



Password Self Service

Password Reset and
Account Unlock Guide



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Password Self-Service

You can use Password Self-Service to reset your password and unlock your account. You might have forgotten your password, or your password could have expired. In such cases, you will not be able to login to your device. You can reset your password using the Password Self Service portal.

If your account is locked due to reasons like multiple failed login attempts, you must unlock your account first. You can use the Password Self-Service portal to unlock your account.

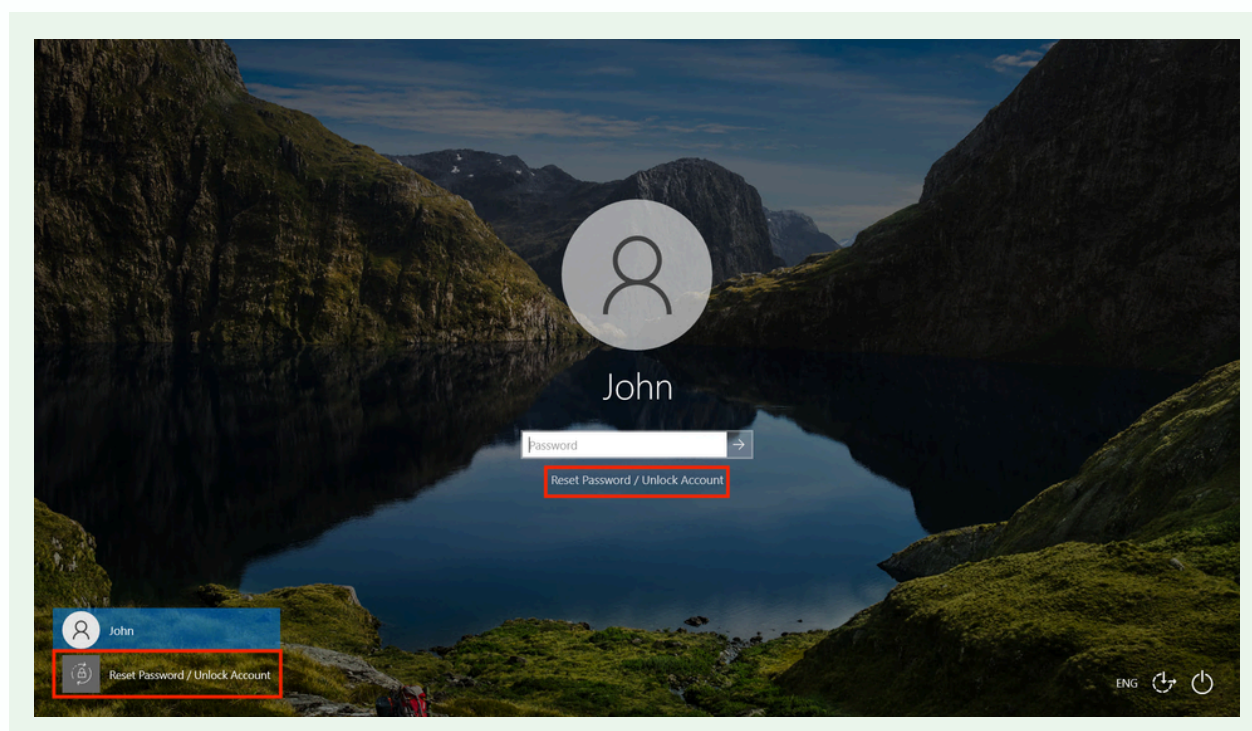
Follow the steps below to reset your password or unlock your account.

