

HEY THERE!



Let me guide you through how to use self service password reset. To get started go to <https://mypassword.unilever.com> and choose to register, reset or change.

The screenshot shows the 'Unilever Account Management' page. At the top left is the Unilever logo and 'UniOps' with the tagline 'Capability. Technology. Experience.'. To the right is 'Unilever Account Management' and a language dropdown set to 'English'. On the left side of the main content area, there is a blue box with the text: 'Don't lose access to your account. Keep your information updated'. The main content area features four white buttons with blue icons and yellow arrows pointing right:

- Enroll for Multi Factor Authentication (MFA)**
Register here and select any method to register
- Enroll for Self Service Password Reset (SSPR)**
Register here and select any method to register
- Password Reset**
Forgotten your password or locked out of your Unilever account?
You must be enrolled for Self Service Password Reset to use this option
- Password Change**
Update your existing password



Main menu

WHAT DO YOU WANT TO DO?



Unilever



I WANT TO REGISTER FOR SELF-SERVICE PASSWORD RESET AND MFA



I'VE FORGOTTEN MY PASSWORD OR I'VE BEEN LOCKED OUT OF MY ACCOUNT



I WANT TO CHANGE MY PASSWORD TO A DIFFERENT ONE

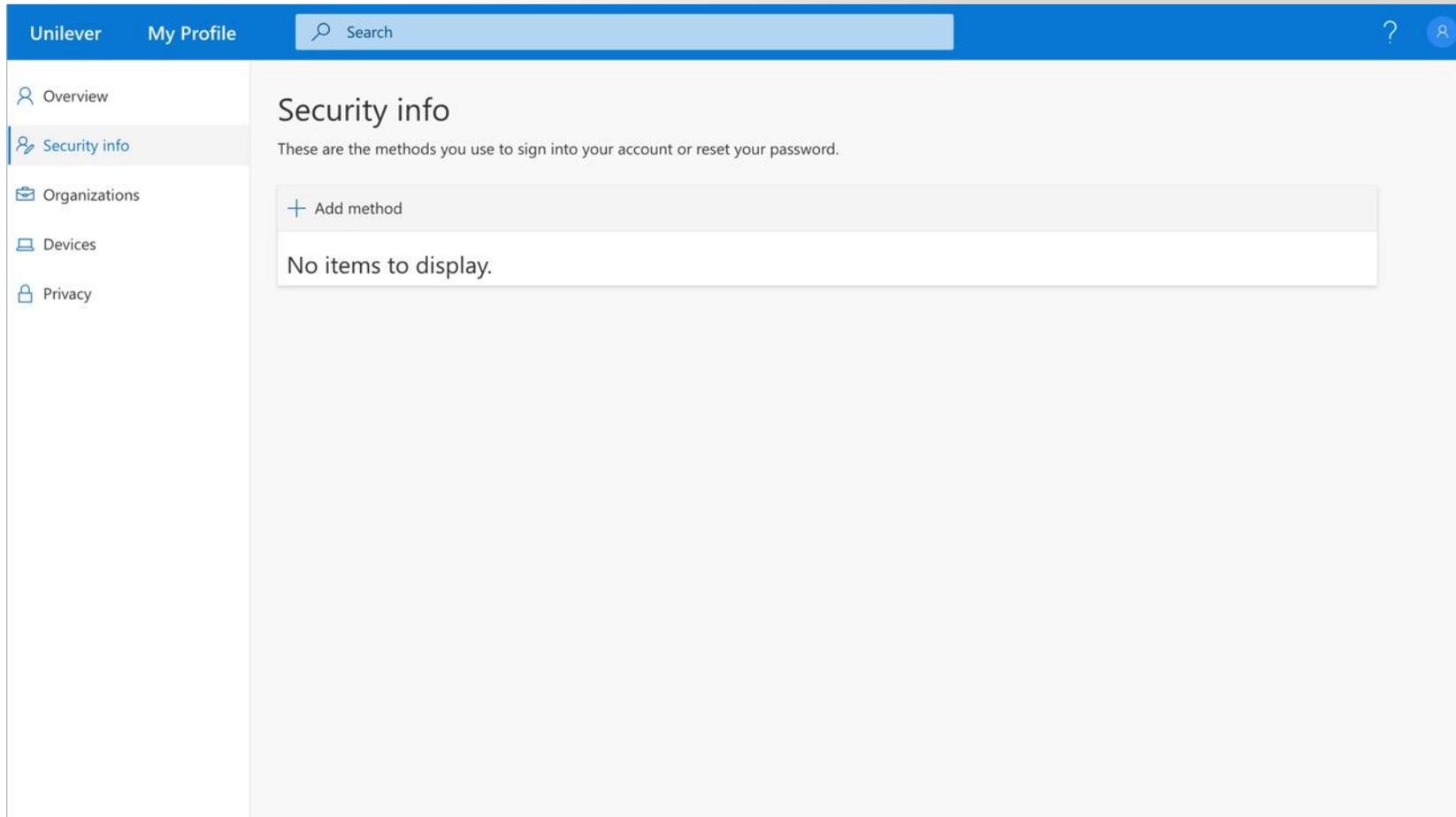
Register your authentication method

**RETURN TO
MAIN MENU**



After logging in using your account details, you'll see this screen.

Click on **+Add method**



OK, NEXT STEP >

Register your authentication method

RETURN TO
MAIN MENU



You'll see 4 verification methods in the dropdown list.

Registering
Authenticator App or
Phone alone completes
pre-registration for
Azure MFA as well.

< GO BACK

OK, NEXT STEP >

**RETURN TO
MAIN MENU**



Unilever

Register your authentication method

Authenticator App

If you choose **Authenticator App** from the drop-down list, click **Add**

A screenshot of the Unilever 'My Profile' page, specifically the 'Security info' section. The page has a blue header with 'Unilever My Profile' and a search bar. A left sidebar contains navigation links: Overview, Security info (highlighted), Organizations, Devices, and Privacy. The main content area is titled 'Security info' and contains a '+ Add method' button and a message 'No items to display.'. A modal dialog box titled 'Add a method' is open, asking 'Which method would you like to add?' with a dropdown menu showing 'Authenticator app'. At the bottom of the dialog are 'Cancel' and 'Add' buttons.

