



Password Reset Portal User Manual

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1 Overview

The Password Reset Portal is a Self-Service Portal where users can unlock or reset their domain account password, without having to call the IS Service Desk for assistance.

The Password Reset Portal can be accessed from any device on any internet connection. To begin using the portal, users must first follow a very simple enrolment process, and then they can unlock their account or reset their password anytime. To do so, there is a simple 3 step process they must follow:

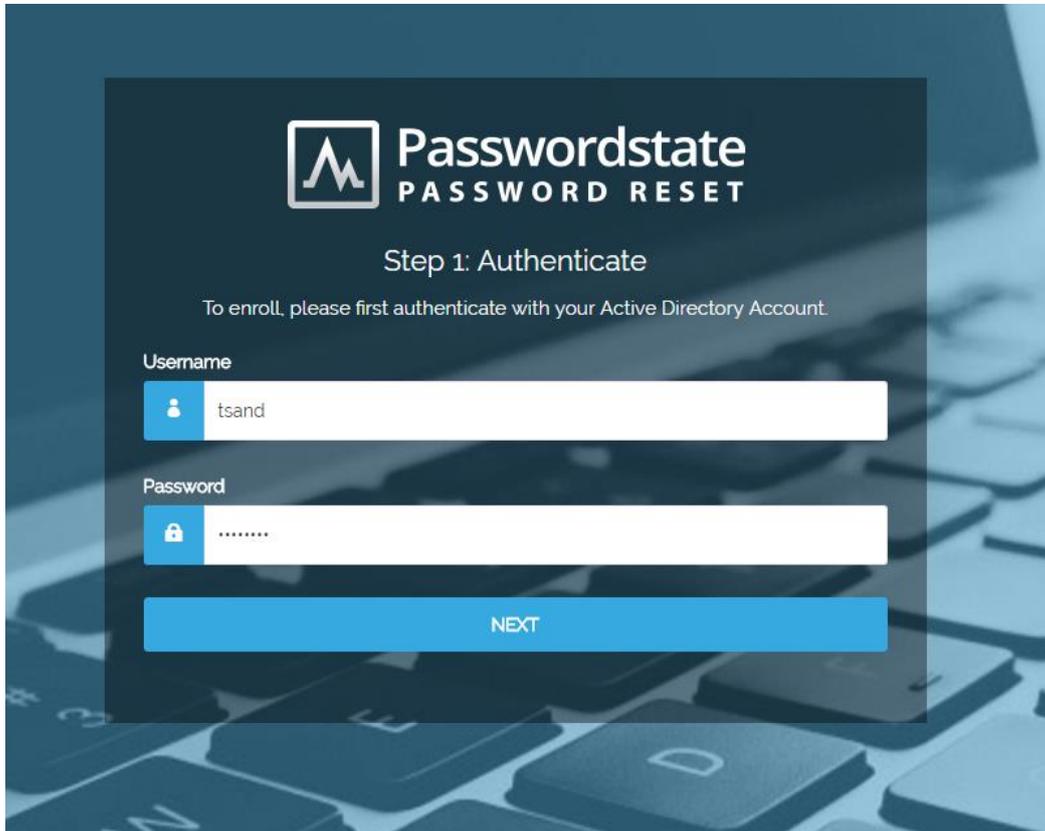
- Step 1 – Identify your account
- Step 2 – Verify your account
- Step 3 – Unlock or Rest your account

The remainder of this document will guide you through the process of enrolling, and then how you use the portal to unlock or reset your account.

2 Enrolling – Step 1: Authenticate

As a once off process, you are required to enroll in the Password Reset Portal. To do this, you will need to access the enrollment web URL that has been provided to you from your IT department.

The first screen called **Step 1: Authenticate** requires you to enter your domain username and current password, and click NEXT to continue:



The screenshot shows a web interface for 'Passwordstate PASSWORD RESET'. The title is 'Step 1: Authenticate'. Below the title, it says 'To enroll, please first authenticate with your Active Directory Account.' There are two input fields: 'Username' with the value 'tsand' and 'Password' with masked characters '.....'. A blue 'NEXT' button is at the bottom.

Passwordstate
PASSWORD RESET

Step 1: Authenticate

To enroll, please first authenticate with your Active Directory Account.

