

Password Reset

Standard operating procedure for an IT service desk handling a high-volume, identity-sensitive request.

SOP ID	VERSION	EFFECTIVE DATE	OWNER
SOP-IT-007	1.4	February 10, 2026	IT Service Desk Lead

Purpose & Scope

This procedure covers employee-initiated password resets on Microsoft 365 accounts for all staff. It exists so that every reset is logged, identity-verified, and closed within the service-level window.

Responsibilities

ROLE	RESPONSIBILITY
Service Desk Agent	Performs the reset
Security Analyst	Reviews any escalation

Procedure

☐ Log the ticket before touching the account.

☐ Verify identity with two of three factors — employee ID number, callback to the line manager, MFA push to the enrolled device.

CAUTION — VERIFICATION STEP

Never reset before identity is confirmed.

☐ Reset in the admin console with a temporary password and force a change at next sign-in.

☐ Deliver the temporary password by phone only, never by email or chat.

☐ Confirm the user signs in within 15 minutes.

☐ Revoke all active sessions.

☐ Close the ticket within 4 hours.

RECORDS

Ticket retained 12 months.