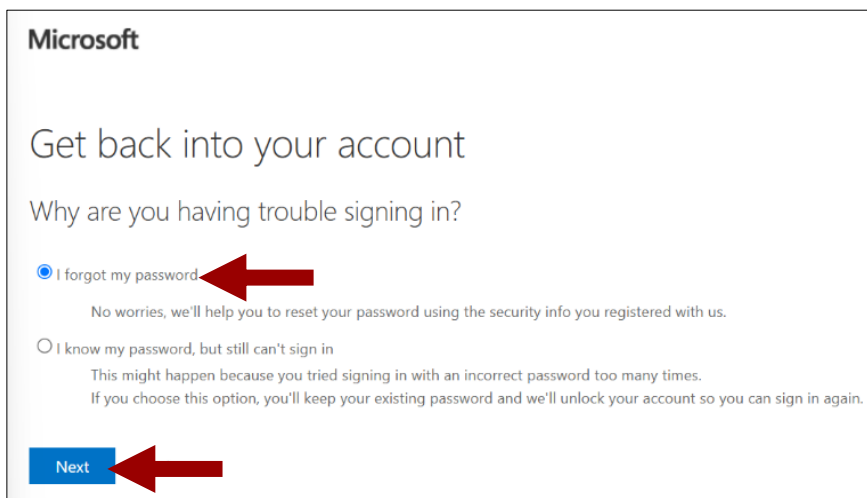
Example: user@contoso.onmicrosoft.com or user@contoso.com

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

Next 

Step 2


Select **I forgot my password**, then select **Next**.




Microsoft

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.

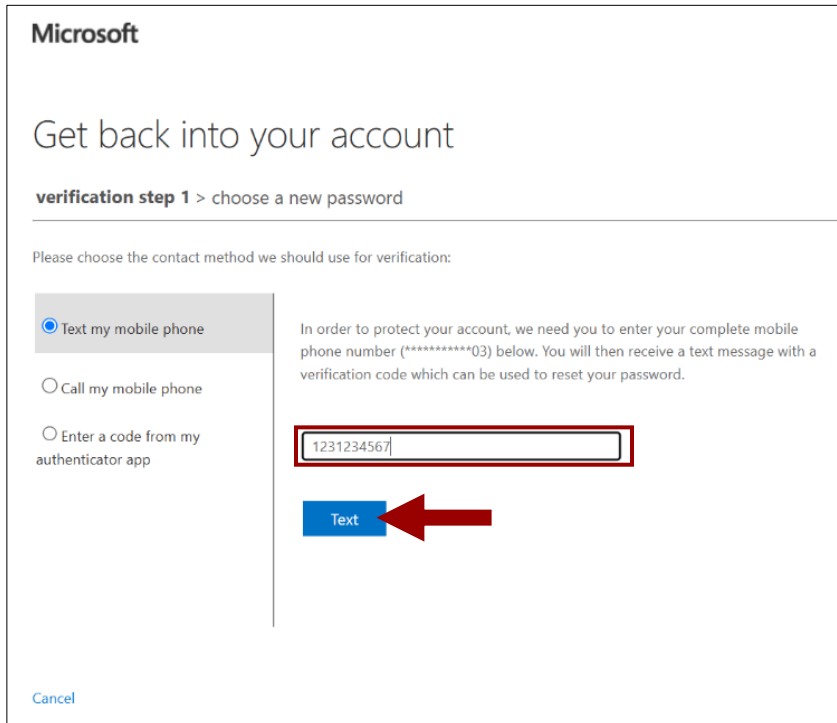
I know my password, but still can't sign in
This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next 

Step 3

To complete your verification, follow the prompts and provide a method of verification.
*In the example below, **Text my mobile phone** is used.*

