

User Guide – Self Service Password Reset from external device.

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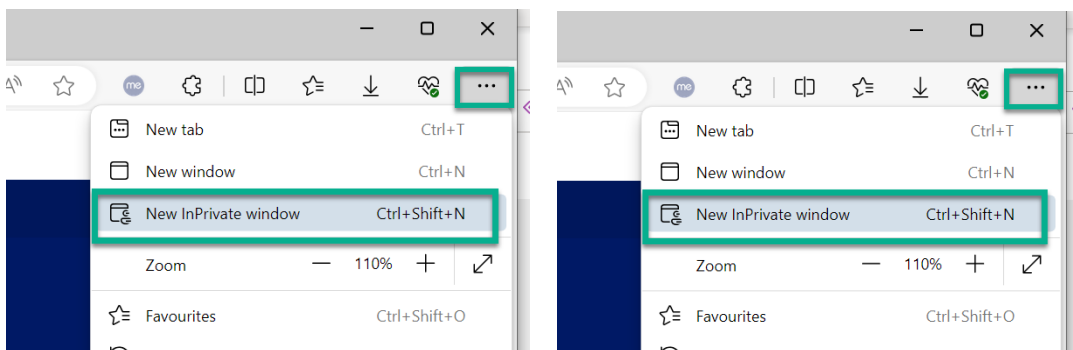
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Prerequisites:

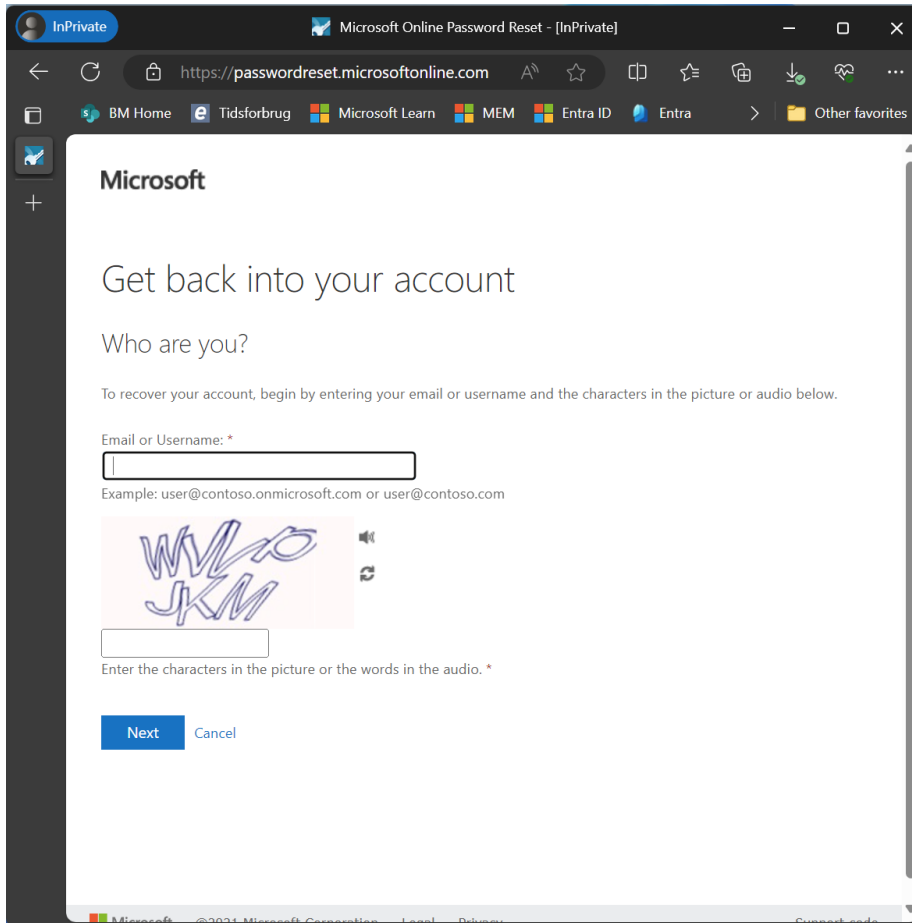
- 1) Azure MFA registered with at least 2 authentication methods.

Change your Novo Nordisk Password from an external device with Azure MFA authentication.

- 1) Open a browser on your company/personal PC or Mac in “InPrivate” (Edge) / “Private” (Safari) / “Incognito” (Chrome) mode and go to <https://passwordreset.microsoftonline.com/>



- 2) Enter your NN credentials in the format XXXX@novonordisk.com and enter the letters in the CAPTCHA.



3) Select 'Text my mobile phone' in **verification step 1** and click 'Next'




Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

<input checked="" type="radio"/> Text my mobile phone	What phone number would you like to use for verification?
<input type="radio"/> Call my mobile phone	
<input type="radio"/> Approve a notification on my authenticator app	
<input type="radio"/> Enter a code from my authenticator app	
	<input checked="" type="radio"/> Text me at *****33
	<input type="radio"/> Text me at *****11
	<input type="button" value="Next"/>

- 4) Enter the phone number you have registered in Azure MFA and click 'Text'




Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

<input checked="" type="radio"/> Text my mobile phone	In order to protect your account, we need you to enter your complete mobile phone number (*****33) below. You will then receive a text message with a verification code which can be used to reset your password.
<input type="radio"/> Call my mobile phone	
<input type="radio"/> Approve a notification on my authenticator app	
<input type="radio"/> Enter a code from my authenticator app	

- 5) Enter the verification code you receive on your phone by text and click 'Next'



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

<input checked="" type="radio"/> Text my mobile phone	We've sent you a text message containing a verification code to your phone.
<input type="radio"/> Call my mobile phone	
<input type="radio"/> Approve a notification on my authenticator app	
<input type="radio"/> Enter a code from my authenticator app	

- 6) Select 'Approve a notification on my authenticator app' in **verification step 2** and click 'Send Notification'



Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second 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

7) Respond to the notification in your authenticator app.



Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

Approve a notification on my authenticator app

Enter a code from my authenticator app

Approve the notification we're sending to your app by entering the number shown below.

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8) Enter a new password, confirm the new password and click 'Finish'.

Password requirements in Novo Nordisk (for regular user accounts)

The Novo Nordisk password policy for your corporate password for regular user accounts (not PSnet) only has two requirements for passwords for regular user accounts:

- Passwords must be at least 14 characters long (including any spaces)
- Passwords must be changed every 120 days (or earlier)

You do not need capital letters, numbers or special characters.



Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

9) Your password is now reset and you're good to go.

Microsoft

Get back into your account

✓ Your password has been reset