< GO BACK

OK, NEXT STEP >

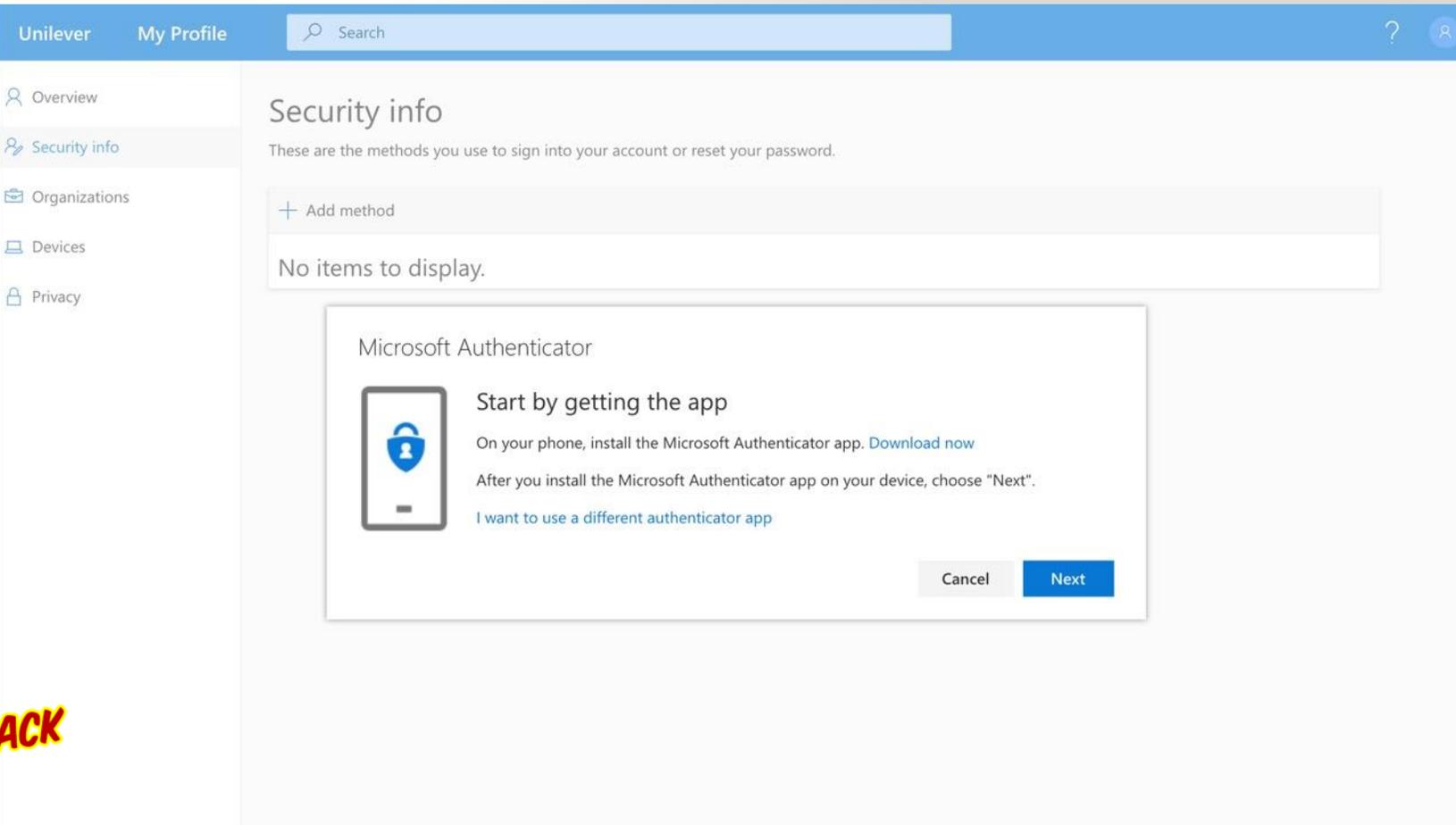
Register your authentication method

Authenticator App

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MAIN MENU



Download and install the Microsoft Authenticator App on your mobile phone.



How do I get the app?

The app is free and available via Appstore and Google Play for your mobile phone.



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OK, NEXT STEP >

**RETURN TO
MAIN MENU**



Register your authentication method

Authenticator App

Follow the instructions to allow notifications on your phone.

A screenshot of the Unilever 'My Profile' page, specifically the 'Security info' section. The page has a blue header with 'Unilever My Profile' and a search bar. A left sidebar contains navigation links: Overview, Security info (highlighted), Organizations, Devices, and Privacy. The main content area is titled 'Security info' and includes a sub-header 'These are the methods you use to sign into your account or reset your password.' Below this is a '+ Add method' button and a message 'No items to display.' A modal window is open, titled 'Microsoft Authenticator', with a smartphone icon and the text 'Set up your account' and 'If prompted, allow notifications. Then add an account, and select "Work or school".' At the bottom of the modal are 'Back' and 'Next' buttons.

< GO BACK

OK, NEXT STEP >

Register your authentication method

Authenticator App

**RETURN TO
MAIN MENU**



Connect the Authenticator App with your phone by scanning the QR code.