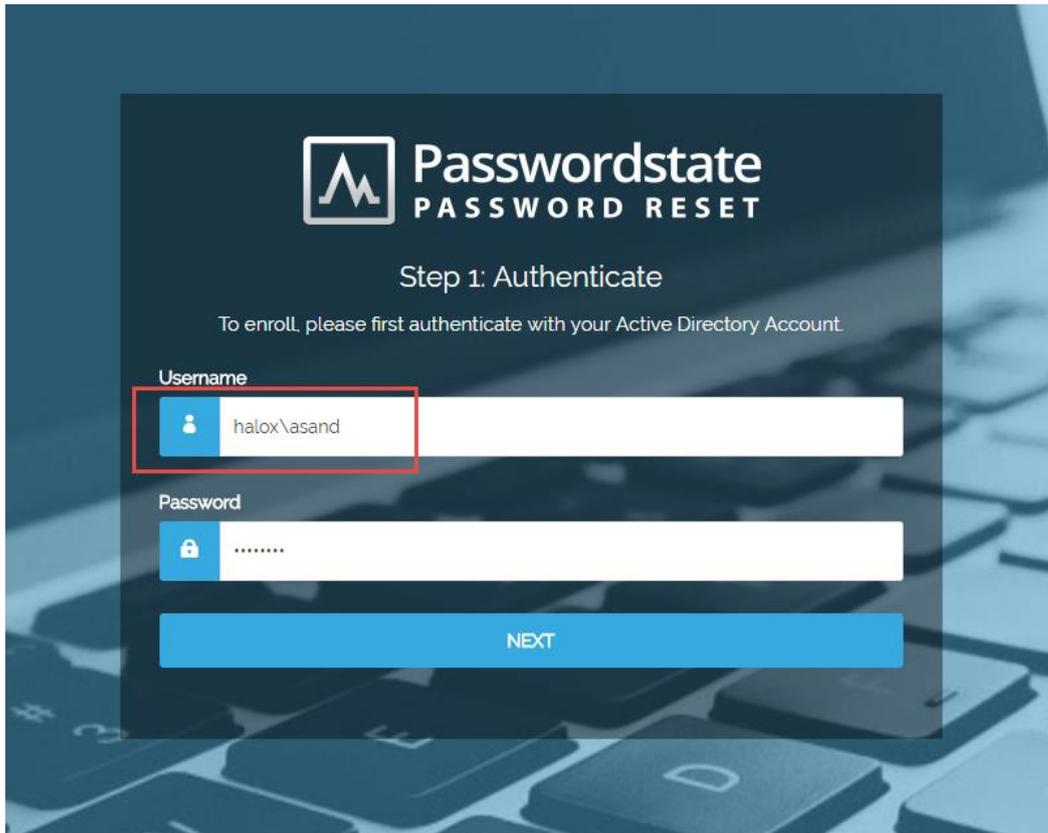
Username
tsand

Password
.....

NEXT

Click Studios

If your organization has multiple domains, and there is a duplicate user account in both domains, you will be required to prefix your username with the correct domain name. If you forget to prefix it, you will be given a warning message asking to enter the domain:



The screenshot shows a web interface for Passwordstate Password Reset. The title is "Step 1: Authenticate" with the instruction "To enroll, please first authenticate with your Active Directory Account." There are two input fields: "Username" containing "halox\asand" and "Password" containing ".....". A blue "NEXT" button is at the bottom. A red box highlights the username field.

Passwordstate
PASSWORD RESET

Step 1: Authenticate

To enroll, please first authenticate with your Active Directory Account.

Username

halox\asand

Password

.....

NEXT

3 Enrolling – Step 2: Enrollment Settings

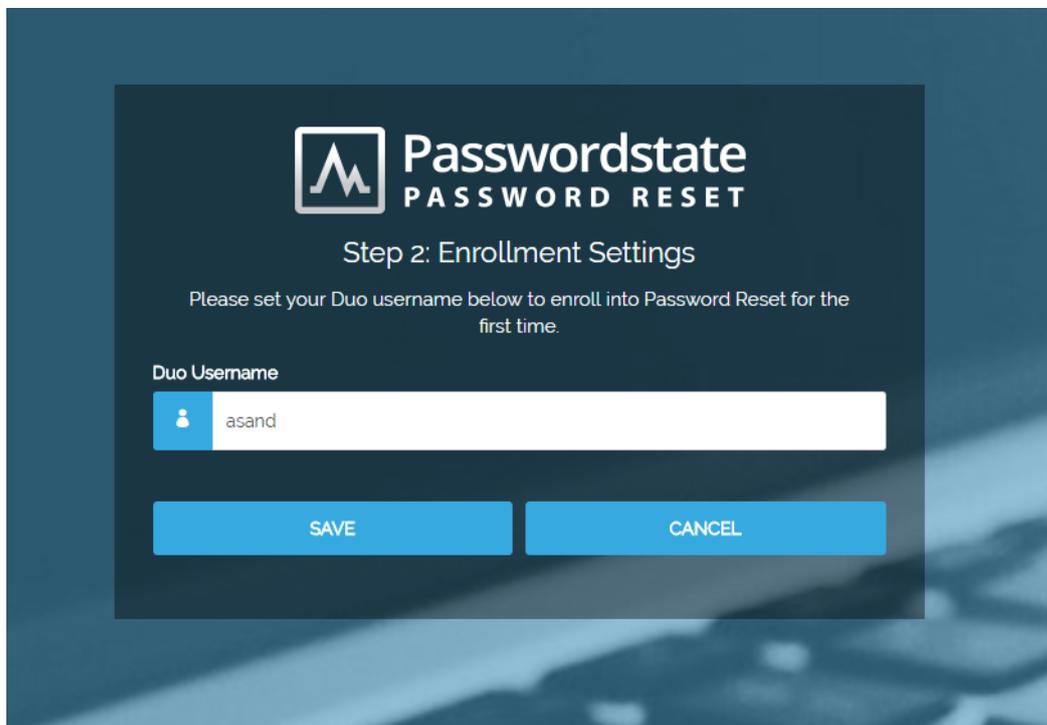
Upon successful authentication in Step 1, you will now be asked to set your enrollment settings in Step 2 of the enrollment process.

