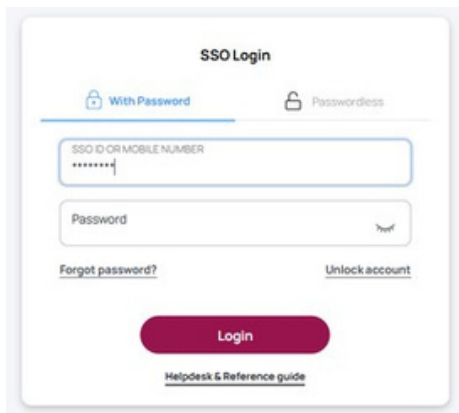


Account unlock and Password reset help manual

System/O365 Mail/VDI Account Unlock process

Step 1: Open portal <https://sso.axismaxlife.com>

Type your SSO ID under username and click on account unlock (System/O365 Mail/VDI)



The screenshot shows the SSO Login interface. At the top, it says "SSO Login". Below this are two options: "With Password" (selected) and "Passwordless". There are two input fields: "SSO ID OR MOBILE NUMBER" containing "*****" and "Password". Below the fields are links for "Forgot password?" and "Unlock account". A large red "Login" button is at the bottom, with a link for "Helpdesk & Reference guide" underneath.

Step 2: Solve the equation to get the OTP.

Hi

OTP will be sent to phone number associated to your SSO account

Prove that you are not a robot by solving the equation below. Solve the equation $3+1$

Submit

Account unlock and Password reset help manual

Step 3: Enter the OTP and click submit to unlock the account.

Hi .

Enter OTP :

Submit

[Click here to Regenerate OTP](#)

Regenerate OTP in 28 seconds.

***OTP option will disable for 1 hr after 3 attempts**

NOTE : To update your mobile number in SSO

Employee : Update information in Disha or connect to HR

Business Partner : Update information in MYND. Write an email to BizPartner Support

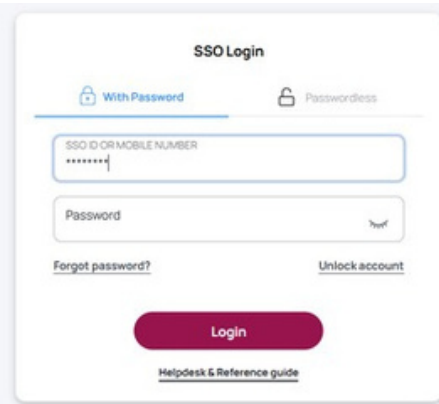
Agents : Please connect to respective GO

Account unlock and Password reset help manual

Employees/Business Partners/Agents Password reset procedure

Step 1: Open portal <https://sso.axismaxlife.com>

Type your SSO ID under username and click on 'Forgot/Change Password'



The screenshot shows the SSO Login page. At the top, it says "SSO Login". Below that, there are two options: "With Password" (selected) and "Passwordless". There are two input fields: "SSO ID OR MOBILE NUMBER" with a masked value "*****" and "Password" with a "Show" button. Below the fields are links for "Forgot password?" and "Unlock account". A large red "Login" button is at the bottom, with a "Helpdesk & Reference guide" link below it.

Step 2: Solve the equation to get the OTP.

Hi

OTP will be sent to phone number associated to your SSO account

Prove that you are not a robot by solving the equation below. Solve the equation $3+1$

Submit

Account unlock and Password reset help manual

Step 3: Enter the OTP and click submit to change the password.

Hi

Enter OTP :

Submit

[Click here to Regenerate OTP](#)

Regenerate OTP in 28 seconds.

***OTP option will disable for 1 hr after 3 attempts**

NOTE : To update your mobile number in SSO

Employee : Update information in Disha or connect to HR

Business Partner : Update information in MYND. Write an email to BizPartner Support

Agents : Please connect to respective GO

Step 4: Set new password and confirm the same password making a note it should be as per the password requirement.

Hi

Please type the new Password information

New Password

Confirm Password

Change Password

Please read Password Requirements Carefully

The password must have a minimum of 8 characters.

The password must include at least one numeric (0-9).

The password must have one uppercase and one lowercase character (a-z and A-Z)

The password must have one special character (@ # \$ & / +).

The password must not contain User Name or SSO ID.

The password must not be same as last 5 passwords

Example: H8kp5G9.

The password must not include below words.

Words:- Mli,Mnyl,Max,1234,India,Password>Welcome,Month Name,Day Name,Admin,qwerty,2023,2024

Account unlock and Password reset help manual

Issues/Errors

Getting blank page after clicking on Forgot password or Account unlock This occurs if the preferred contact number is not updated in self- service.

To update the contact number in self- service.

- Employees need to update the details in DISHA or contact HR to update the same.
- Business Partners need to update from SSO Self Service > View or Update profile.
- Agents need to coordinate with respective GO.

Redirect to SSO Login Page: If secret questions are not answered, then it will redirect to you to SSO Page.

OTP Expired: If user is getting issue of OTP expires then, user either need to change password in incognito mode or clear browsing history.

OTP not delivering: In such case user should contact network operator for stopping the DND message service of insurance company.