A screenshot of the Unilever 'My Profile' page, specifically the 'Security info' section. The page has a blue header with 'Unilever My Profile' and a search bar. A left sidebar contains navigation links: Overview, Security info (highlighted), Organizations, Devices, and Privacy. The main content area is titled 'Security info' and includes a '+ Add method' button and a 'No items to display' message. A modal window titled 'Microsoft Authenticator' is open, displaying a QR code. To the right of the QR code, the text reads 'Scan the QR code' followed by 'Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.' Below this is a link 'Can't scan image?'. At the bottom of the modal are 'Back' and 'Next' buttons. A red arrow points from the 'Next' button area to the QR code.

Simply point your phone at the QR code that appears on your computer screen and the app will do the rest.

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OK, NEXT STEP >

Register your authentication method

Authenticator App

**RETURN TO
MAIN MENU**



You'll see a message telling you the Authenticator App is successfully set up.

A screenshot of the Unilever 'My Profile' page, specifically the 'Security info' section. The page has a blue header with 'Unilever My Profile' and a search bar. A left sidebar contains navigation links: Overview, Security info (highlighted), Organizations, Devices, and Privacy. The main content area is titled 'Security info' and includes a sub-header 'These are the methods you use to sign into your account or reset your password.' Below this is a '+ Add method' button and a message 'No items to display.' A modal window is open, titled 'Microsoft Authenticator', showing a smartphone icon with a blue checkmark and the text 'Notification approved' next to a green checkmark icon. At the bottom of the modal are 'Back' and 'Done' buttons.

