



Guide

Self Service Password Reset User Guide

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1 Audience

These instructions have been provided for all Chisholm staff, students and contractors to register and utilize the self-service password reset service.

2 Purpose

The purpose of this guide is to step users through both the registration process and how to use Chisholm's self-service password reset (SSPR) tool. The tool has been implemented to allow all user's on Chisholm's network to reset their password themselves.

3 Introduction

Chisholm IT has introduced a self-service password reset service in addition to our identity management platform – Forefront Identity Manager (FIM). It will allow staff and students to reset their own password without the need to contact the IT Service desk.

To utilize this service, both staff and students are required to register for it. After the software is deployed to staff and student computers, the user will be prompted to register during the logon process.

Users will then be asked to configure a series of questions that will be asked in the event of them forgetting their password. This guide works through the two channels (Windows and Web), which gives staff and students the ability to register or reset their password from home.

4 Instructions

4.1 Registering for the Password Reset Service

1. Upon logging on to the network, a welcome screen will be presented. Select “Next” to proceed.

** You can also manually access the registration form at <http://passwordregistration.chisholm.edu.au>



Figure 1 - FIM Welcome Screen

2. You will be prompted to enter your password to verify your identity. Select “Next” to proceed

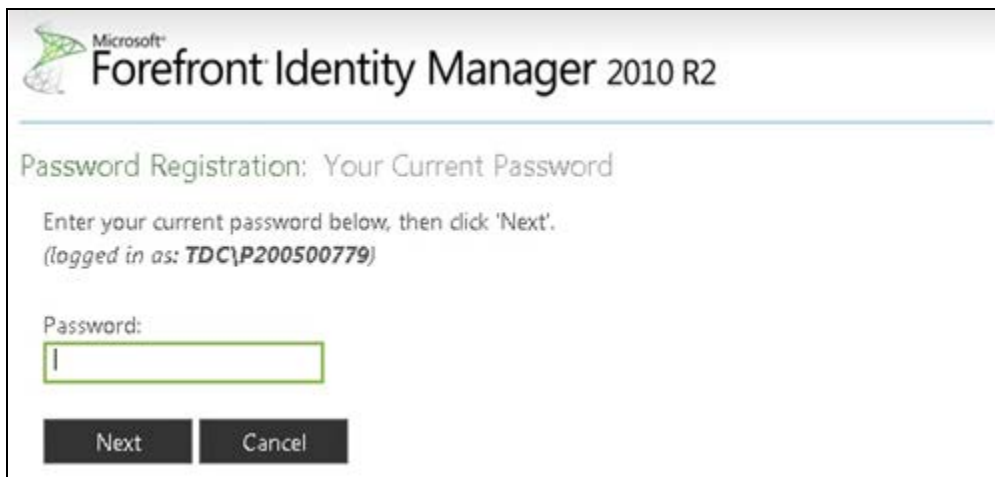



Figure 2 – Requested to enter user password

3. FIM will generate 10 random questions, of which you will need to provide answers for 4. These questions will be used to verify your identity if using the password reset service in the future.
 - a. Responses cannot have the same answer
 - b. Answers must be a minimum of 3 characters



Microsoft
Forefront Identity Manager 2010 R2

Password Registration: Register Your Answers

You must answer at least 4 questions to register.
Each answer must contain at least three characters, and no two answers may be the same.

What town\suburb were you born in

What is the name of the company of your first job

What is the name of your favourite childhood teacher

What is your current car registration number

Figure 3 – FIM Question Generator

4. Upon completing a minimum of 4 questions, you will be informed that the registration has been successfully completed.



Microsoft
Forefront Identity Manager 2010 R2

Completed: You are now registered

 If you ever need to reset your password:

1. Go to the reset password portal
2. Verify your identity
3. Choose your new password

Figure 4 – Registration Completed

4.2 Using the Password Reset Service via the Windows Logon Screen

1. To reset your password as a user, enter your username and select the ‘Forgot your password’ link



Figure 5 – Windows Logon Screen

2. You will be presented with 2 of the questions that you answered when registering for Self Service. Answer the questions correctly, and then select “Next”