Step 1: Accessing the Password Self-Service Portal

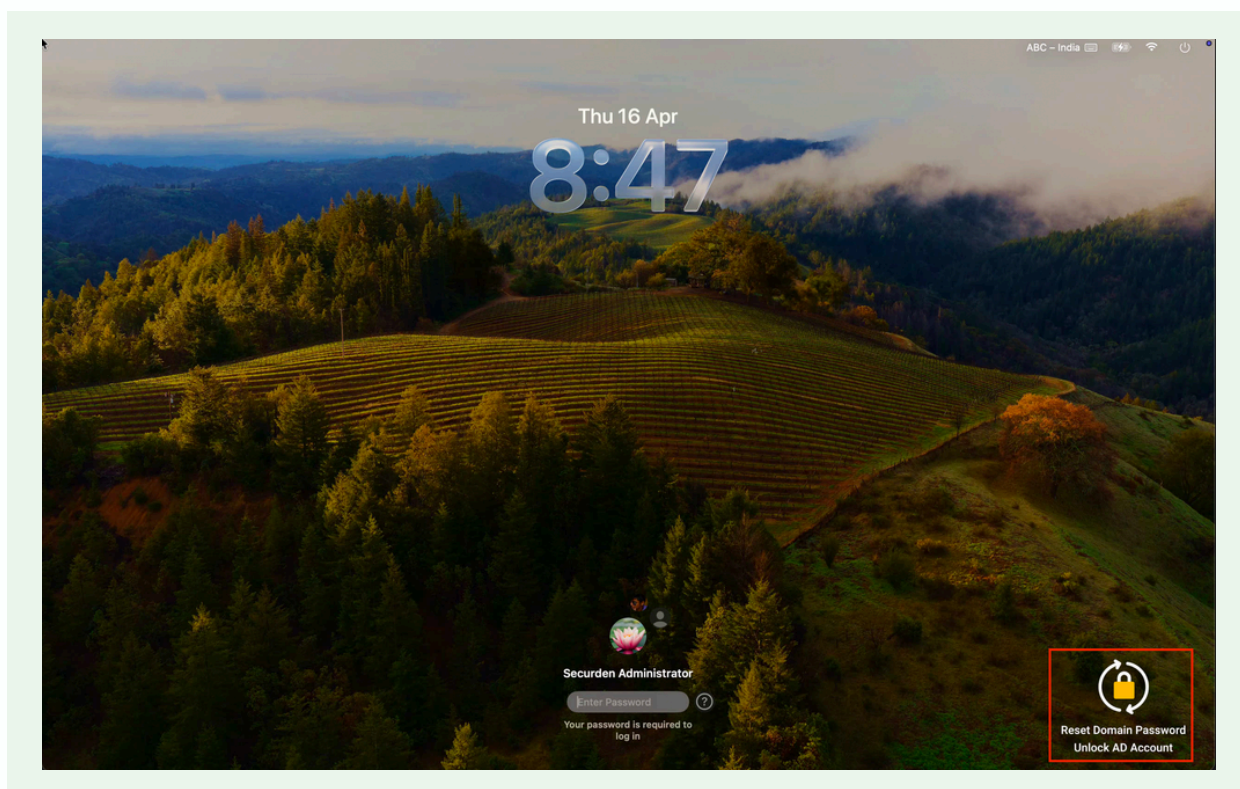
You can access Password Self-Service using different options.

Option 1: From your computer (Windows or Mac)

1. On the login screen:
 - a. **Windows:** Click *Reset Password/Unlock Account* below the password field. You can also make use of a similar button at the bottom left.



b. **Mac:** Click Reset/Unlock (bottom right)



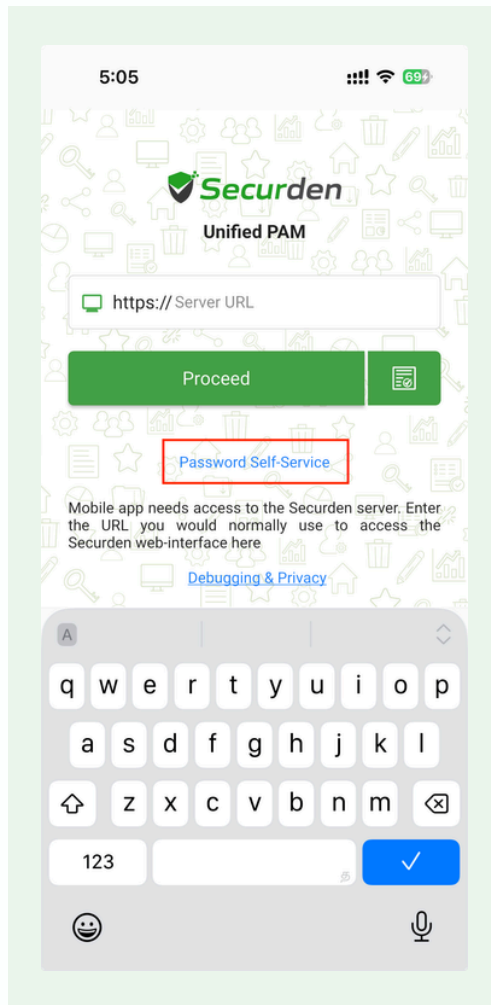
Option 2: Using the mobile app

Important: If you haven't installed the Securden PAM app on your phone, follow the steps below to install the app.

1. Go to **App Store** (Apple phones) or Google Play Store (Android phones) and search for "Securden PAM".
2. Install the application on your phone and open the Securden PAM application.
3. The application will ask you to provide a URL to connect to the Password Self Service portal. Contact your administrator and ask for the "Securden Server Connectivity URL". Enter the URL your administrator provides in the field.

Note: If you can access the Securden interface only from your office Wi-Fi, ensure the mobile application is connected to the office Wi-Fi service.

Once you have installed the app and provided the URL, select Password Self Service in the login page as shown below.