< GO BACK

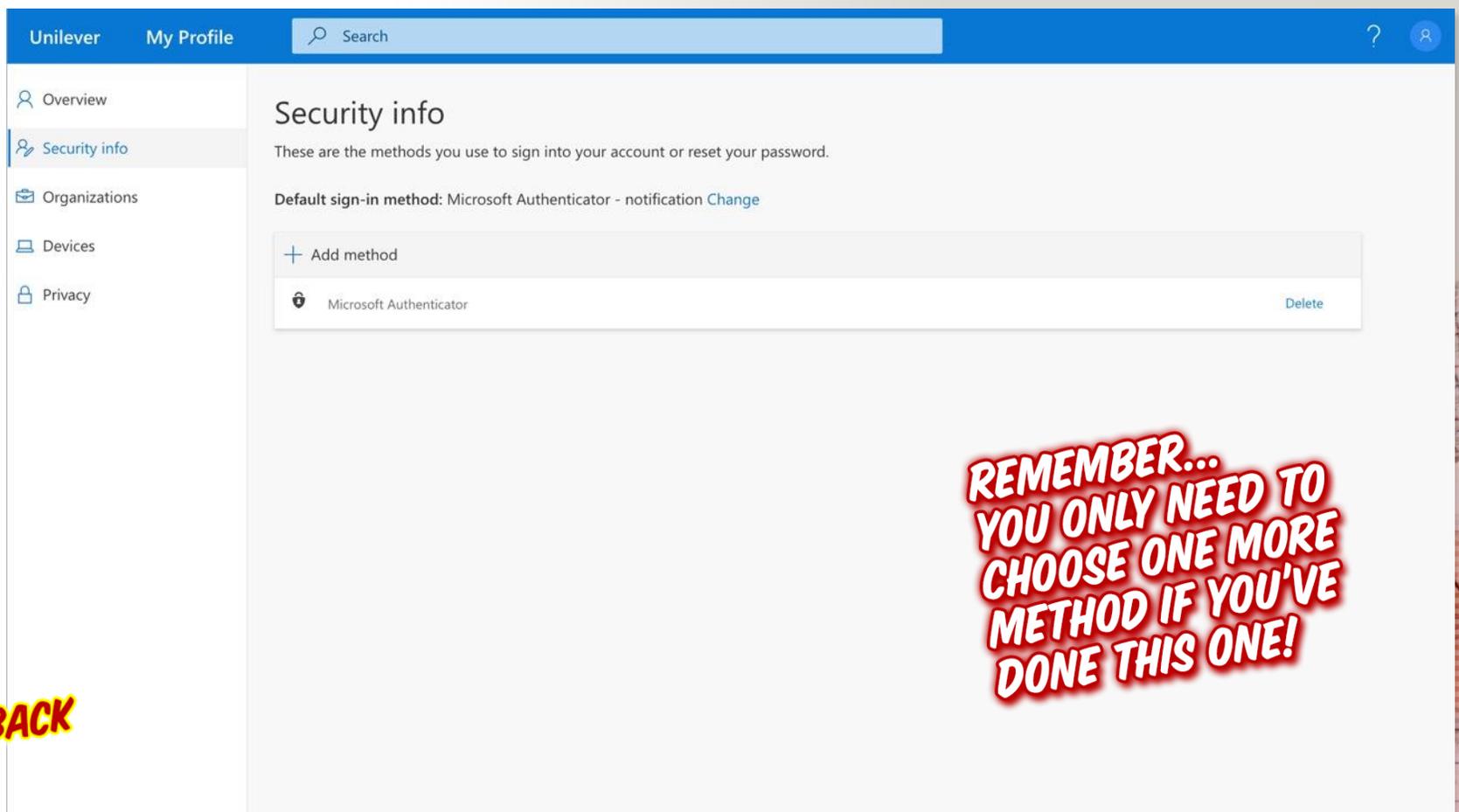
OK, NEXT STEP >

**RETURN TO
MAIN MENU**



Register your authentication method Authenticator App

Microsoft Authenticator now appears in your list of chosen methods.



< GO BACK

**REMEMBER...
YOU ONLY NEED TO
CHOOSE ONE MORE
METHOD IF YOU'VE
DONE THIS ONE!**



Register your authentication method

Phone

RETURN TO
MAIN MENU



If you choose **Phone** from the drop-down list, click **Add**.

A screenshot of the Unilever 'My Profile' page, specifically the 'Security info' section. The page has a blue header with 'Unilever My Profile' and a search bar. A left sidebar contains navigation links: Overview, Security info (highlighted), Organizations, Devices, and Privacy. The main content area is titled 'Security info' and includes a description: 'These are the methods you use to sign into your account or reset your password.' Below this, it shows the 'Default sign-in method: Microsoft Authenticator - notification' with a 'Change' link. A '+ Add method' button is visible. A modal dialog box is open, titled 'Add a method', with the question 'Which method would you like to add?'. A dropdown menu is open, showing 'Phone' as the selected option. At the bottom of the dialog are 'Cancel' and 'Add' buttons.

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OK, NEXT STEP >

Register your authentication method Phone

RETURN TO
MAIN MENU



Choose your country code and input your phone number.
Choose to receive either a text or an automated call.

A screenshot of the Unilever 'My Profile' page, specifically the 'Security info' section. The page has a blue header with 'Unilever My Profile' and a search bar. A left sidebar contains navigation links: Overview, Security info (highlighted), Organizations, Devices, and Privacy. The main content area shows 'Security info' with a sub-header 'These are the methods you use to sign into your account or reset your password.' Below this, it states 'Default sign-in method: Microsoft Authenticator - notification' with a 'Change' link. A '+ Add method' button is visible. A modal dialog titled 'Phone' is open, containing the text: 'You can prove who you are by answering a call on your phone or texting a code to your phone.' followed by 'What phone number would you like to use?'. There is a dropdown menu set to 'United States (+1)' and an input field for 'Enter phone number'. Two radio buttons are present: 'Text me a code' (selected) and 'Call me'. At the bottom of the dialog are 'Cancel' and 'Next' buttons.

< GO BACK

OK, NEXT STEP >

Register your authentication method

Phone

RETURN TO
MAIN MENU



You'll receive a 6 digit code either by text or automated call.
Input these 6 digits and click **Next**.

