

Using the Self-Service Password Reset Tool

Introduction: With the migration to Active Directory, we have been able to implement a self – service reset tool for workstation login accounts. Users will be able to provide a series of challenge questions to enable a self-service password reset without having to contact the Help Desk for assistance. This document will guide you through the steps of setting up your challenge questions and performing a self-service password reset.

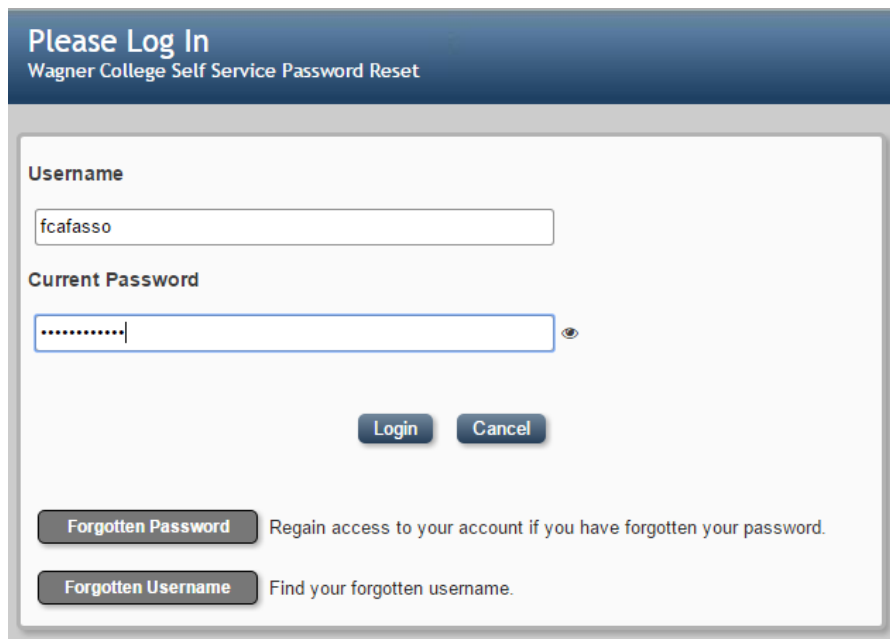
Please Note: Self-service password reset is only available for workstation logins. Forgotten All-Access Password changes require Help Desk assistance.

Section 1: Setting up your challenge questions

1. Access the self-service password reset site.

In a web browser, type in <https://sspr.wagner.edu>.

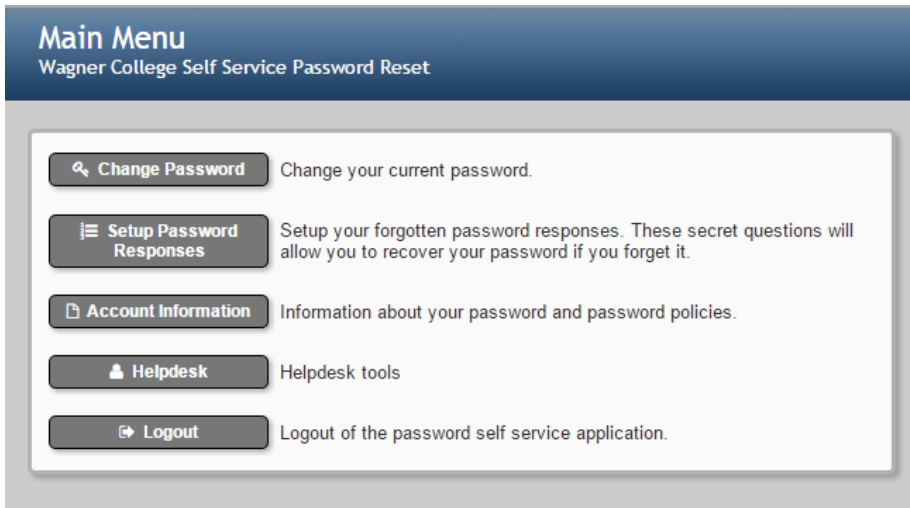
2. Enter your workstation login credentials and click the *Login* button.