Option 3: Using a web browser

1. Open the web portal provided by your IT team
2. Click the **Password Self-Service** option on the right-hand side.

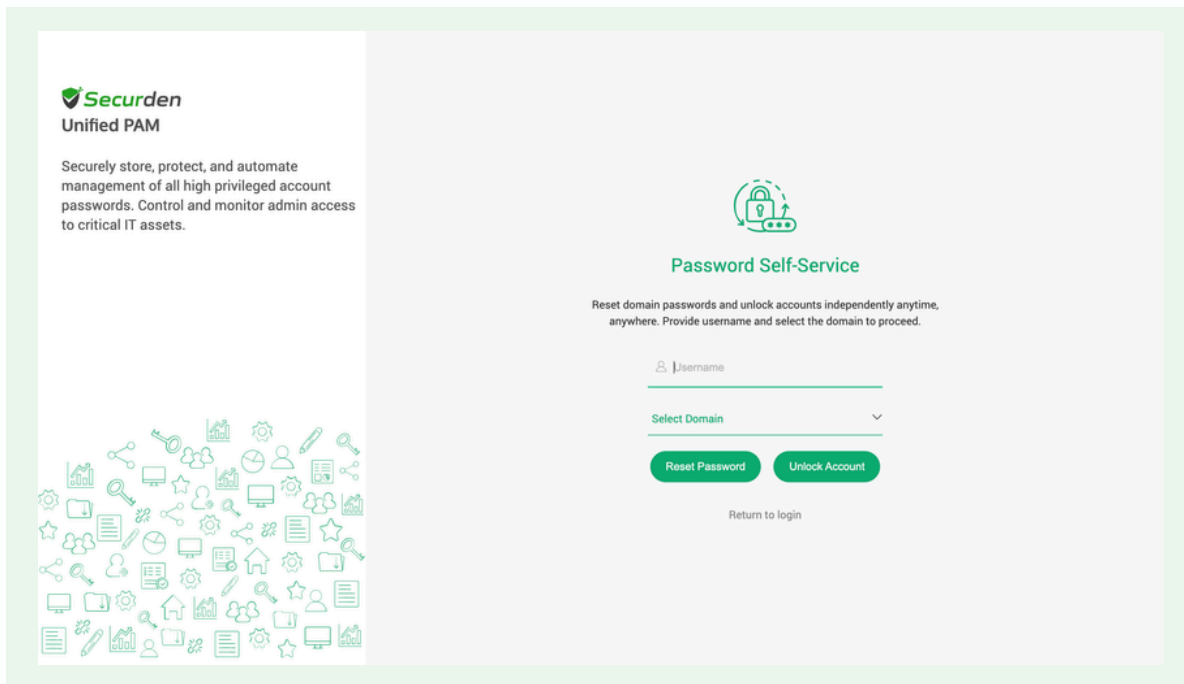
Step 2(A): Initiating Password Reset

Important: If your account is locked, you can refer to the steps in the section Step 2(B): Initiating Account Unlock to unlock your account.

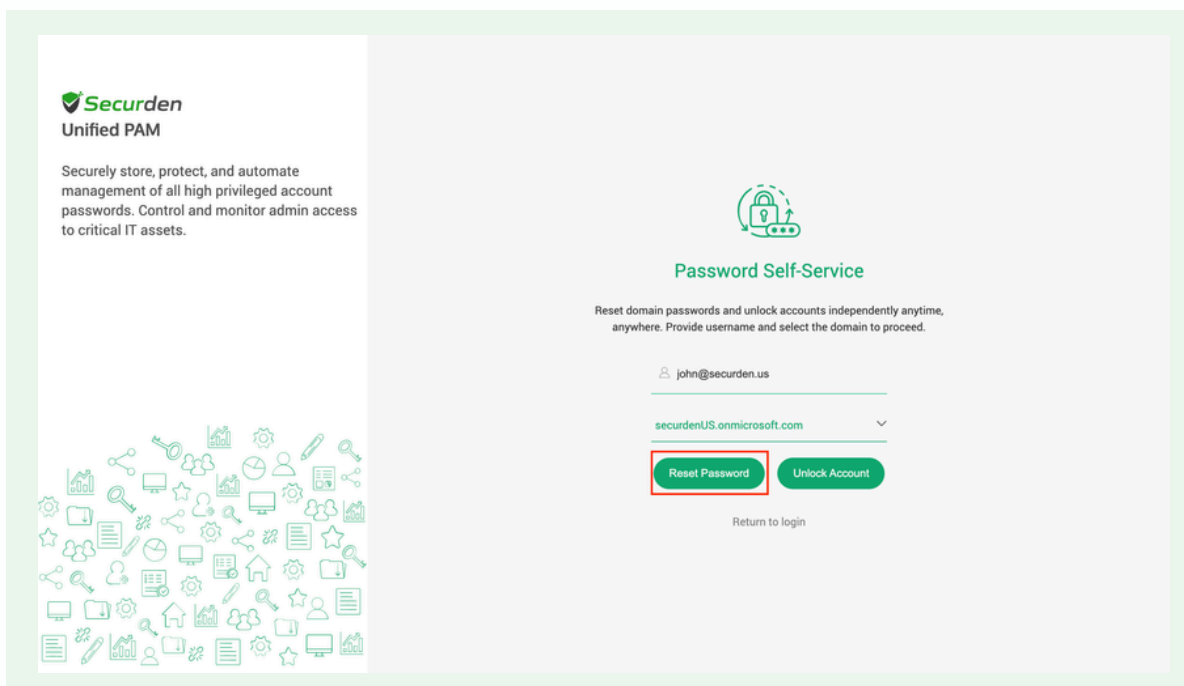
Regardless of the option used for opening the portal, the steps are the same. Follow the steps below to reset your account password.