A screenshot of the Unilever user interface. The top navigation bar is blue with 'Unilever' on the left, 'My Profile' in the center, and a search bar on the right. A left sidebar contains links for 'Overview', 'Security info' (highlighted), 'Organizations', 'Devices', and 'Privacy'. The main content area is titled 'Security info' and contains a description of sign-in methods. A modal window titled 'Phone' is open, displaying a message: 'We just sent a 6 digit code to +44 07793034129. Enter the code below.' Below the message is an 'Enter code' input field and a 'Resend code' link. At the bottom of the modal are 'Back' and 'Next' buttons. The background of the page is a light blue gradient.

< GO BACK

OK, NEXT STEP >

Register your authentication method

Phone

RETURN TO
MAIN MENU



You'll see a message telling you the **Phone** is successfully set up.

The screenshot shows the 'Security info' page in a web application. The page title is 'Security info' and it includes a sub-header: 'These are the methods you use to sign into your account or reset your password.' Below this, it states 'Default sign-in method: Microsoft Authenticator - notification' with a 'Change' link. There is an 'Add method' button. A table lists the current methods:

Method	Details	Change	Delete
Phone	+44 07793034129	Change	Delete
Microsoft Authenticator	Simon's iPhone		Delete

A modal dialog box is open over the 'Phone' method, displaying a green checkmark and the text 'SMS verified successfully'. A 'Done' button is at the bottom right of the modal.

< GO BACK

OK, NEXT STEP >

Register your authentication method

Phone

RETURN TO
MAIN MENU



Phone now appears in your list of chosen methods.

The screenshot shows the 'Security info' page in a web browser. The page title is 'Security info' and it includes a sub-header: 'These are the methods you use to sign into your account or reset your password.' Below this, it states 'Default sign-in method: Microsoft Authenticator - notification' with a 'Change' link. There is an 'Add method' button and a list of two methods:

Method	Details	Actions
Phone	+44 07793034129	Change ← Delete
Microsoft Authenticator	Simon's iPhone	Delete

You can change your nominated phone number at any time.

< GO BACK

AWESOME!
WHAT'S NEXT? >

Register your authentication method

Email

RETURN TO
MAIN MENU



If you choose **Email** from the drop-down list, click **Add**.

A screenshot of the Unilever 'My Profile' page, specifically the 'Security info' section. The page has a blue header with 'Unilever', 'My Profile', and a search bar. A left sidebar contains navigation links: Overview, Security info (highlighted), Organizations, Devices, and Privacy. The main content area is titled 'Security info' and includes a description: 'These are the methods you use to sign into your account or reset your password.' Below this, it shows the 'Default sign-in method: Microsoft Authenticator - notification' with a 'Change' link. There is an '+ Add method' button and a list of existing methods: 'Phone' (+44 07793034129) and 'Microsoft Authenticator'. A modal dialog box titled 'Add a method' is open in the foreground, asking 'Which method would you like to add?' with a dropdown menu showing 'Email' selected. The dialog has 'Cancel' and 'Add' buttons.

< GO BACK

OK, NEXT STEP >

Register your authentication method

Email

**RETURN TO
MAIN MENU**



Input the email address you'd like to use and click **Next**.

A screenshot of the Unilever 'My Profile' page, specifically the 'Security info' section. The page has a blue header with 'Unilever' and 'My Profile' on the left, and a search bar on the right. The left sidebar contains navigation links: Overview, Security info (highlighted), Organizations, Devices, and Privacy. The main content area is titled 'Security info' and contains the text 'These are the methods you use to sign into your account or reset your password.' Below this, it shows the 'Default sign-in method: Microsoft Authenticator - notification' with a 'Change' link. There is an 'Add method' button and a list of methods: 'Phone' with the number '+44 07793034129' and 'Change/Delete' links, and 'Microsoft Authenticator' with a 'Delete' link. A modal dialog box titled 'Email' is open in the foreground, asking 'What email would you like to use?' and providing an 'Enter email' input field with 'Cancel' and 'Next' buttons.