The information you need to confirm on this screen will vary, depending on the Verification Policy your IT Department has specified for your account.

The information you set here will be used at a later stage to reset or unlock your account. Once you click SAVE, the enrollment process is complete.

Following are example screenshots of each of the 9 different Enrollment screens, of which only one will be assigned to your account:

Example 1: Duo Authentication



Example 2: Email Temporary PIN Code

The screenshot shows a dark blue modal window with the Passwordstate logo and 'PASSWORD RESET' text. Below the logo, it says 'Step 2: Enrollment Settings' and 'Please specify the email address where the user would like the Temporary PIN code emailed to.' There is a text input field with an email icon on the left and the text 'joe.bloggs@contoso.com'. At the bottom, there are two blue buttons: 'SAVE' and 'CANCEL'.

Example 3: Google Authenticator

The screenshot shows a dark blue modal window with the Passwordstate logo and 'PASSWORD RESET' text. Below the logo, it says 'Step 2: Enrollment Settings' and 'Please generate a new secret key, and either copy or scan into your Google Authenticator app.' There is a text input field with a lock icon on the left, the text '76EAI7VXVM20024Y', and a copy icon on the right. Below the input field is a QR code. At the bottom, there are two blue buttons: 'SAVE' and 'CANCEL'.

Example 4: One-Time Passwords (TOTP or HOTP)



Passwordstate

PASSWORD RESET

Step 2: Enrollment Settings

Please generate a new secret key, choose Token Type and confirm all details below. Then scan or copy Secret Key into your app.

OTP Type

Time Step

Token Clock Drift

Counter

HOTP Digits

Secret Key



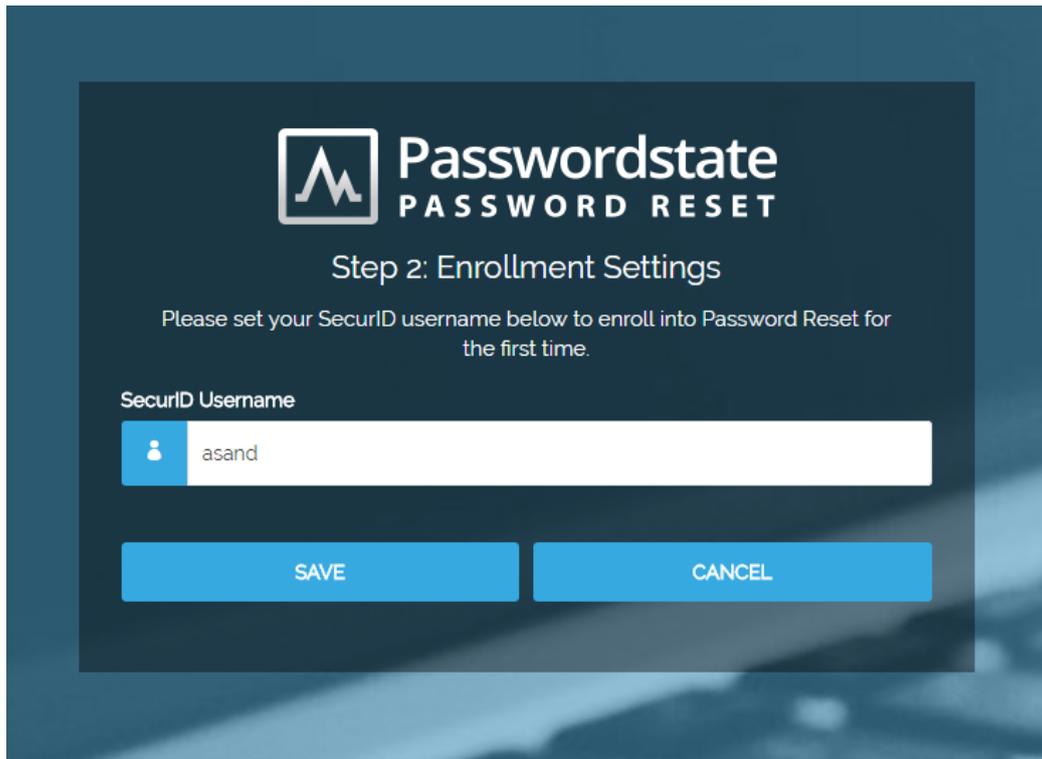
Example 5: PIN Number

The screenshot shows a dark blue modal window with a white background. At the top left is the Passwordstate logo, a square containing a stylized 'M' shape. To its right, the text 'Passwordstate' is in a large, bold, sans-serif font, and 'PASSWORD RESET' is in a smaller, all-caps, sans-serif font below it. Underneath the logo, the heading 'Step 2: Enrollment Settings' is centered. Below the heading is a line of instructional text: 'Please set your PIN below to enroll into Password Reset for the first time.' The label 'Set PIN' is positioned above a white input field. The input field has a blue lock icon on the left and contains four dots. Below the input field are two blue buttons: 'SAVE' on the left and 'CANCEL' on the right. The background of the modal is a blurred image of a computer keyboard.