1. Enter your login details.
 - a. **Username:** Your company login ID. For example, *john.doe*
 - b. **Domain:** Your company name. For example, *ABCCorp*.

Note: *If you are unsure about the domain, contact your IT support team.*



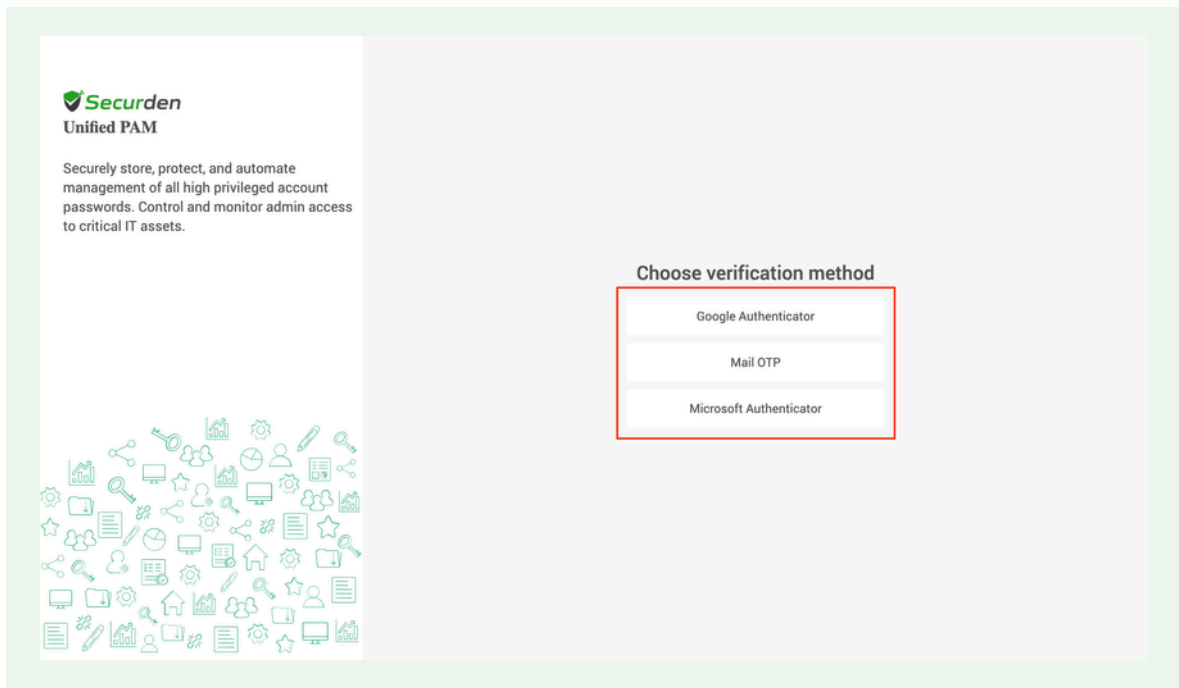
2. Select **Reset Password** as shown below.



3. **Password Self-Service** will challenge you to verify your identity using **any one** of the configured methods.

a. If you cannot prove your identity using the proposed method, you may change the verification method by clicking the **Switch Verification Method** button and selecting one of the available options.

For example, if you cannot access your phone and the portal prompts you to enter the OTP (6-digit code) on your authenticator app, you can switch methods to prove your identity.



b. Steps for verifying your identity using different methods are explained in **Step 3**. You may skip Step 2(B).