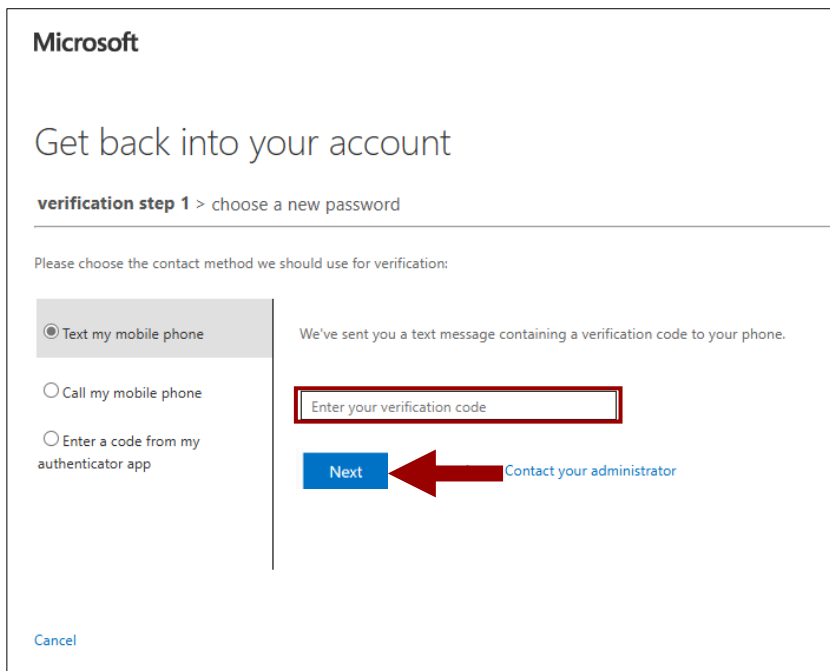
Enter your mobile phone number and select **Text**.



The screenshot shows the Microsoft account recovery interface. At the top, it says "Microsoft" and "Get back into your account". Below that, it indicates "verification step 1 > choose a new password". The main instruction is "Please choose the contact method we should use for verification:". There are three radio button options: "Text my mobile phone" (which is selected), "Call my mobile phone", and "Enter a code from my authenticator app". 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 (*****03) 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 containing the number "1231234567". Underneath the input field is a blue button labeled "Text", with a red arrow pointing to it from the right. At the bottom left, there is a "Cancel" link.

Step 4

Enter the verification code and select **Next**.



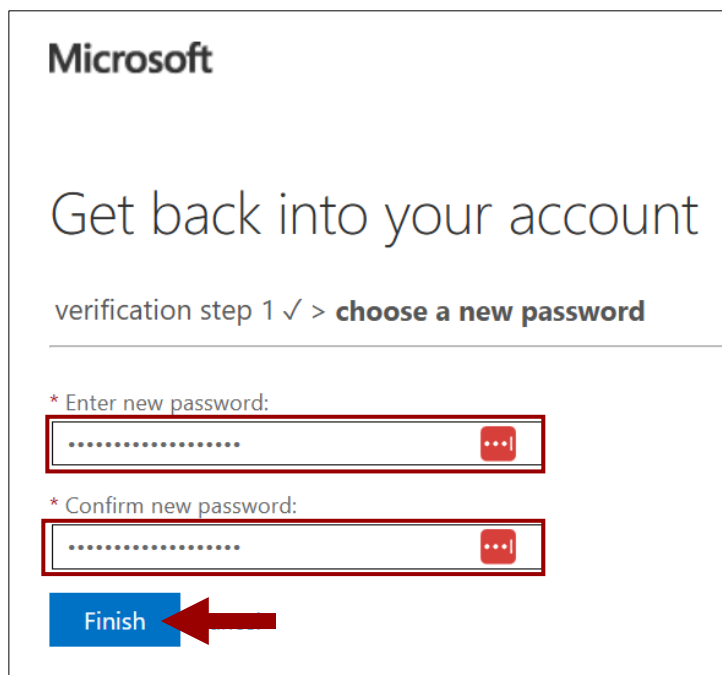
The screenshot shows the same Microsoft account recovery interface as in Step 3. The "Text my mobile phone" option is still selected. The explanatory text now reads: "We've sent you a text message containing a verification code to your phone." Below this text is a text input field with the placeholder text "Enter your verification code". Underneath the input field is a blue button labeled "Next", with a red arrow pointing to it from the right. To the right of the "Next" button, there is a link that says "Contact your administrator". At the bottom left, there is a "Cancel" link.