Example 6: RADIUS Authentication

The screenshot shows a dark blue modal window with a white background. At the top left is the Passwordstate logo, a square containing a stylized 'M' shape. To its right, the text 'Passwordstate' is in a large, bold, sans-serif font, and 'PASSWORD RESET' is in a smaller, all-caps, sans-serif font below it. Underneath the logo, the heading 'Step 2: Enrollment Settings' is centered. Below the heading is a line of instructional text: 'Please set your RADIUS username below to enroll into Password Reset for the first time.' The label 'RADIUS Username' is positioned above a white input field. The input field has a blue user icon on the left and contains the text 'asand'. Below the input field are two blue buttons: 'SAVE' on the left and 'CANCEL' on the right. The background of the modal is a blurred image of a computer keyboard.

Example 7: RSA SecurID Authentication



 **Passwordstate**
PASSWORD RESET

Step 2: Enrollment Settings

Please set your SecurID username below to enroll into Password Reset for the first time.

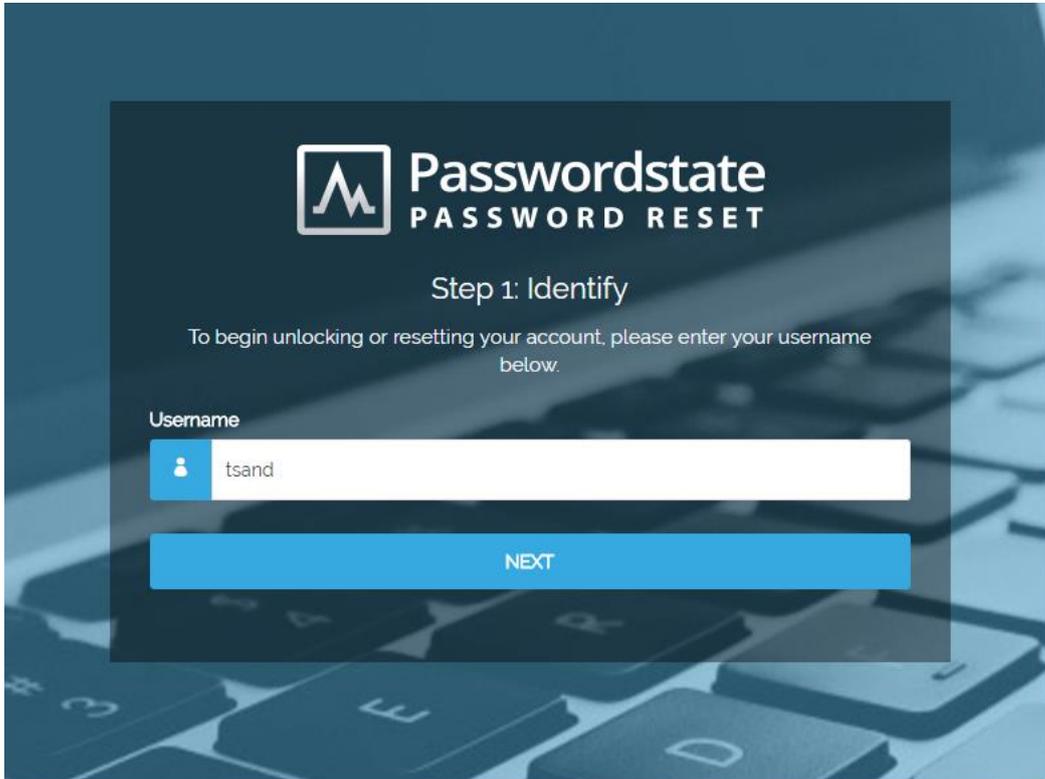
SecurID Username

4 Account Unlock/Reset - Step 1: Identify

Now that you have finished the enrollment process, in the event you have forgotten your domain password, or your account has been locked out, you can now use the portal to resolve this issue.