< GO BACK

OK, NEXT STEP >

Register your authentication method

Email

RETURN TO
MAIN MENU



You'll receive a 6 digit code to your nominated email address.
Enter the code and click **Next**.

A screenshot of the Unilever 'Security info' page. The page has a blue header with 'Unilever My Profile' and a search bar. A left sidebar contains navigation links: Overview, Security info (highlighted), Organizations, Devices, and Privacy. The main content area is titled 'Security info' and includes a description: 'These are the methods you use to sign into your account or reset your password.' Below this, it shows the 'Default sign-in method: Microsoft Authenticator - notification' with a 'Change' link. There are two methods listed: 'Phone' with the number '+44 07793034129' and 'Microsoft Authenticator'. An 'Add method' button is at the top left of the list. A modal window titled 'Email' is open in the foreground, displaying the message: 'We just sent a code to simon@unclepablo.co.uk'. It features an 'Enter code' input field, a 'Resend code' link, and 'Back' and 'Next' buttons at the bottom.

< GO BACK

OK, NEXT STEP >

Register your authentication method

Email

RETURN TO
MAIN MENU



Email now appears in your list of chosen methods.

A screenshot of the Unilever 'My Profile' page, specifically the 'Security info' section. The page has a blue header with 'Unilever My Profile' and a search bar. A left sidebar contains navigation links: Overview, Security info (highlighted), Organizations, Devices, and Privacy. The main content area is titled 'Security info' and includes a sub-header 'These are the methods you use to sign into your account or reset your password.' Below this, it states 'Default sign-in method: Microsoft Authenticator - notification' with a 'Change' link. A table lists the authentication methods:

+ Add method			
Phone	+44 07793034129	Change	Delete
Microsoft Authenticator	Simon's iPhone		Delete
Email	simon@unclepablo.co.uk	Change	Delete

A red arrow points from the 'Change' link for the 'Email' method to the right.

You can change your nominated email address at any time.

< GO BACK



Register your authentication method

Security Questions

RETURN TO
MAIN MENU



Choose **Security Questions** from the drop-down list, then click **Add**.

Unilever My Profile Search

Overview
Security info
Organizations
Devices
Privacy

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Microsoft Authenticator - notification [Change](#)

+ Add method

Phone	+44 07793034129	Change	Delete
Microsoft Authenticator			Delete
Email		Change	Delete

Add a method

Which method would you like to add?

Security questions

[Cancel](#) [Add](#)

**REMEMBER...
YOU NO LONGER NEED
TO RELY ON RECALLING
ANSWERS TO SECURITY
QUESTIONS!**

**Choose from the other 3
methods instead.**

< GO BACK

OK, NEXT STEP >

Register your authentication method

Security Questions

**RETURN TO
MAIN MENU**



Select 5 questions and input their answers.

A screenshot of the Unilever 'My Profile' settings page. The 'Security info' section is active, showing a list of security methods: Phone, Microsoft Authenticator, and Email. A dialog box titled 'Security questions' is open, displaying five questions with dropdown menus for selection. The questions are: 'In what city did you meet your first spouse/partner?', 'In what city was your father born?', 'What is your favorite food?', 'What were the last four digits of your childhood teleph...', and 'What is the name of a college you applied to but didn't...'. Each question has a 'Change' and a 'Delete' button to its right. At the bottom of the dialog are 'Cancel' and 'Save' buttons. The background shows the 'Security info' page with a search bar and navigation links like 'Overview', 'Security info', 'Organizations', 'Devices', and 'Privacy'.

**You can choose from
a range of available
questions.**

< GO BACK

OK, NEXT STEP >

Register your authentication method

Security Questions

RETURN TO
MAIN MENU



Security questions now appears in your list of chosen methods.

