Securden

Password Self Service

Enrollment Guide

Password Self Service – Enrollment Guide

PasswordSelf-Service is designed to help you navigate situations where you cannot login to your device due to incorrect password or account lockout. With Password Self-Service, you will be able to reset your own password and unlock your account by yourself.

This guide will help you enroll in Password Self-Service.

What is covered in this guide?

This guide covers the steps you must follow to enroll yourself in Password Self-Service by configuring identity verification methods.

Accessing the Password Self Service Portal

Pre-requisites:

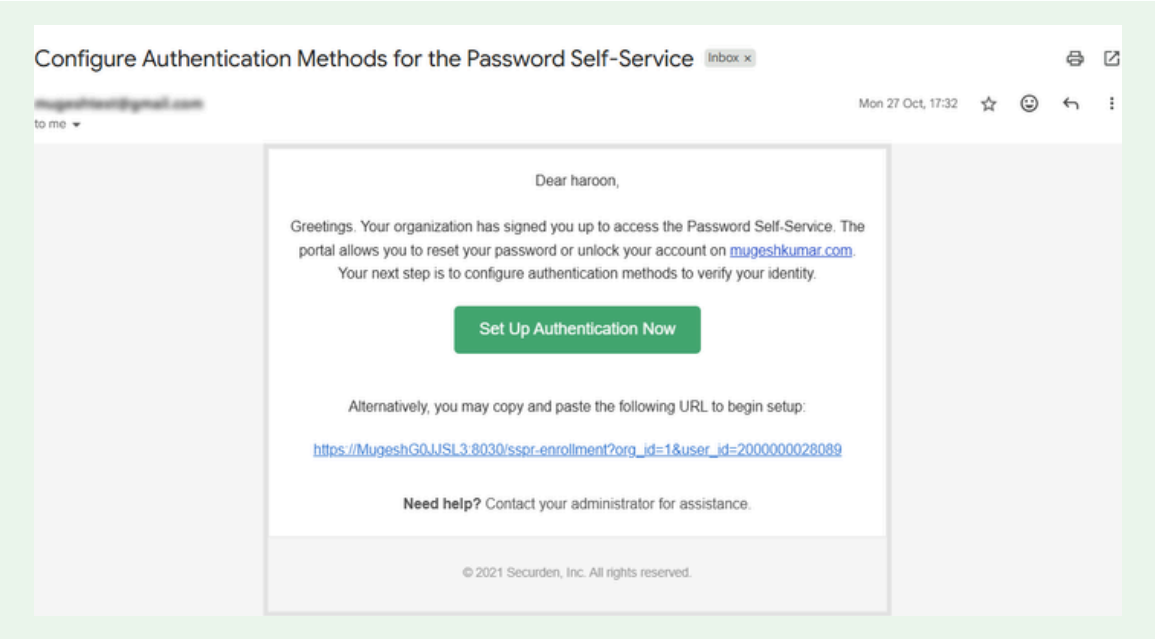
- Access to your email inbox

After your administrator enables **Password Self-Service** for you, you will receive an email for enrollment. Follow the steps below to access the Password Self Service portal.

1. Open your official email. Example: outlook.com, mail.google.com etc.
2. Check your email inbox for a message from your IT team with the subject:

“Configure Authentication Methods for Password Self Service”

Note: If you cannot find the email in your inbox, check the **Spam** folder.
If you still cannot locate the email, contact your IT support team.



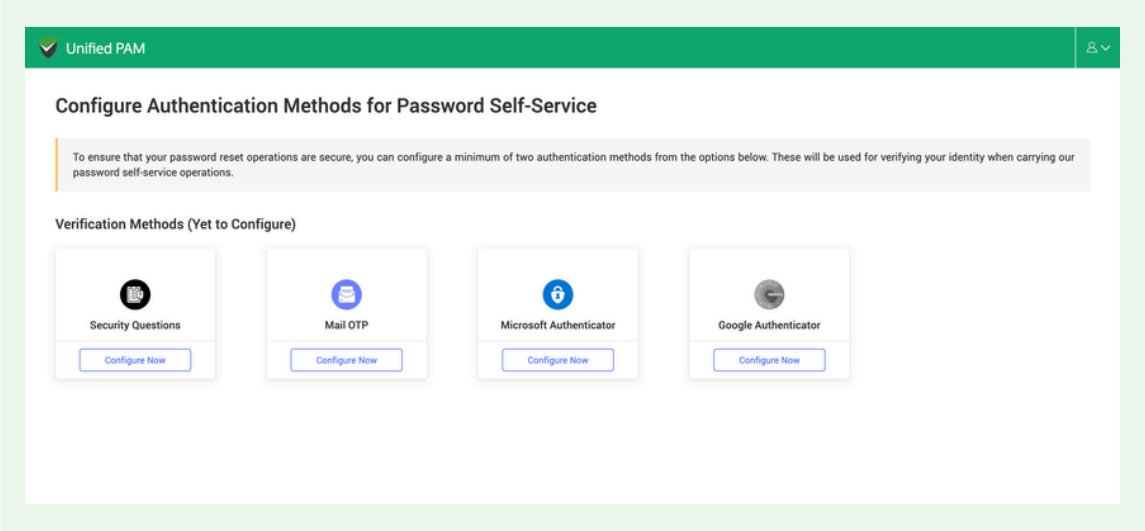
3. Open the email and click **"Set Up Authentication Now"**
   (or copy and paste the link into your browser)

Setting Up Verification Methods

To be able to reset your own passwords and unlock your accounts, you must be able to prove your identity. It is mandatory to set up verification methods before you can reset your password or unlock your account.

In this step, you will configure the methods you will use to prove your identity.

1. You will see a list of verification options that your admin has enabled for you. These include email code, security questions, Microsoft Authenticator, Google Authenticator, etc.



Note: This screenshot is for representational purposes only. You will only see the options enabled by the administrator.

2. Choose **at least two methods** of verification. However, it is recommended to configure all the options available. This is to ensure you can verify your identity even if you do not have access to your email or your phone.

3. Click **Configure Now** on the desired option to start the process.

The steps to configure each of the available methods are explained below.

Configuring Security Questions for Authentication

Once you click **Configure Now**, you will be prompted to specify the security questions along with answers.

You must select 5 questions and provide the answer to these questions. Ensure you follow the recommendations while providing the answers.