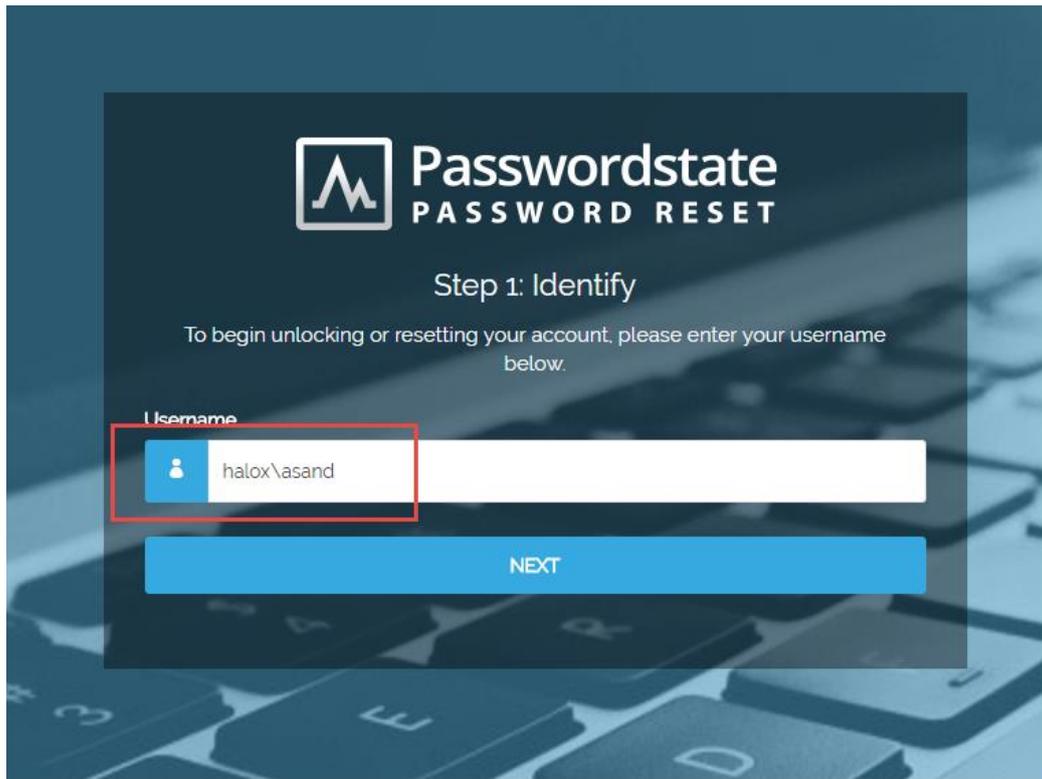
To access to portal, simply use your web browser on any computer, laptop or mobile device to access the Portal URL your IT Department has provided to you. It's strongly recommended to bookmark this URL in your browser for future reference.

In Step 1, you'll be asked to enter your domain username and click NEXT to continue:



The screenshot shows a web form titled "Passwordstate PASSWORD RESET" with the subtitle "Step 1: Identify". The form is set against a dark blue background with a keyboard overlay. The main heading is "Passwordstate" in a large font, with "PASSWORD RESET" in a smaller font below it. Below the heading is the instruction "Step 1: Identify" and a sub-instruction: "To begin unlocking or resetting your account, please enter your username below." There is a text input field labeled "Username" containing the text "tsand". Below the input field is a blue button labeled "NEXT".

As in the Enrollment process, if there are duplicate usernames, you will be asked to prefix your username with your domain, as follows:



Passwordstate
PASSWORD RESET

Step 1: Identify

To begin unlocking or resetting your account, please enter your username below.

Username

NEXT

5 Account Unlock/Reset - Step 2: Verify

In Step 2, you'll need to verify your identity (account) by entering in the correct information. The information required on this screen will be different depending on what Verification Policy your IT Department has assigned to your account.

Following are example screenshots of each of the 9 different Verification screens, of which only one will be assigned to your account:

Example 1: Duo Authentication

The screenshot shows a dark blue interface for 'Passwordstate PASSWORD RESET'. The title is 'Step 2: Verify'. Below the title, it says 'To verify your account, select your device and authentication option.' There are two input fields: 'Device Name' with a dropdown menu showing 'iPad (Mobile)' and 'Passcode' with a text input field. At the bottom, there are four blue buttons: 'PASSCODE LOGIN', 'SEND PUSH', 'SEND SMS', and 'CALL PHONE'.

Example 2: Email Temporary PIN Code

The screenshot shows a dark blue interface for 'Passwordstate PASSWORD RESET'. The title is 'Step 2: Verify'. Below the title, it says 'To verify your account, please enter your Temp PIN number.' There is one input field labeled 'Temp PIN Number' with a text input field. Below the input field is a large blue button labeled 'NEXT'. At the bottom, it says 'Emailing Pin Code to Joe.bloggs@contoso.com'.

Example 3: Google Authenticator

The screenshot shows a dark blue background with a white and blue form overlay. At the top left is the Passwordstate logo, a square containing a white stylized 'M' shape. To the right of the logo, the text 'Passwordstate' is in a large white font, and 'PASSWORD RESET' is in a smaller white font below it. Centered below the logo is the text 'Step 2: Verify' in white. Underneath that is the instruction 'To verify your account, please enter your Google PIN number.' in a smaller white font. Below the instruction is the label 'Google PIN Number' in white. The input field is a white rectangle with a blue border on the left side containing a white lock icon and a white cursor. The field contains six dots. Below the input field is a solid blue button with the word 'NEXT' in white capital letters.