Step 5

To choose a new password, enter and confirm your new password and select **Finish**.

Reminder: The new network password must meet the following requirements:

- Password length is at least 15 characters long
- Password must contain 3 of the following 4 categories:
 - Uppercase character (A – Z)
 - Lowercase character (a – z)
 - Digit (0 – 9)
 - Symbol (e.g. !, \$, #, %)
- Keywords to avoid: Password, Qwerty, Mercury, Insurance, Orion, Winter, Spring, Summer, Fall or any month of the year.
- Do not reuse old passwords.



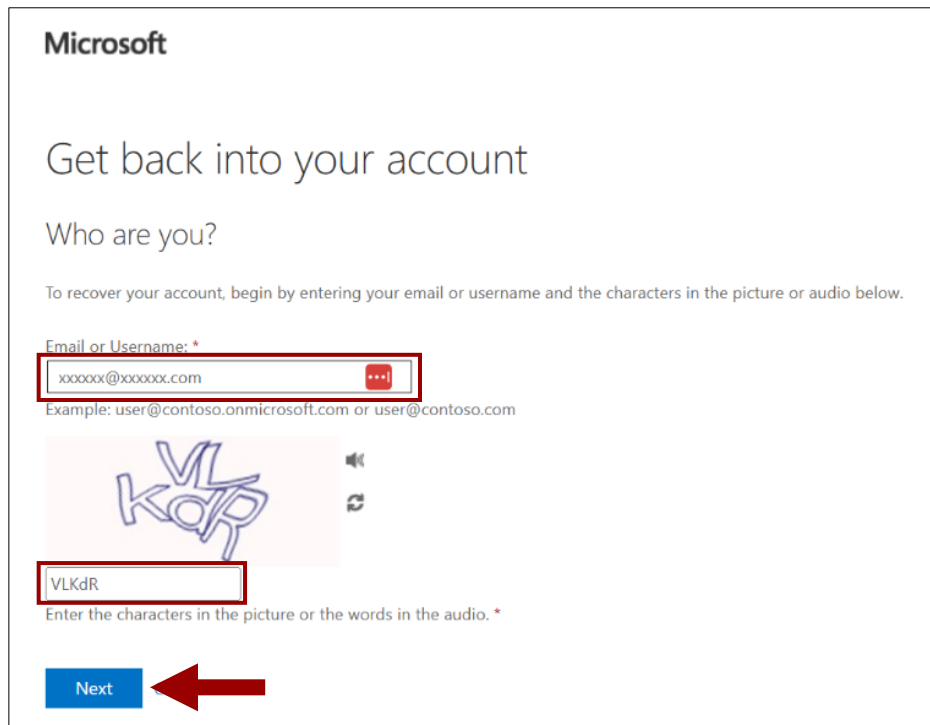
The screenshot shows the Microsoft account recovery interface. At the top left is the Microsoft logo. The main heading is "Get back into your account". Below this, it indicates the current step: "verification step 1 ✓ > choose a new password". There are two password input fields, each with a red border and a red eye icon on the right. The first field is labeled "* Enter new password:" and the second is labeled "* Confirm new password:". Below the second field is a blue "Finish" button with a red arrow pointing to it from the right.

Unlocking Your Account

Step 6

To unlock your account, access Self-Service Password Reset by navigating to <http://passwordreset.mercuryinsurance.com>.