1. Answers must be personal
2. Answers must be easy to remember
3. Ensure the entire answer is in lowercase or uppercase

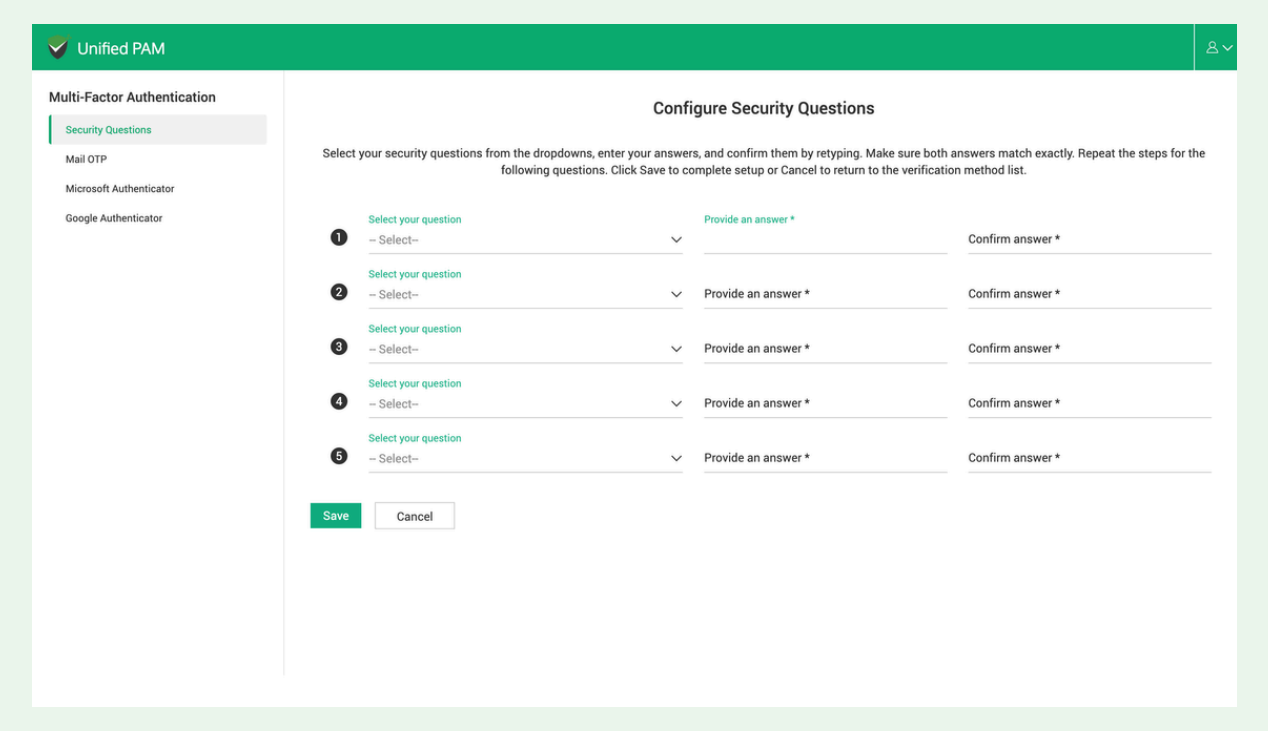
For example,

Question: What is your dream job?

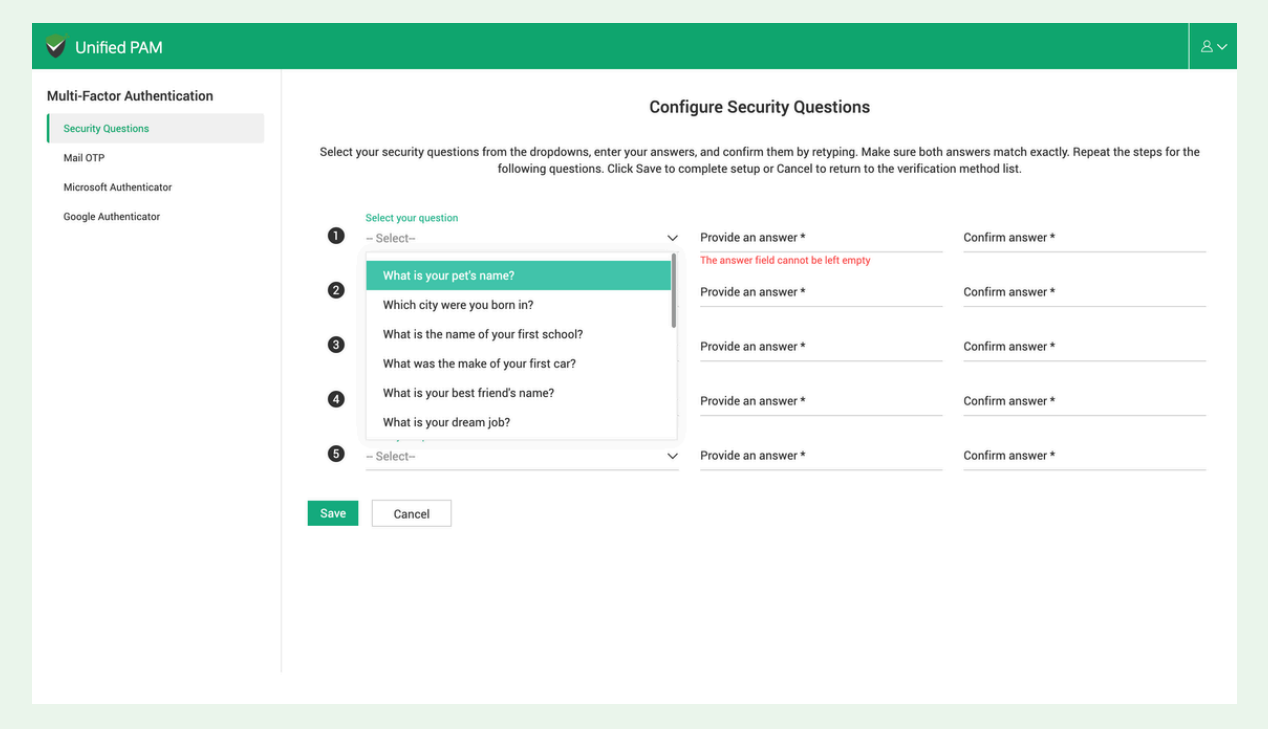
Answer: vice president

Question: Which city were you born in?