Example 4: One-Time Passwords (TOTP or HOTP)

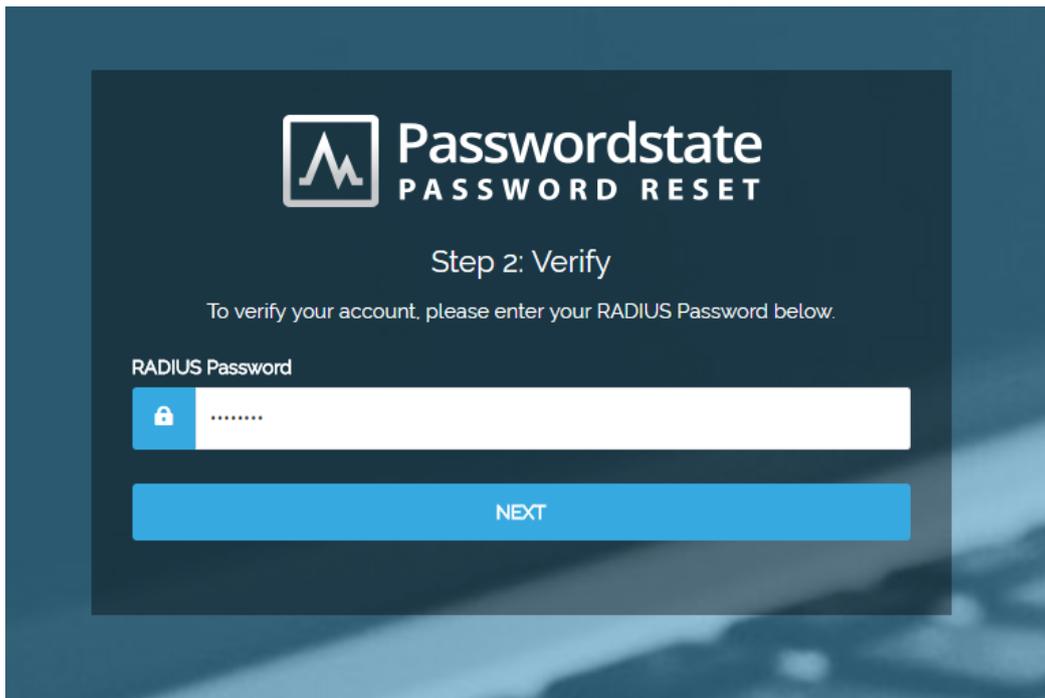
The screenshot shows a dark blue background with a white and blue form overlay. At the top left is the Passwordstate logo, a square containing a white stylized 'M' shape. To the right of the logo, the text 'Passwordstate' is in a large white font, and 'PASSWORD RESET' is in a smaller white font below it. Centered below the logo is the text 'Step 2: Verify' in white. Underneath that is the instruction 'To verify your account, please enter your One-Time PIN number.' in a smaller white font. Below the instruction is the label 'One-Time PIN Number' in white. The input field is a white rectangle with a blue border on the left side containing a white lock icon and a white cursor. The field contains six dots. Below the input field is a solid blue button with the word 'NEXT' in white capital letters.