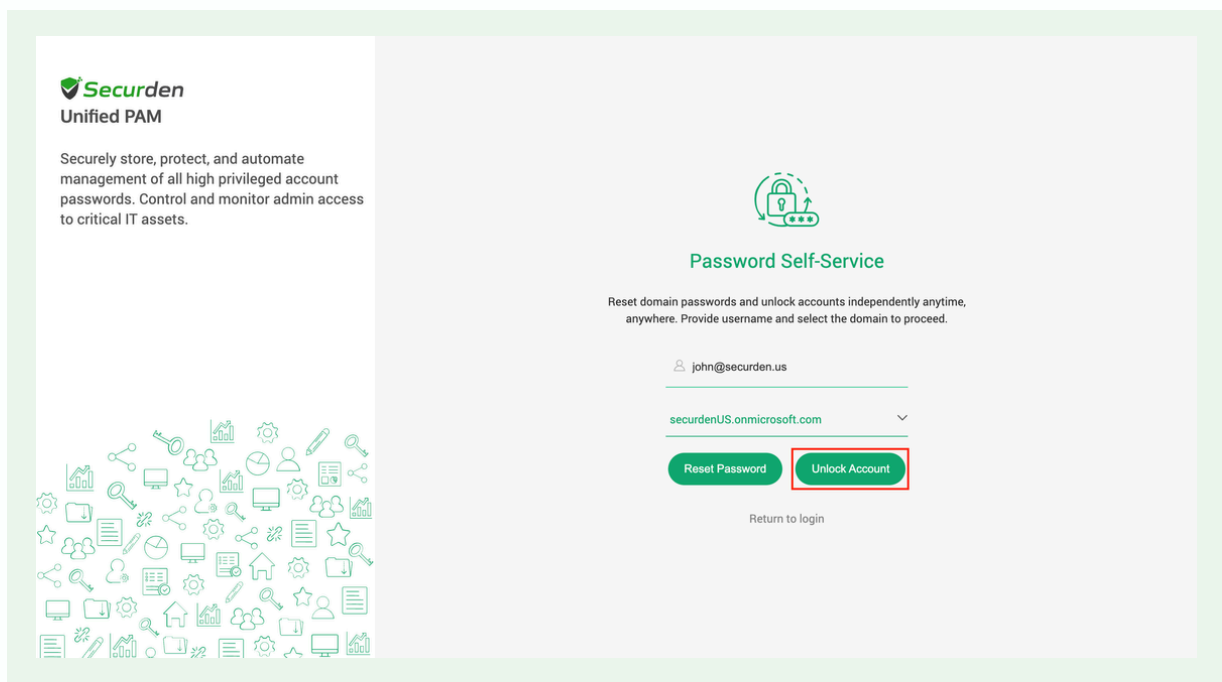
Step 2(B): Initiating Account Unlock

If you want to **unlock** your account, open the self-service portal and follow the steps below.

1. Provide your username and specify your domain name.

Note: If you are unsure about your domain name, contact IT support.

2. Now, select **Unlock Account**.



3. **Password Self-Service** will challenge you to verify your identity using any one of the configured methods.

a. If you want to verify using a different method, click on **Switch Verification Method** and select one of the available options.

b. Steps for verifying your identity using different methods are explained in the next section.

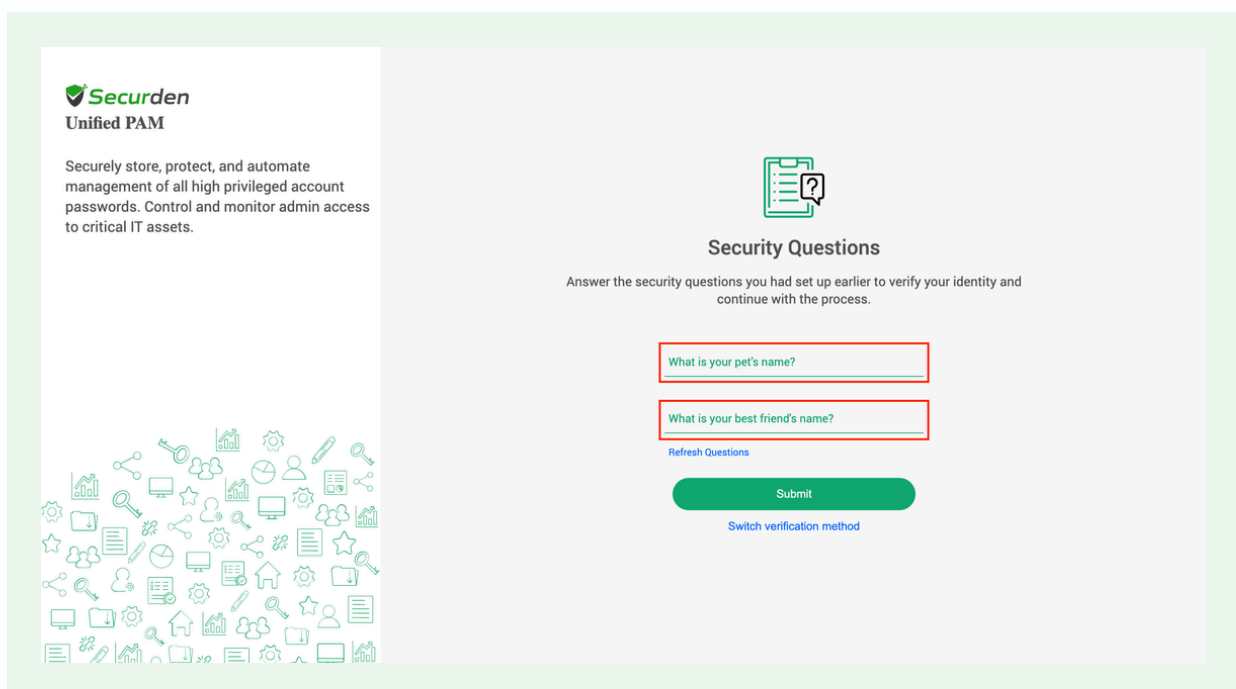
4. Once your identity is verified, the account will be unlocked. You may login using your credentials.

You have successfully unlocked your account; you may skip Step 4 safely.