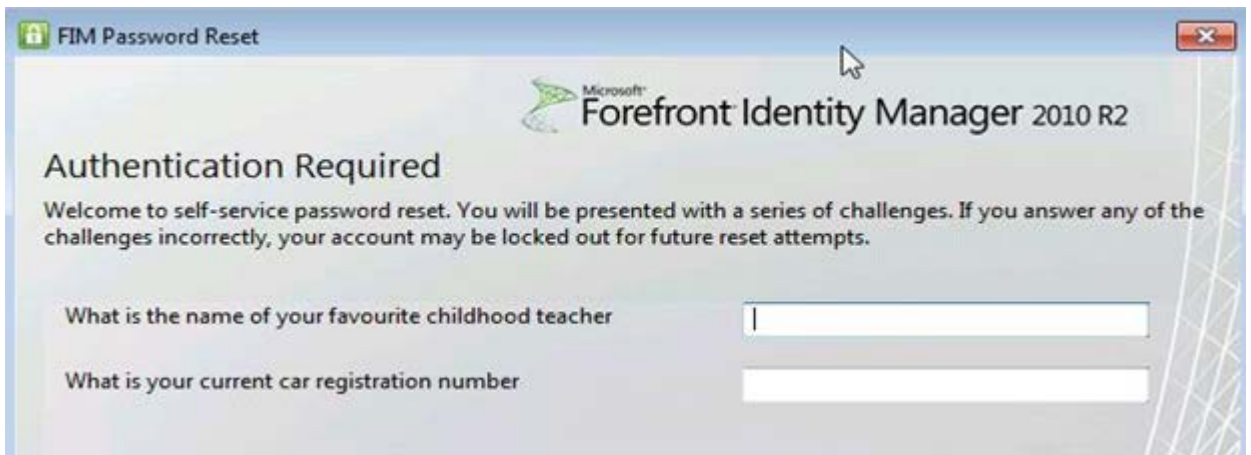


Figure 6 – Password reset wizard

3. Enter a new password, confirm it and then select “Reset”

New password:

Confirm new password:

Note: The user name above may display in a different format than you are accustomed to logging in with. An example of another logon format is P200500779@tdc.local.

Figure 7 – Password reset wizard

4. If the reset is successful, a message will be displayed indicating so. Select “Finish” to exit

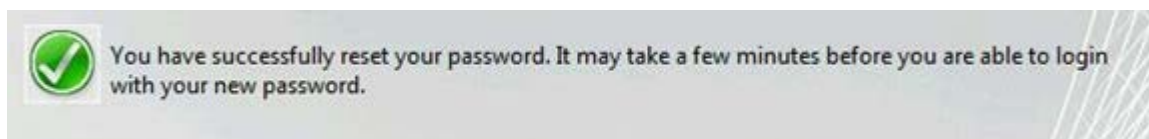


Figure 8 – Password reset wizard

5. If the reset is unsuccessful, a message will be displayed indicating so. You must then start from the beginning and re-select the “Forgot your password” link.

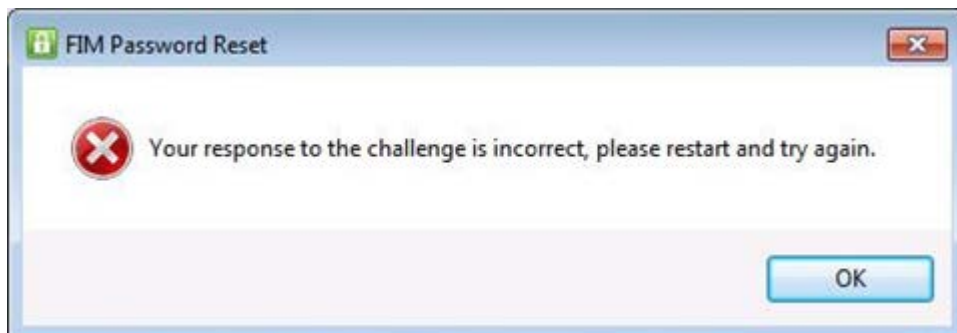
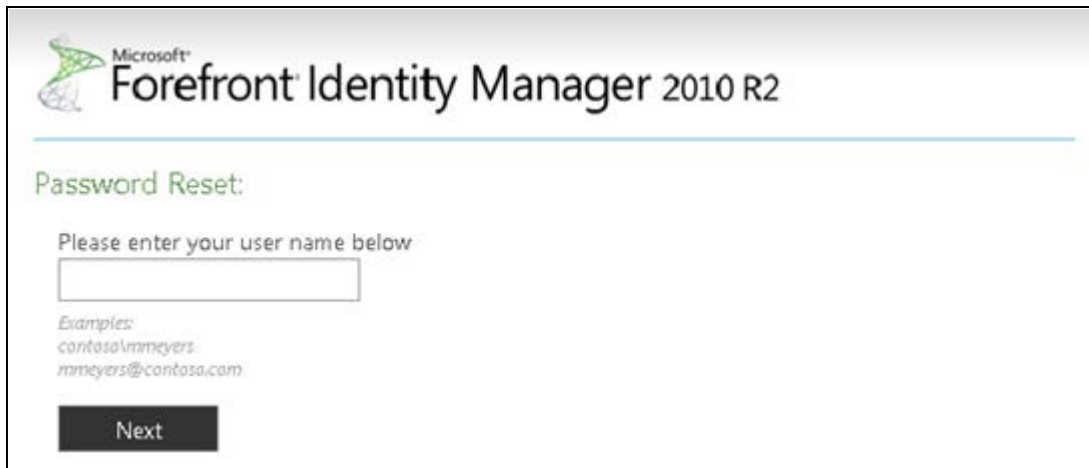


Figure 9 – Password reset wizard - unsuccessful

4.3 Using the Password Reset Service via the Website

1. Go to <http://passwordreset.chisholm.edu.au> , enter your username and select “Next”



The screenshot shows the Microsoft Forefront Identity Manager 2010 R2 Password Reset interface. At the top left is the Microsoft logo. The main heading is "Forefront Identity Manager 2010 R2". Below this, the text "Password Reset:" is displayed in green. A sub-heading reads "Please enter your user name below". There is a text input field. Below the field, examples are provided: "cantosalmeyers" and "mmeyers@cantosa.com". At the bottom of the form is a dark button labeled "Next".