Example 5: PIN Number



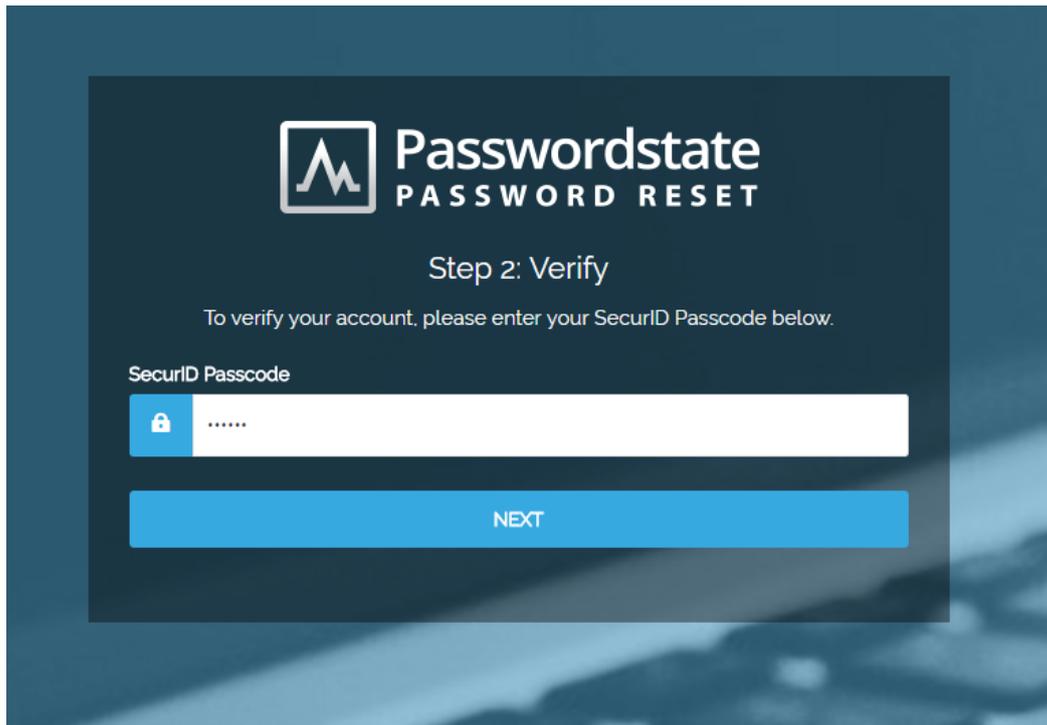
The screenshot shows a dark blue background with a blurred keyboard. At the top left is the Passwordstate logo, a square containing a white stylized 'M' shape. To the right of the logo, the text 'Passwordstate' is in a large white font, and 'PASSWORD RESET' is in a smaller white font below it. Centered below the logo is the text 'Step 2: Verify' in white. Underneath that is the instruction 'To verify your account, please enter your PIN number.' in a smaller white font. Below the instruction is the label 'PIN Number' in white. To the right of the label is a white input field with a blue lock icon on the left and four dots representing the PIN. Below the input field is a blue button with the word 'NEXT' in white capital letters.

Example 6: RADIUS Authentication



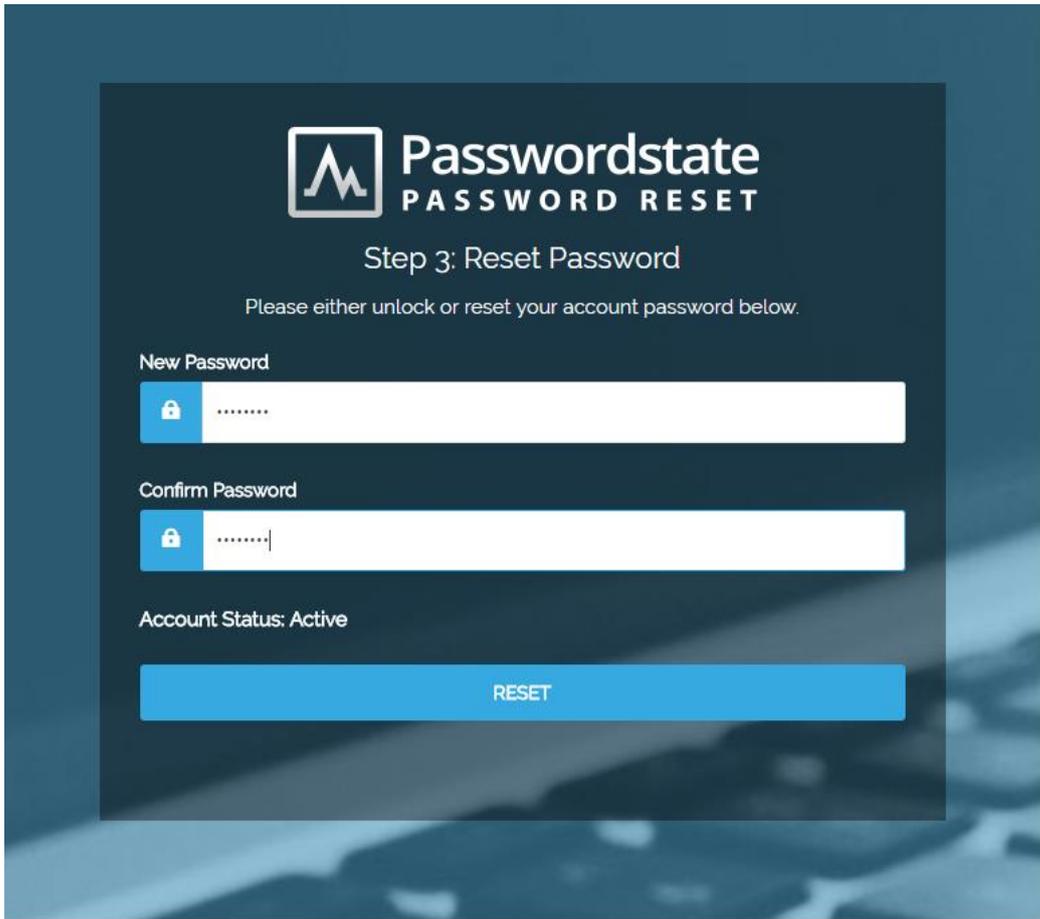
The screenshot shows a dark blue background with a blurred keyboard. At the top left is the Passwordstate logo, a square containing a white stylized 'M' shape. To the right of the logo, the text 'Passwordstate' is in a large white font, and 'PASSWORD RESET' is in a smaller white font below it. Centered below the logo is the text 'Step 2: Verify' in white. Underneath that is the instruction 'To verify your account, please enter your RADIUS Password below.' in a smaller white font. Below the instruction is the label 'RADIUS Password' in white. To the right of the label is a white input field with a blue lock icon on the left and seven dots representing the password. Below the input field is a blue button with the word 'NEXT' in white capital letters.