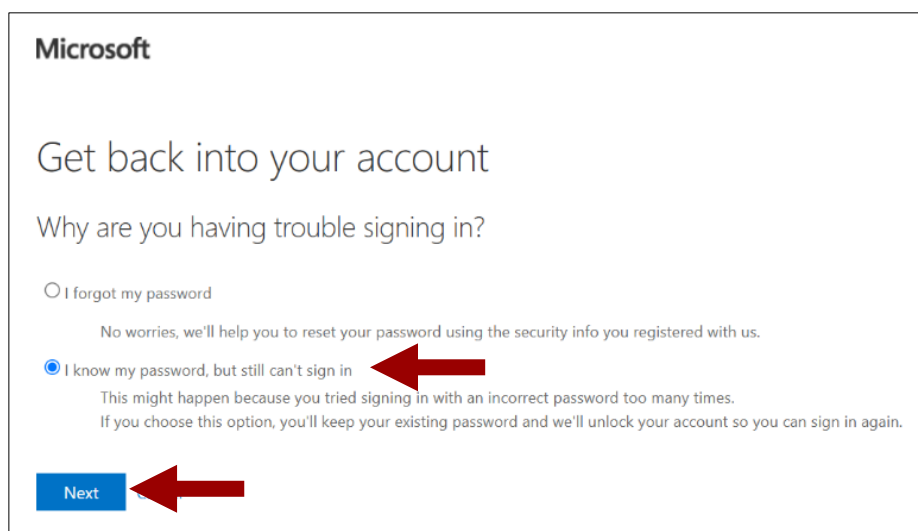
Enter your full email address and complete the Captcha, then select **Next**.



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?" and provides instructions: "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: *" containing "xxxxxx@xxxxxx.com" with a red box around it. Below the field is an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". There is a CAPTCHA image showing the characters "VLKdR" with a red box around it. Below the CAPTCHA is a text input field containing "VLKdR" with a red box around it. At the bottom, there is a blue "Next" button with a red arrow pointing to it from the right.

Step 7

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

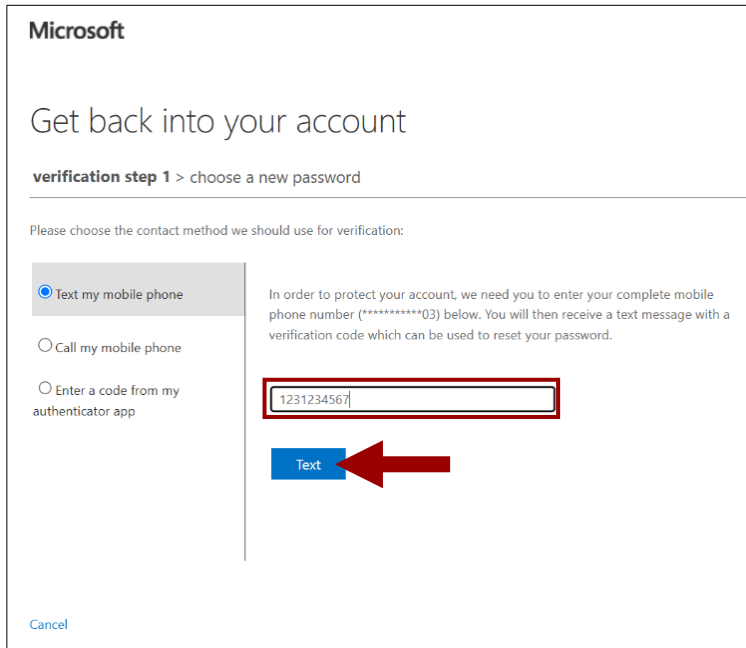


The screenshot shows the Microsoft account recovery interface. At the top, it says "Microsoft" and "Get back into your account". Below that, it asks "Why are you having trouble signing in?". There are two radio button options: "I forgot my password" and "I know my password, but still can't sign in". The second option is selected with a blue dot and a red arrow pointing to it from the right. Below the selected option is a description: "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." At the bottom, there is a blue "Next" button with a red arrow pointing to it from the right.

