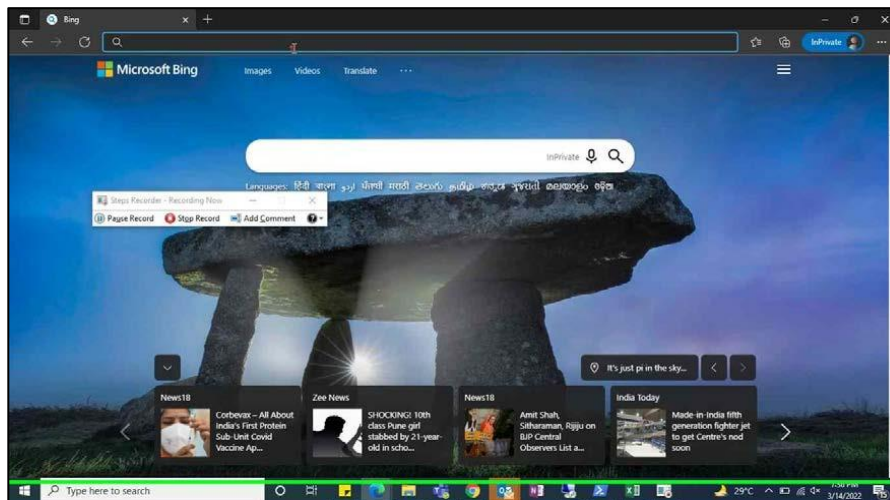
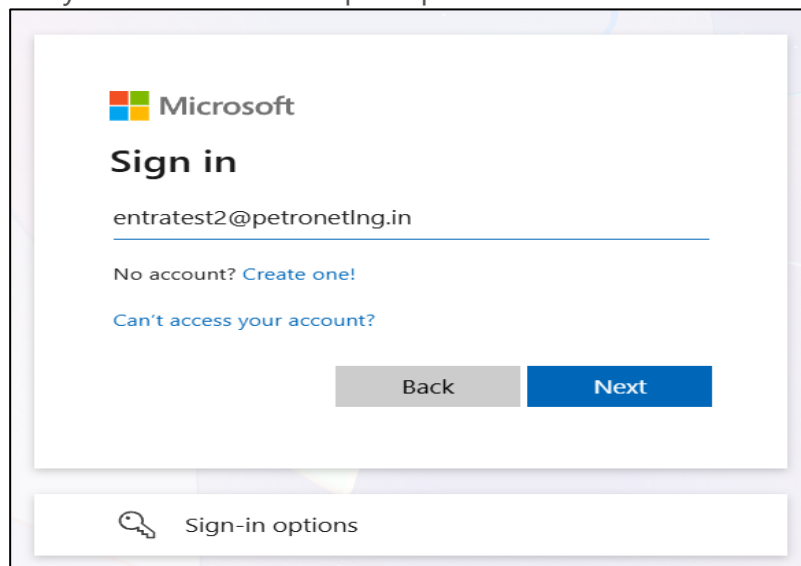


Self-Service Password Reset (SSPR) – Step-by-Step Instructions

1. Open any web browser and go to the following URL:
<https://outlook.office.com>



2. Enter your email ID when prompted.





3. Click on "Forgot Password".



← entratest2@petronetlng.in

Enter password

Password

[Forgot my password](#)

[Sign in](#)

4. On the next screen, enter your email ID again, complete the captcha, and click Next.



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](#) [Cancel](#)



5. Select one of the following options and click Next:

"I forgot my password" → to reset your password

"I know my password but still can't sign in" → to unlock your account.



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](#) [Cancel](#)

6. The system will now ask for two verification steps.

For Step 1, select your registered mobile number and enter it when prompted.



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:

☒ Text my mobile phone

☐ Call my mobile phone

☐ Approve a notification on my authenticator app

☐ Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****24) below. You will then receive a text message with a verification code which can be used to reset your password.

[Text](#)

[Cancel](#)



7. You will receive a verification code on your registered mobile number. Enter the code in the field shown on the screen.

 **PETRONET LNG LIMITED**

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:

☒ Text my mobile phone

☐ Call my mobile phone

☐ Approve a notification on my authenticator app

☐ Enter a code from my authenticator app

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

[Cancel](#)

8. For Step 2, you must verify using the Authenticator app. Click on Send notification.

 **PETRONET LNG LIMITED**

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](#)



9. Approve the sign-in request on the Authenticator app by matching the number displayed on your screen.

**PETRONET LNG LIMITED**

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.

44

*

Cancel

10. Once the verification is completed, you will be prompted to create a new password.
Enter your new password, then re-enter it to confirm.

**PETRONET LNG LIMITED**

Get back into your account

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

* Enter new password:

* Confirm new password:

Finish

Cancel



11. Click Finish.

A confirmation message will appear stating that your password has been successfully reset..



Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

End of the document