The screenshot shows a web form titled "Please Log In" for the "Wagner College Self Service Password Reset". The form contains the following elements:

- Username:** A text input field containing the text "fcafasso".
- Current Password:** A password input field with a masked password "....." and a small eye icon to the right for toggling visibility.
- Buttons:** Two buttons labeled "Login" and "Cancel" are positioned below the password field.
- Forgotten Password:** A button labeled "Forgotten Password" with the text "Regain access to your account if you have forgotten your password." to its right.
- Forgotten Username:** A button labeled "Forgotten Username" with the text "Find your forgotten username." to its right.

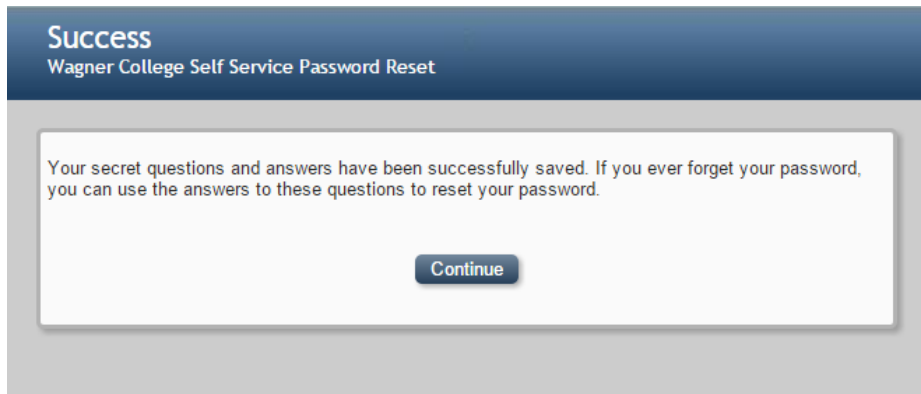
- From the *Main Menu* click on the *Setup Password Responses* button.



- Choose 4 challenge questions and fill out the corresponding answer to each.



5. Click *Save Responses* when all challenge questions have been answered. You will be prompted with the following window when answers have been saved successfully.



Section 2: Resetting a forgotten password

1. Access the self-service password reset site (<https://sspr.wagner.edu>) and click the *Forgotten Password* button.

A screenshot of a "Please Log In" window. The title bar is dark blue with the text "Please Log In" in white, and "Wagner College Self Service Password Reset" below it. The main content area is white with a light gray border. It contains two input fields: "Username" and "Current Password". Below the input fields are two buttons: "Login" and "Cancel". At the bottom, there are two buttons: "Forgotten Password" with the text "Regain access to your account if you have forgotten your password." and "Forgotten Username" with the text "Find your forgotten username."

2. Enter the security verification code displayed on the screen and click *Verify*.

Verification
Wagner College Self Service Password Reset

Please enter the verification code below. Typing in this code helps to protect your account from abuse.

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Enter the words or numbers displayed above:

3. Search for your account by entering your computer Workstation *Login Name* and your *Last Name*.

Forgotten Password
Wagner College Self Service Password Reset

If you have forgotten your password, follow the prompts to reset your password.

Login ID*

Last Name

4. If your account is found, you will then be prompted to answer 2 of the 4 challenge questions you previously saved. Answer both questions and click the *Check Responses* button.

Forgotten Password

Wagner College Self Service Password Reset

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

Please type your security responses

What city / town were you born in?

What is your favorite food?

5. If the responses entered match the responses you previously saved, you will be prompted with the *Change Password* screen. Enter your password on both lines and click the *Change Password* button. Please make note of the security requirements listed at the top of the screen.

Change Password

Wagner College Self Service Password Reset

Please change your password below.

All passwords will need to be changed at least once every 120 days. Your new password must be different than your last 3 passwords.

In addition, your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must not include part of your name or username.
- Must have at least three types of the following characters:
 - Uppercase (A-Z)
 - Lowercase (a-z)
 - Number (0-9)
 - Symbol (!, #, \$, etc.)

Please type your new password

New Password

Confirm Password

6. If the new password you have entered meets requirements, you will be prompted with a message noting that your password was changed successfully.