Step 3: Steps for Verifying Identity Using Different Methods

A) Verification using Security Questions:

1. You might see something similar to the image below.



The screenshot shows the Securden Unified PAM interface. On the left, there is a sidebar with the Securden logo and the text "Unified PAM" and "Securely store, protect, and automate management of all high privileged account passwords. Control and monitor admin access to critical IT assets." Below this is a grid of various icons representing different IT and security concepts. The main content area is titled "Security Questions" and contains the following elements:

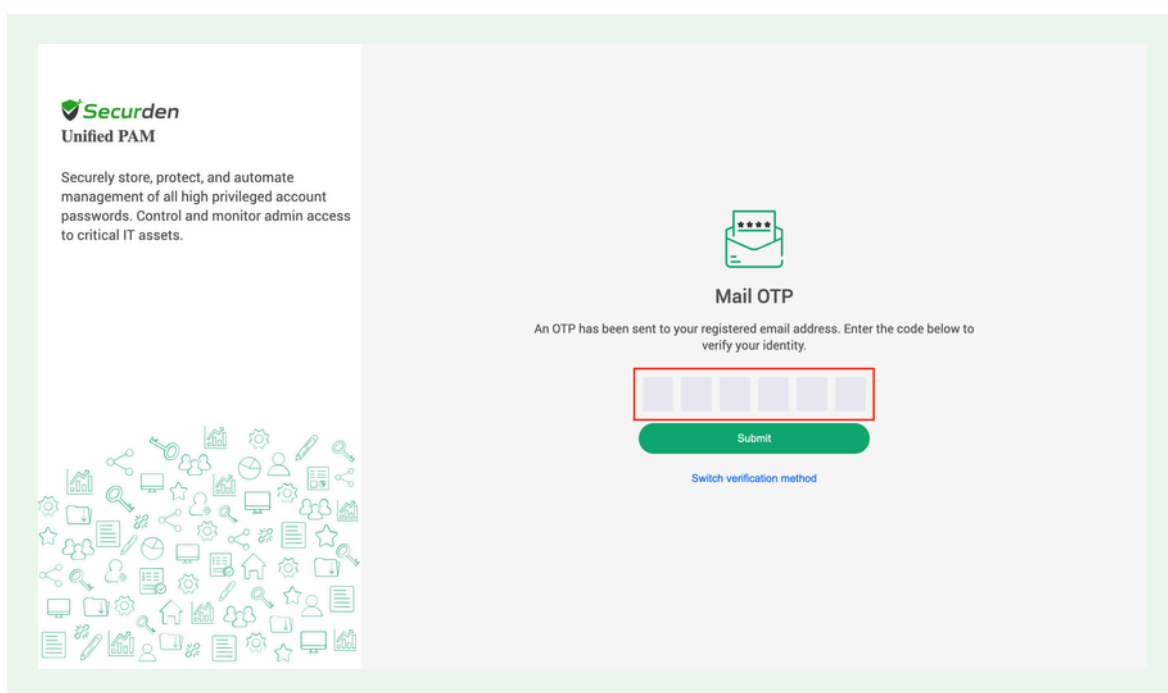
- A question mark icon above the title.
- The title "Security Questions".
- The instruction: "Answer the security questions you had set up earlier to verify your identity and continue with the process."
- Two input fields with red borders:
 - Field 1: "What is your pet's name?"
 - Field 2: "What is your best friend's name?"
- A link labeled "Refresh Questions" below the second field.
- A green "Submit" button.
- A link labeled "Switch verification method" below the button.

2. Provide the answers you have used when configuring this method.
(Remember, answers are case sensitive)

- a. If you want different questions, click **Refresh Questions**.
- b. Once answers are provided, click **Submit**.

B) Verification using Mail OTP:

1. You will see the screen shown below.

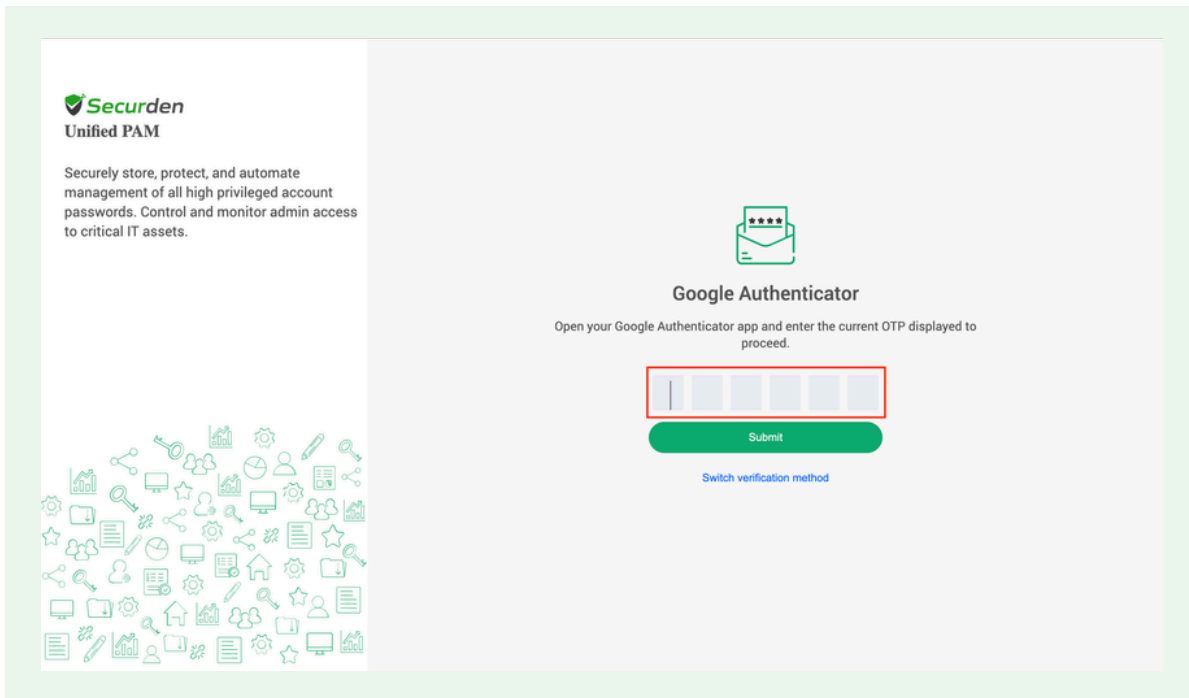


2. Open your email inbox and look for the mail containing the OTP (6 Digit Code).

3. Specify the OTP (6 Digit Code) in the **Password Self-Service** portal and click **Submit**.

C) Verification using Google Authenticator

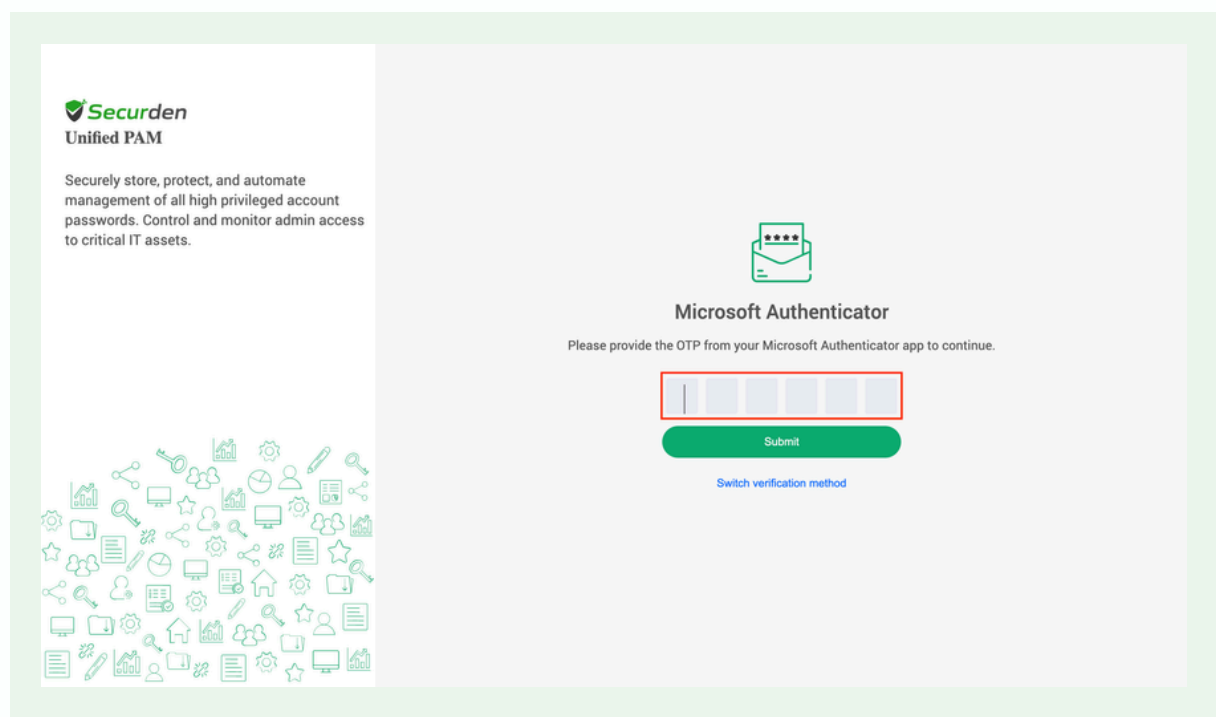
1. You will see the screen below.



2. Open Google Authenticator on your mobile phone and enter the current OTP (6 Digit Code) for 'Securden Password Self-Service' in this window and click **Submit**.