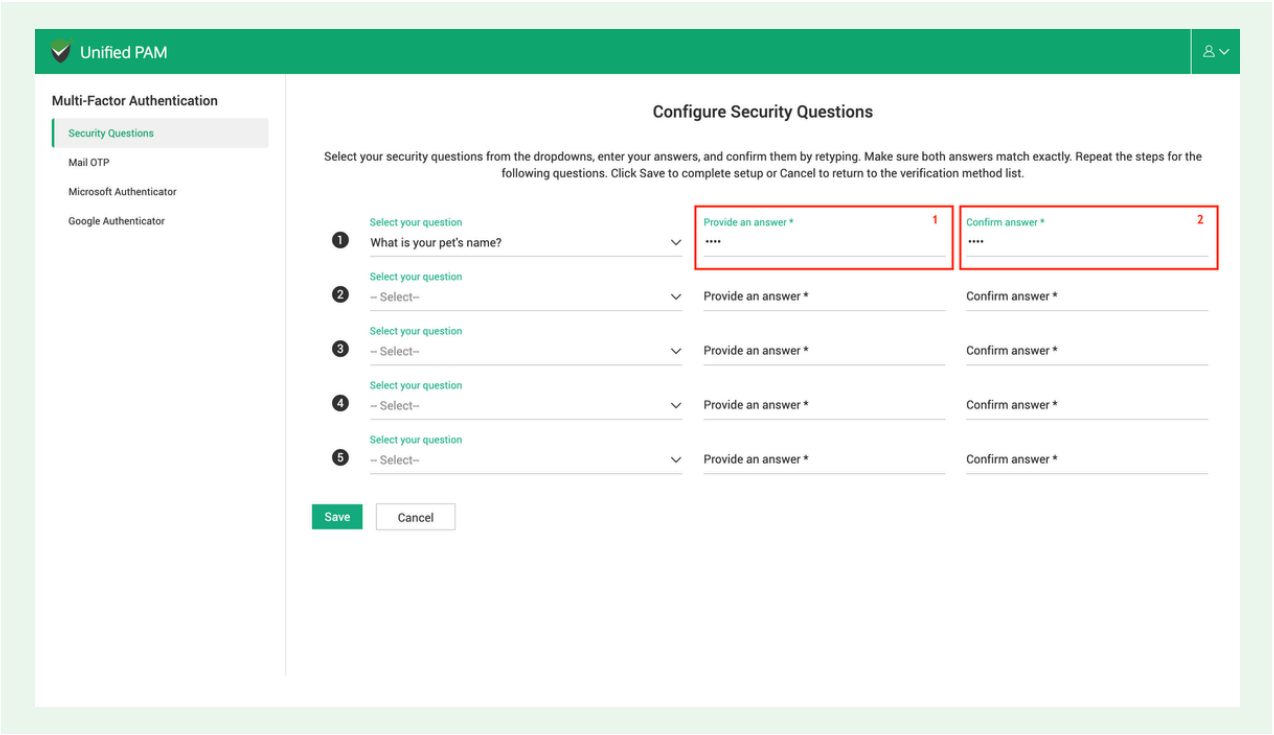
Answer: NEW YORK



1. You have to select the security questions from the drop-down.



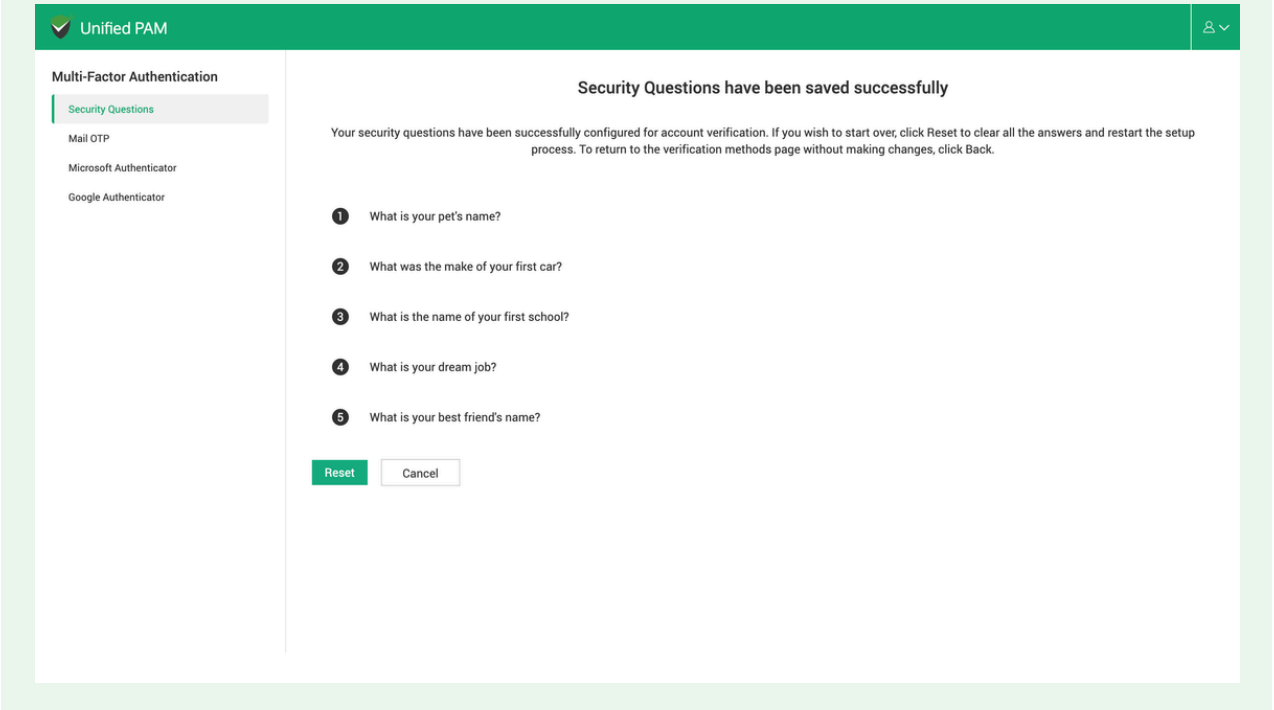
2. Then you must provide an answer to the question and confirm it to prevent errors.



Important: When providing answers, follow the recommendations below:

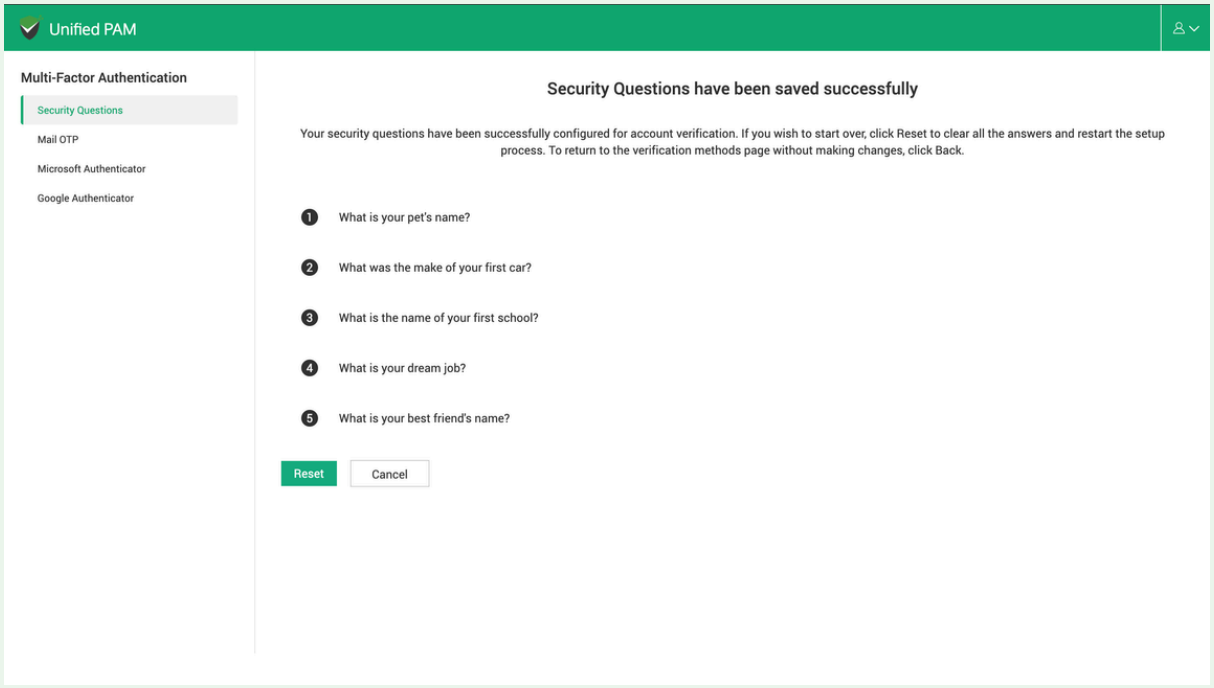
a. Use lowercase letters
b. Ensure the answers are **personal** and easy to remember.