Figure 10 – Website welcome screen

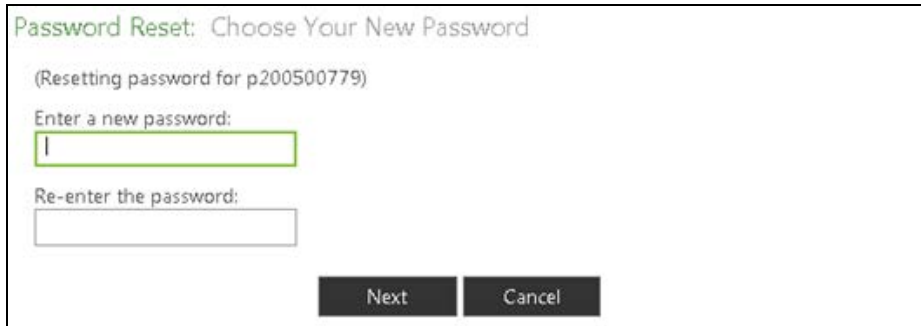
2. You will be presented with 2 of the questions that you answered when registering for Self Service. Answer the questions correctly, and then select “Next”



The screenshot shows the Microsoft Forefront Identity Manager 2010 R2 Verify Your Identity screen. At the top left is the Microsoft logo. The main heading is "Forefront Identity Manager 2010 R2". Below this, the text "Verify Your Identity: Submit Your Answers" is displayed in green. A sub-heading reads "You must answer 2 of the following 2 questions.". There are two text input fields. The first field is labeled "What is the name of the company of your first job" and contains "*****". The second field is labeled "What is the name of your favourite childhood teacher" and contains "****". At the bottom of the form are two dark buttons labeled "Next" and "Cancel".

Figure 11 – Website welcome screen

3. Enter a new password, confirm it and then select "Next"



Password Reset: Choose Your New Password

(Resetting password for p200500779)

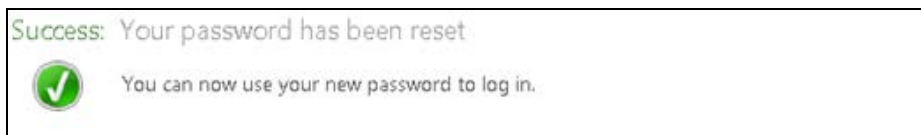
Enter a new password:

Re-enter the password:


Next Cancel

Figure 12 – Password reset wizard

6. If the reset is successful, a message will be displayed indicating so. Select "Finish" to exit



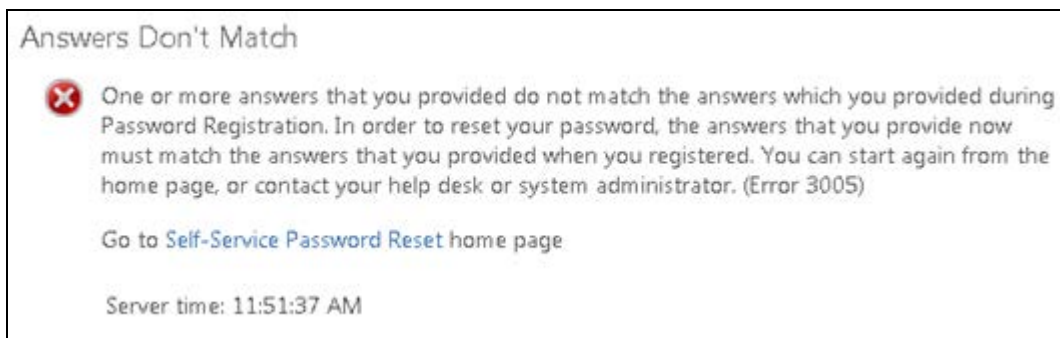
Success: Your password has been reset




You can now use your new password to log in.

Figure 13 – Password reset wizard

7. If the reset is not successful, a message will be displayed indicating so. Select "Self Service Password Reset" to restart from the beginning.



Answers Don't Match



One or more answers that you provided do not match the answers which you provided during Password Registration. In order to reset your password, the answers that you provide now must match the answers that you provided when you registered. You can start again from the home page, or contact your help desk or system administrator. (Error 3005)

[Go to Self-Service Password Reset home page](#)

Server time: 11:51:37 AM

Figure 14 – Password reset wizard

5 References and Related Procedures

5.1 None

6 Forms and Attachments

6.1 None