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.
Main menu

WHAT DO YOU WANT TO DO?

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

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

Click on +Add method
Register your authentication method

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

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

If you choose Authenticator App from the drop-down list, click Add
Register your authentication method
Authenticator App

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.
Register your authentication method
Authenticator App

Follow the instructions to allow notifications on your phone.
Register your authentication method
Authenticator App

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

Simply point your phone at the QR code that appears on your computer screen and the app will do the rest.
Register your authentication method
Authenticator App

You’ll see a message telling you the Authenticator App is successfully set up.
Register your authentication method

Microsoft Authenticator now appears in your list of chosen methods.

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
Microsoft Authenticator

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

**AWESOME! WHAT’S NEXT? >**
Register your authentication method
Phone

If you choose Phone from the drop-down list, click Add.
Register your authentication method

Phone

Choose your country code and input your phone number. Choose to receive either a text or an automated call.
You’ll receive a 6 digit code either by text or automated call. Input these 6 digits and click Next.
Register your authentication method

Phone

You’ll see a message telling you the Phone is successfully set up.
Register your authentication method

Phone

Phone now appears in your list of chosen methods.

You can change your nominated phone number at any time.
Register your authentication method
Email

If you choose Email from the drop-down list, click Add.
Register your authentication method

Email

Input the email address you’d like to use and click Next.
Register your authentication method
Email

You’ll receive a 6 digit code to your nominated email address. Enter the code and click Next.
Email now appears in your list of chosen methods.

You can change your nominated email address at any time.
Register your authentication method
Security Questions

Choose **Security Questions** from the drop-down list, then click **Add**.
Register your authentication method

Security Questions

Select 5 questions and input their answers.

You can choose from a range of available questions.
Register your authentication method
Security Questions

Security questions now appears in your list of chosen methods.
Reset your password

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

[Image of CAPTCHA]

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

Next  Cancel
Reset your password

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

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 knew my password, but still can't sign in
Reset your password

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

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

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

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

If you are using unilever Laptop, the new password will synchronize to the machine only when you connect to Unilever network.
Simply enter your old password, then the new password twice and click submit.

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.