3. You must select five unique questions and provide answers to each question to complete this step.



5. Once you have selected **all** five security questions and provided corresponding answers, click **Save**.

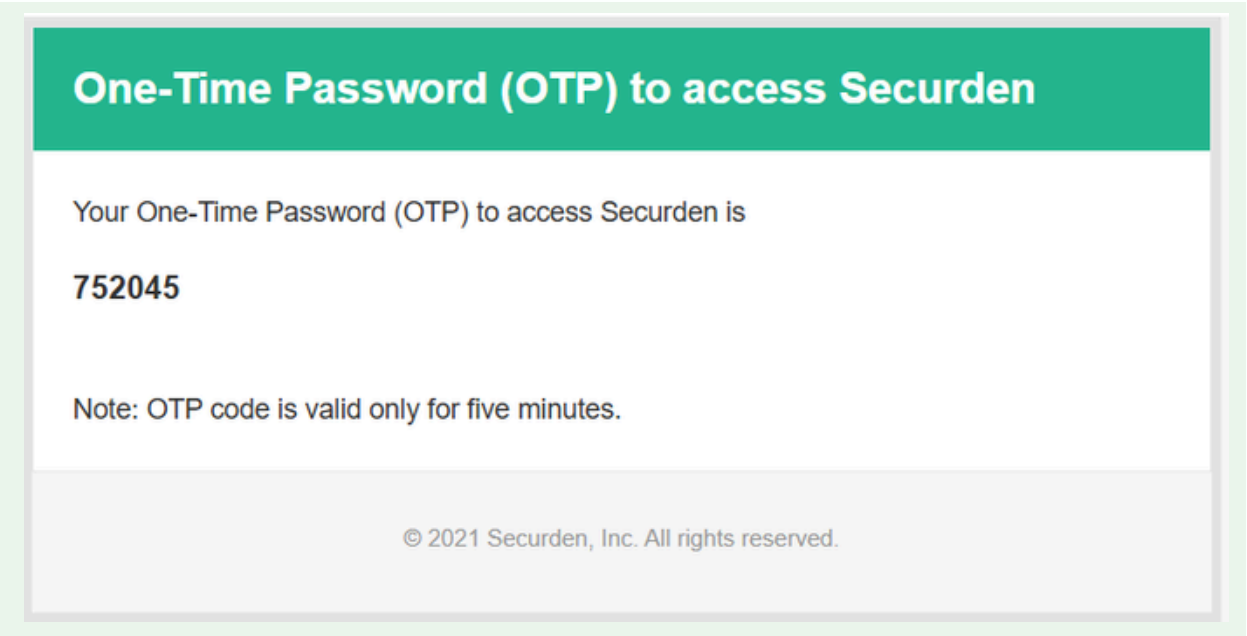
6. If you click **Security Questions** tab on the left-hand side, you will see the below screen.



a. You can change your security questions by clicking **Reset**. If you want to go back to the authentication methods page, click Cancel.

Configuring Mail TOTP for Authentication

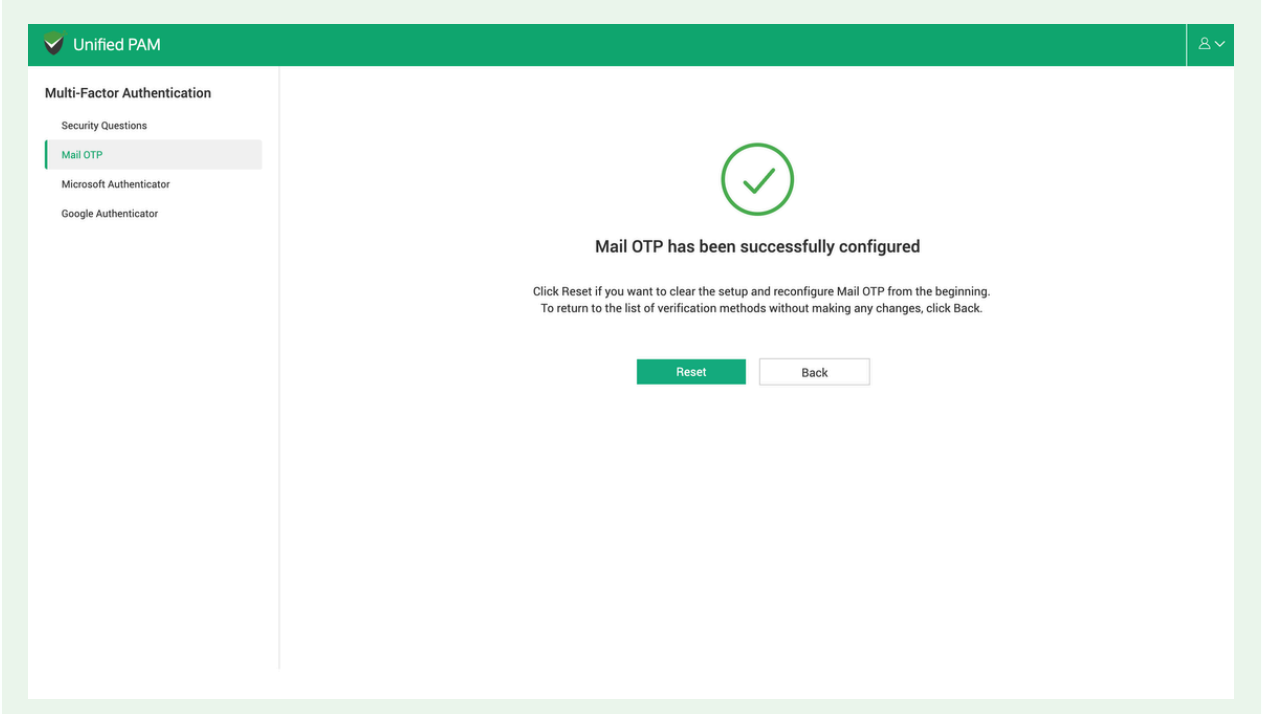
1. Once you click **Configure Now**, a one-time password will be sent to your registered email address. This is often the corporate email address provided to you by your organization.
2. Open your email inbox and look for the email below.