Unilever My Profile Search

Overview
Security info
Organizations
Devices
Privacy

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Microsoft Authenticator - notification [Change](#)

+ Add method

Phone	+44 07793034129	Change	Delete
Microsoft Authenticator	Simon's iPhone		Delete
Email	simon@unclepablo.co.uk	Change	Delete
Security questions	---		Delete

< GO BACK

GOT IT!
TAKE ME BACK TO
THE MAIN MENU

Reset your password

**RETURN TO
MAIN MENU**



Enter your email and CAPTCHA answer to begin.

Microsoft

Get back into your account

Who are you?

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

User ID:

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

A CAPTCHA image showing the word 'NOW' above the word 'SXS' in a stylized, blue, outlined font. To the right of the image are two small icons: a speaker icon and a refresh icon.

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

[Next](#) [Cancel](#)

OK, NEXT STEP >

Reset your password

**RETURN TO
MAIN MENU**



Select the option that best refers to your issue. Click **Next**.



Unilever Authentication

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

Next Cancel

< GO BACK

OK, NEXT STEP >

Reset your password

**RETURN TO
MAIN MENU**



Select from the verification methods set up when you registered for self-service. Follow the on-screen instructions to answer the verification requirements.

A screenshot of the Unilever Authentication interface. At the top left is the Unilever logo and the text 'Unilever Authentication'. Below this is the heading 'Get back into your account'. A breadcrumb trail reads 'verification step 1 > verification step 2 > choose a new password'. The main instruction is 'Please choose the first contact method we should use for verification:'. There are six radio button options: 'Email my alternate email' (selected), 'Text my mobile phone', 'Call my mobile phone', 'Answer my security questions', 'Approve a notification on my authenticator app', and 'Enter a code from my authenticator app'. A blue 'Email' button is positioned to the right of the first option. A red arrow points from the 'Answer my security questions' option to the right. At the bottom left, there is a 'Cancel' link and a yellow 'GO BACK' button with a left-pointing arrow.

Depending on how many verification methods you set up when you registered your password, you might not see all the options listed here.

OK, NEXT STEP >

Reset your password

**RETURN TO
MAIN MENU**



Select a second verification method.
Follow the on-screen instructions to answer the verification requirements.

A screenshot of the Unilever Authentication interface. At the top left is the Unilever logo and the text 'Unilever Authentication'. Below this is the heading 'Get back into your account'. A progress indicator shows 'verification step 1 ✓ > verification step 2 > choose a new password'. The main instruction is 'Please choose the second contact method we should use for verification:'. There are four radio button options: 'Email my alternate email', 'Answer my security questions', 'Approve a notification on my authenticator app' (which is selected and highlighted), and 'Enter a code from my authenticator app'. To the right of these options, there is a vertical line and the text 'Approve the notification in your authenticator app on your mobile device.' followed by two asterisks and a dot. At the bottom left of the form area is a 'Cancel' link. The entire form is set against a white background with a thin border.

< GO BACK

OK, NEXT STEP >

Reset your password

**RETURN TO
MAIN MENU**



Enter your new password twice, then click **Finish**.

The screenshot shows the 'Unilever Authentication' interface. At the top left is the Unilever logo and the text 'Unilever Authentication'. Below this is the heading 'Get back into your account'. A progress indicator shows 'verification step 1 ✓ > verification step 2 ✓ > choose a new password'. There are two input fields: '* Enter new password:' and '* Confirm new password:'. At the bottom left are 'Finish' and 'Cancel' buttons. A large blue callout bubble on the right contains the text: 'If you are using unilever Laptop, the new password will synchronize to the machine only when you connect to Unilever network'.

< GO BACK



**GOT IT!
TAKE ME BACK TO
THE MAIN MENU**

Change your password



Simply enter your old password, then the new password twice and click **submit**.

change password

User ID
test-sspr.02@unileverpp.com

Old password

Create new password

Confirm new password

If you are using Unilever laptop and connected from Home or a non-Unilever location to change your password, connect to Pulse Secure/VPN. This will ensure that your password remains synchronized across your laptop and Microsoft applications for example, Outlook and Teams