Step 8

To complete your verification, follow the prompts and provide a method of verification.
*In the example below, **Text my mobile phone** was used.*

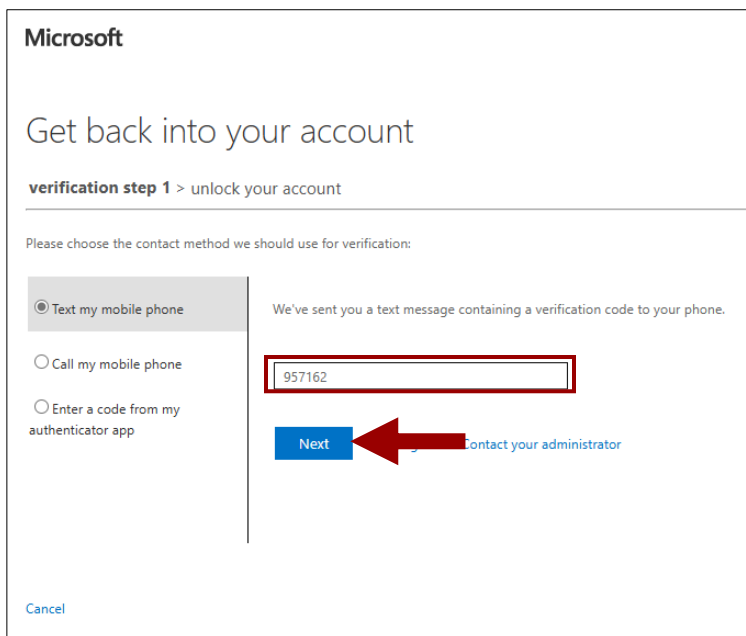
To unlock your account, enter your mobile phone number and select **Text**.



The screenshot shows the Microsoft account recovery interface. At the top, it says "Microsoft" and "Get back into your account". Below that, it indicates "verification step 1 > choose a new password". The main instruction is "Please choose the contact method we should use for verification:". There are three radio button options: "Text my mobile phone" (which is selected), "Call my mobile phone", and "Enter a code from my authenticator app". 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 (*****03) 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 containing the number "1231234567". Underneath the input field is a blue button labeled "Text", with a red arrow pointing to it from the right. A "Cancel" link is visible at the bottom left of the screen.

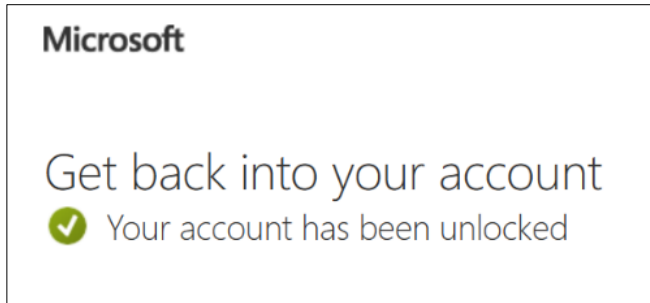
Step 9

Enter your verification code and select **Next**.



The screenshot shows the Microsoft account recovery interface for the next step. It says "Microsoft" and "Get back into your account". Below that, it indicates "verification step 1 > unlock your account". The main instruction is "Please choose the contact method we should use for verification:". There are three radio button options: "Text my mobile phone" (which is selected), "Call my mobile phone", and "Enter a code from my authenticator app". To the right of these options, there is explanatory text: "We've sent you a text message containing a verification code to your phone." Below this text is a text input field containing the number "957162". Underneath the input field is a blue button labeled "Next", with a red arrow pointing to it from the right. To the right of the "Next" button, there is a link that says "Contact your administrator". A "Cancel" link is visible at the bottom left of the screen.

A confirmation that your account has been unlocked displays.



Additional Assistance

If you continue to experience an issue with your password, please contact the IT Service Center via [WESS](#) or by phone at (714) 671-6558.