3. Enter the OTP (6 Digit Code) in the web-interface to complete configuring this authentication method.

4. Once you click **Submit**, the Mail OTP method of authentication will be ready for use.

5. You will be able to see the screen below upon successful configuration.



6. If you want to re-configure mail OTP, you can click **Reset** and try again.

Configuring Authentication Using Microsoft Authenticator

Pre-requisites: You must have installed the Microsoft Authenticator app on your phone. If you don't have the app, install the app by following the steps below.

Android Users:

1. Open Google Play Store on your phone and search for "Microsoft Authenticator'
2. Install the app.
3. Open the Authenticator and sign in using your Microsoft Account credentials. (The username and password you use for logging into your computer)

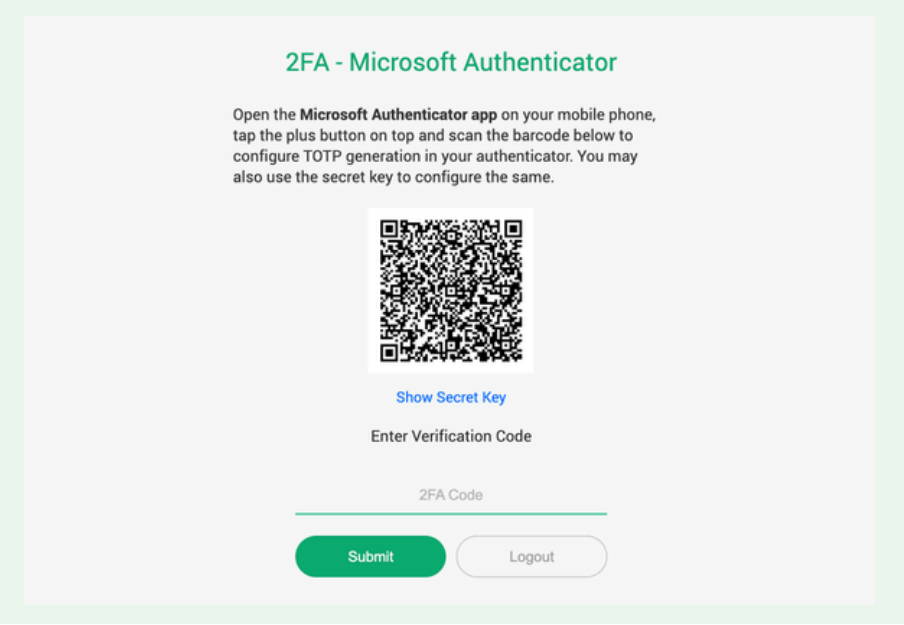
iPhone Users:

1. Open App Store on your iPhone and search for "Microsoft Authenticator'

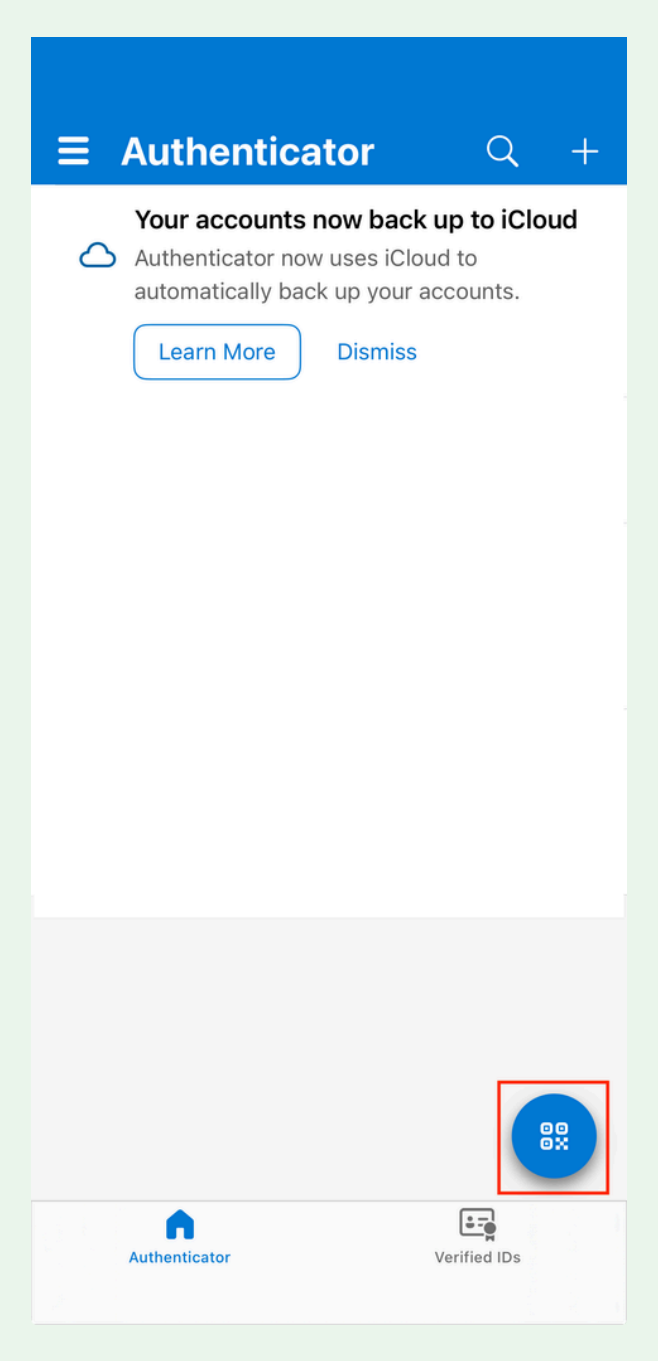
2. Select Get to install the app.
3. Open the Authenticator and sign in using your Microsoft Account credentials. (The username and password you use for logging into your computer)