Example 7: RSA SecurID Authentication



6 Account Unlock/Reset - Step 3: Reset Password

If you've successfully verified your account in Step 2, you'll now be able to reset your password to a new value, or unlock your account. Simply enter the new password, confirm the password, and click RESET:

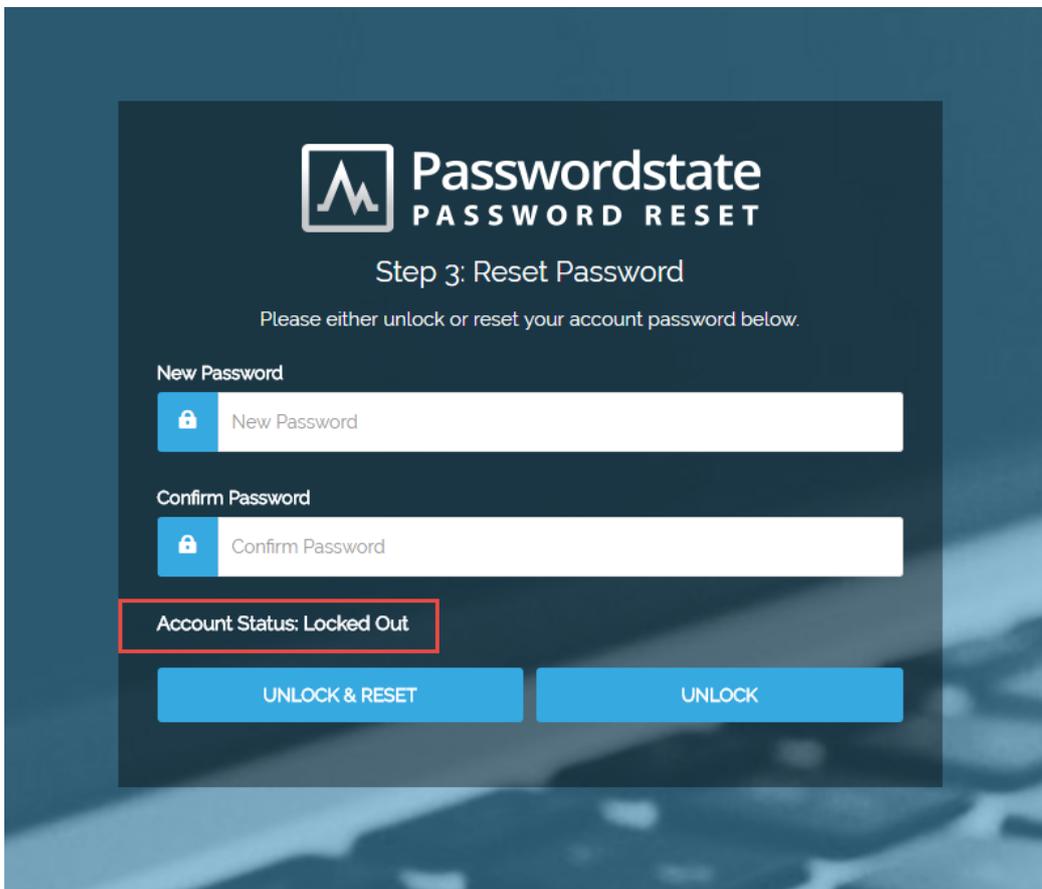


The screenshot shows a dark blue background with a white and light blue form. At the top left is the Passwordstate logo, a square containing a white stylized 'A' with a line graph. To the right of the logo, the text 'Passwordstate' is in a large white font, and 'PASSWORD RESET' is in a smaller white font below it. Underneath the logo and title, the text 'Step 3: Reset Password' is centered in white. Below this, the instruction 'Please either unlock or reset your account password below.' is centered in a smaller white font. There are two password input fields. The first is labeled 'New Password' and the second is labeled 'Confirm Password'. Both fields have a blue lock icon on the left and a white input area with a cursor. Below the input fields, the text 'Account Status: Active' is displayed in white. At the bottom of the form is a wide blue button with the word 'RESET' in white capital letters.

Click Studios

If your account is currently locked, you will be presented with a slightly different screen. In this scenario, you are able to unlock your account as well as changing your password, or just simply unlock your account.

The below screenshot shows your account status message, and different actions you can take.



Passwordstate
PASSWORD RESET

Step 3: Reset Password

Please either unlock or reset your account password below.

New Password

Confirm Password

Account Status: Locked Out

UNLOCK & RESET UNLOCK