D) Verification using Microsoft Authenticator

1. You will see the screen below.

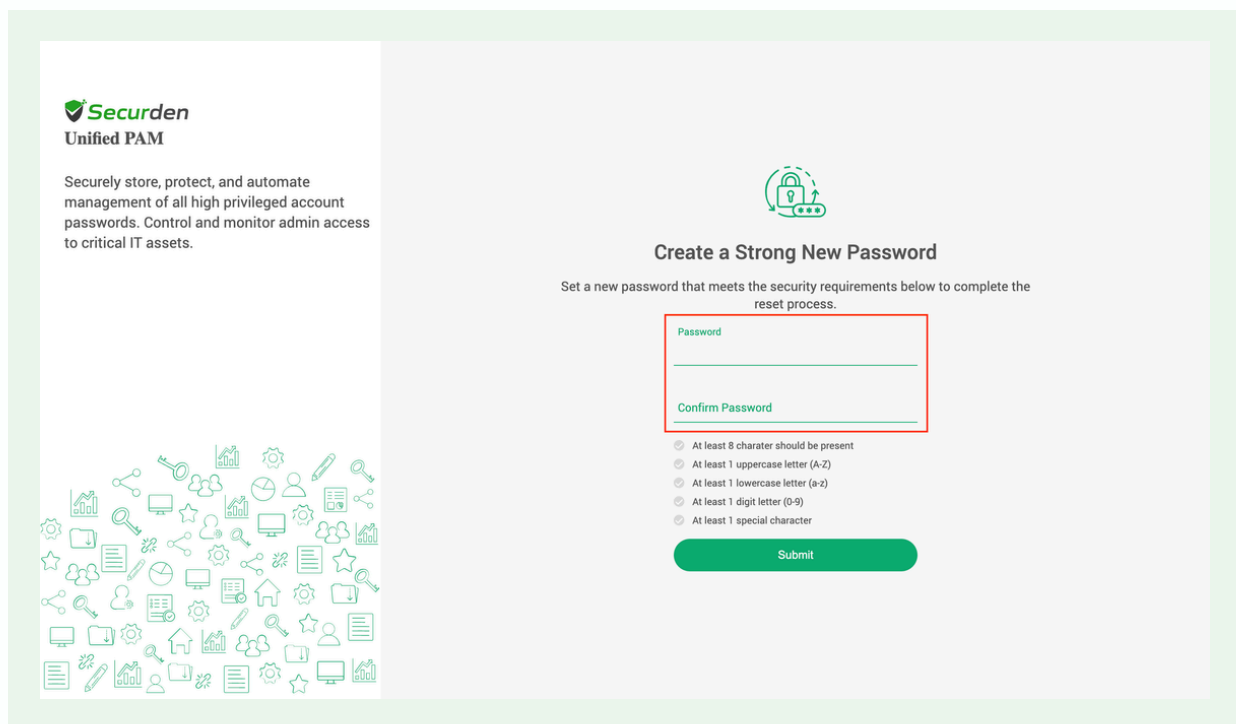


2. Open Microsoft Authenticator on your mobile phone and enter the current OTP (6 Digit Code) for 'Securden Password Self Service' in this window and click **Submit**.

Step 4: Setting the New Password

Important: This step doesn't apply for account unlock.

If you have chosen to **reset your password**, follow the steps below:



The screenshot shows the Securden Unified PAM interface for creating a new password. On the left, the Securden logo and tagline 'Unified PAM' are displayed above a descriptive paragraph: 'Securely store, protect, and automate management of all high privileged account passwords. Control and monitor admin access to critical IT assets.' Below this is a decorative grid of icons. The main content area features a lock icon and the heading 'Create a Strong New Password'. Below the heading is the instruction: 'Set a new password that meets the security requirements below to complete the reset process.' There are two input fields: 'Password' and 'Confirm Password', both outlined in red. Below the fields are five radio button options for password requirements: 'At least 8 character should be present', 'At least 1 uppercase letter (A-Z)', 'At least 1 lowercase letter (a-z)', 'At least 1 digit letter (0-9)', and 'At least 1 special character'. A green 'Submit' button is located at the bottom of the form.

1. Enter a **new password** for your account.
2. Confirm by re-entering the new password.

Important:

Ensure you fulfill the password complexity requirements. For example, the complexity requirements might look like this

- Be at least 8 characters long
- Include uppercase and lowercase letters Include a number
- Include a special character (example: @, #, !)

Then, your password must look like

P@ssWord@!102

Securden
Unified PAM

Securely store, protect, and automate management of all high privileged account passwords. Control and monitor admin access to critical IT assets.

Create a Strong New Password

Set a new password that meets the security requirements below to complete the reset process.

Password

Confirm Password

- At least 8 character should be present
- At least 1 uppercase letter (A-Z)
- At least 1 lowercase letter (a-z)
- At least 1 digit letter (0-9)
- At least 1 special character

Submit

1. Click **Submit**.
2. Now, login to your account using the new password.

Frequently Asked Questions and Troubleshooting Tips

1. When I am entering the OTP (6-digit code), I am getting “OTP Expired” message. How to fix this?

Your OTP (6-digit codes) are valid for a limited time. You must enter the code before expiry. For authenticators, you can see the timer running out adjacent to the code. You must provide a code that is still valid to proceed.

2. I forgot the answers to my security question. How do you proceed?

You can try changing the security question by clicking **Refresh Questions**. If you have forgotten answers to all your questions, you may try verifying your identity using a different method by clicking **Switch Verification Method**.

After you have completed an account unlock/password reset, you must contact IT support to change the answers to the security questions you forgot.

3. 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.

4. 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.

5. 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 check the email inbox. If you haven't received any email in your inbox, check out 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.