Steps to Configure Verification Using Microsoft Authenticator

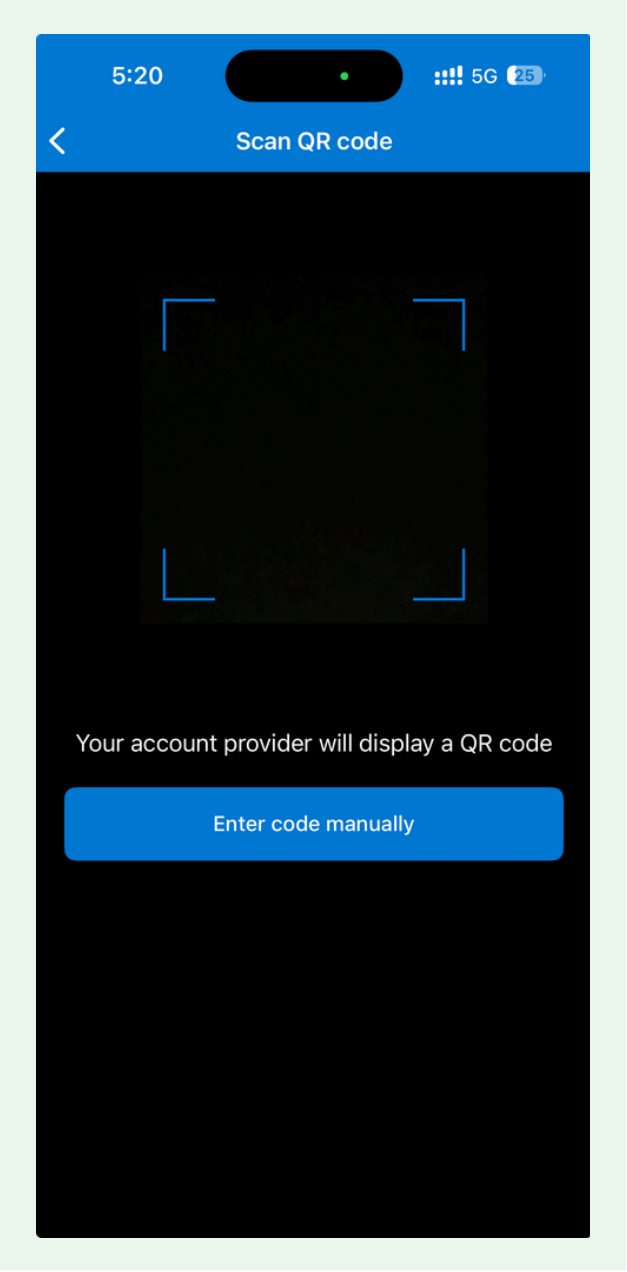
1. Once you click **Configure Now**, a QR code will be displayed on the screen as shown below.



1. Open the Microsoft Authenticator application on your phone.
2. Click on the **QR code scanner** button in the bottom-right corner of your phone screen.

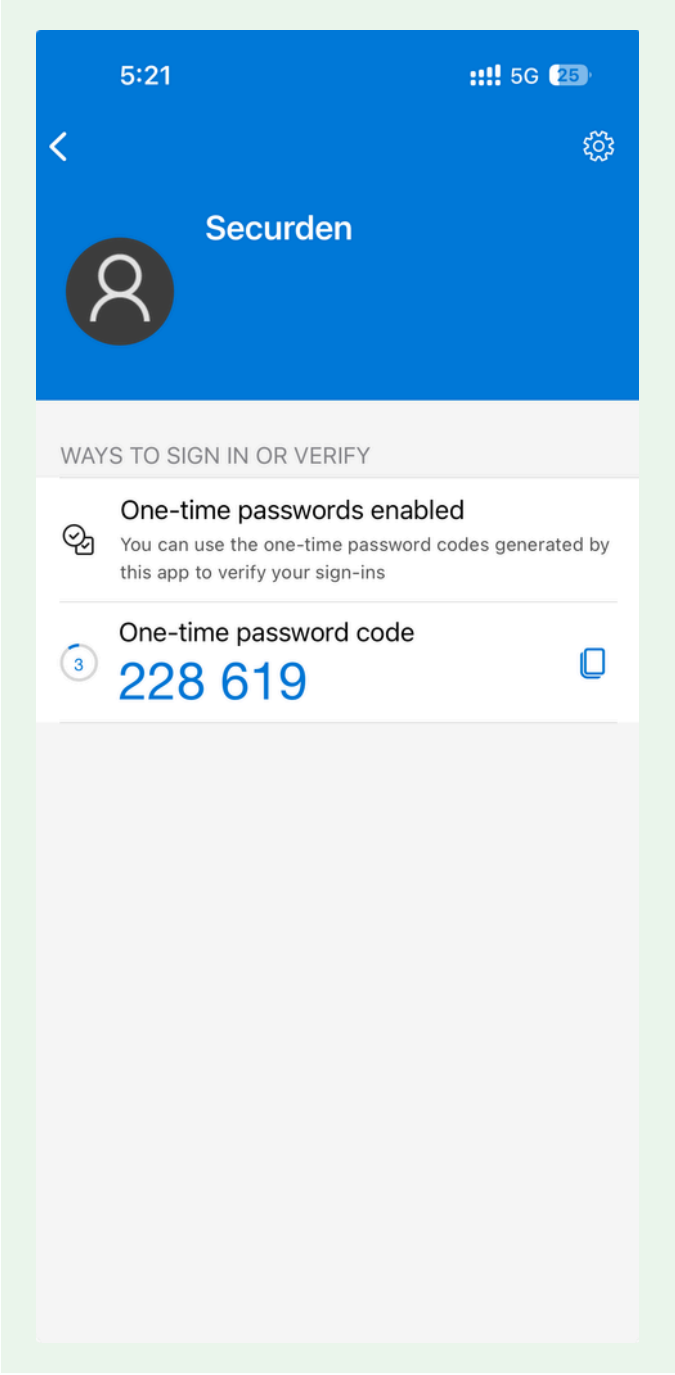


3. Point the camera to fit the QR code displayed on the computer screen inside the square to complete the QR code scan.

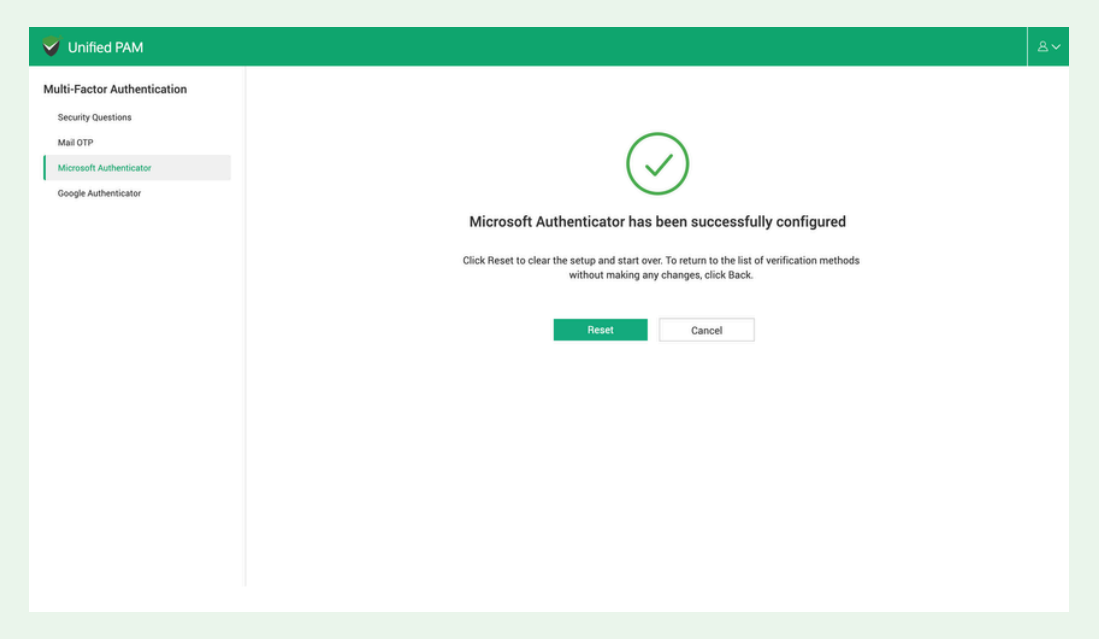


Note: You can also enter the key manually on your Authenticator application. Click **Show Secret Key** under the QR code to view the code.

4. Enter the 6-digit code displayed on your authenticator in the field named 2FA Code.



5. Click **Submit**.
6. Once you submit, click on **Microsoft Authenticator** on the left-hand side. The below screen should appear.



You have now successfully configured Microsoft Authenticator as an authentication method.

Configuring Authentication Using Google Authenticator

Pre-requisites: You must have installed the Google Authenticator app on your phone. If you don't have the app, install the app by following the steps below.

Android Users:

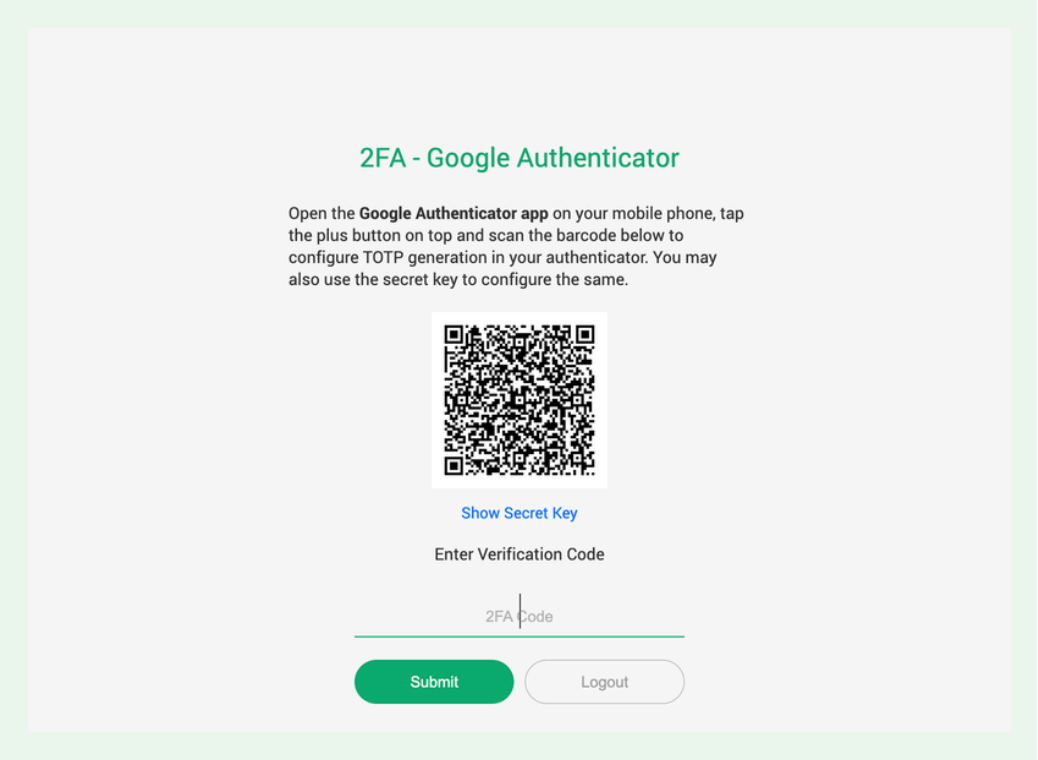
1. Open Google Play Store on your phone and search for "Google Authenticator'
2. Install the app.
3. Open the Authenticator and sign in using your Google account. (Select the Google account you use on your phone)

iPhone Users:

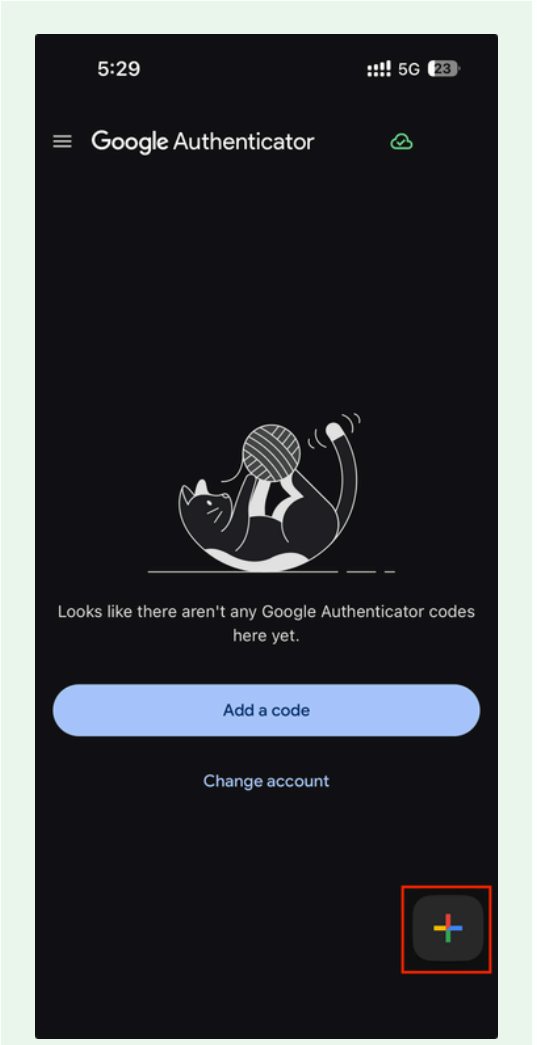
1. Open App Store on your iPhone and search for "Google Authenticator'
2. Select Get to install the app.
3. Open the Authenticator and sign in using your Google Account.

Steps to Configure Verification Using Google Authenticator

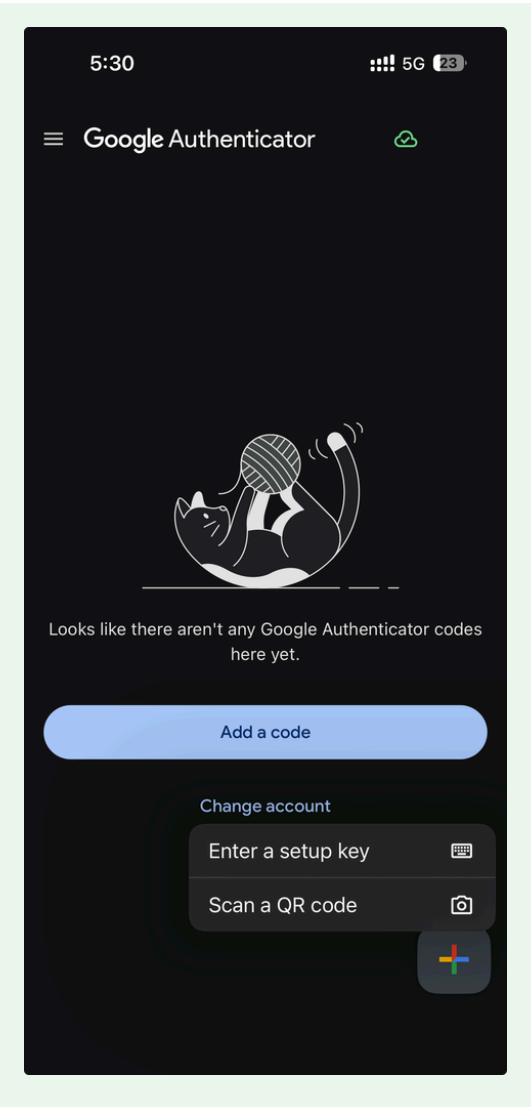
1. Once you click **Configure Now**, a QR code will be displayed on the screen as shown below.



2. Open Google Authenticator App on your phone and click on the '+' symbol as shown.



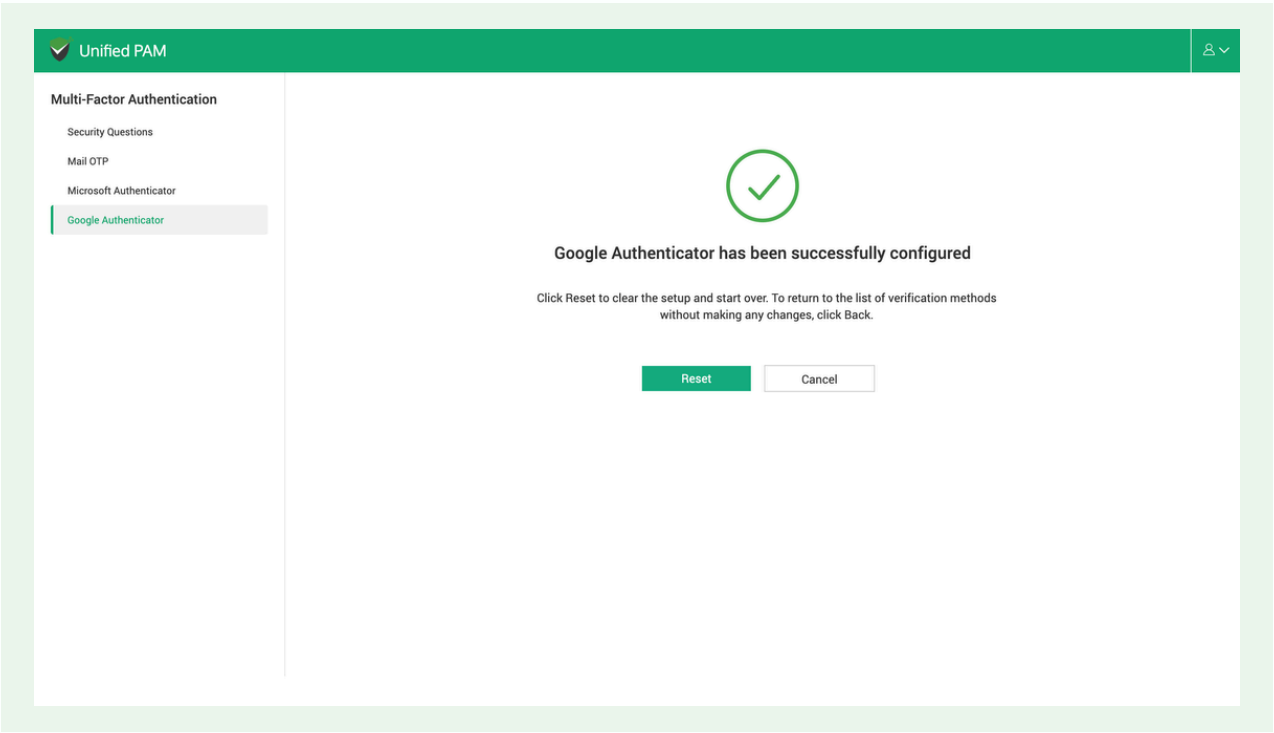
3. Choose between scanning the QR code shown on the web interface and entering the setup key manually. You can click Show Secret Key on the web interface to see the setup key.



4. Once you have scanned the QR/provided the setup key, 6-digit codes will be visible on your authenticator application. Enter this code on your web interface in the field named 2FA Code.

5. Click **Submit**.

6. Once you submit, click on **Microsoft Authenticator** on the left-hand side. The below screen should appear.



You have now successfully configured Microsoft Authenticator as an authentication method.

You have successfully configured all your verification methods and completed your enrollment into Password Self-Service. For steps to reset your password or unlock your account, refer to the password reset and account unlock guide.

Frequently Asked Questions and Troubleshooting Tips

1. I do not have internet connectivity on my phone. How do you proceed?

   You do not need internet connectivity for using Microsoft Authenticator or Google Authenticator. The 6-digit codes will be generated even when offline. You may use the phone to verify your identity.

   If you are trying to access the password self-service portal from the Securden app on your phone, you might need internet access. If you are unable to access the portal, contact IT support.

2. My authenticator app is not able to scan the QR code. How do you proceed?

You can try one of the following:

a. Move phone closer to the screen
b. Increase screen brightness on your computer
c. Use the Secret Code method: On your computer, you will see the **Show Secret Key** button. Use the button to view the secret key. On your authenticator app, select the Enter code manually/Enter a setup key option. Enter the secret key displayed on your computer screen here to configure your authenticator application.

3. I did not receive the OTP (6-digit code) on my email. What are the next steps?

Sometimes the email might get delayed. It is advisable to wait for a minute and checkthe inbox for the email. If you haven't received any email in your inbox, check the spam/junk folder. If you haven't received any OTP, try resending the OTP from the Password Self-Service portal.

If the OTP is still not sent to your email, contact IT support. In the meanwhile, you may try configuring/verifying your identity using other methods.