



Self Service Password Reset Guide

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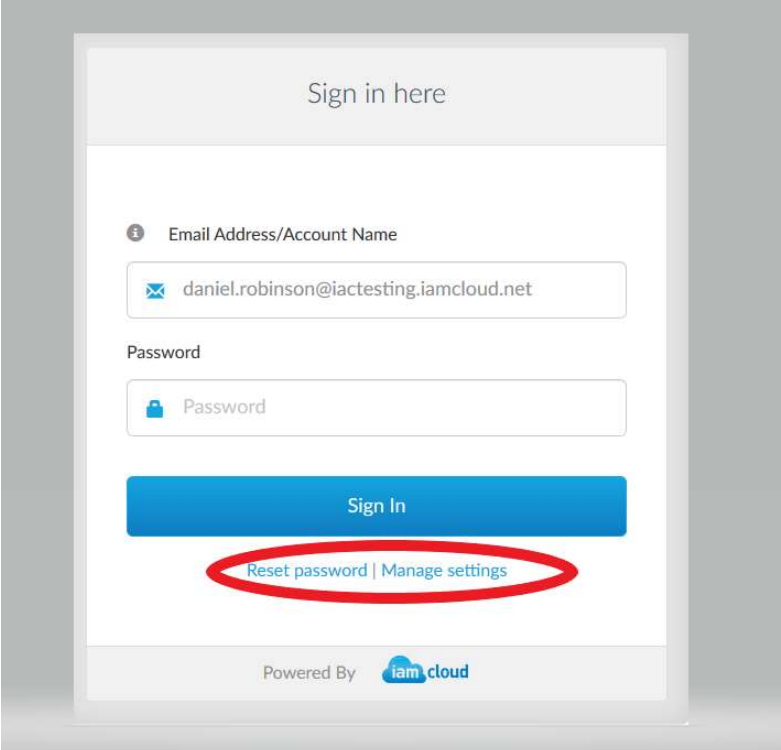
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Welcome to IAM Cloud's Self Service Password Reset Service Guide. The following guide describes how to activate the IAM Cloud Password Service and provides information on the end user experience. If you would like more details or require a demo of this service please do not hesitate to contact our [Technical Support](#) team who will be happy to assist.

2. Activating the IAM Cloud Self Service Password Reset Service

The password service is configured and enabled in the [IAM Cloud portal](#).

When you have activated the password service you will have additional options on logging on to an application.



The screenshot shows a login interface titled "Sign in here". It features two input fields: "Email Address/Account Name" with the value "daniel.robinson@iactesting.iamcloud.net" and "Password". Below these fields is a blue "Sign In" button. Underneath the button, the links "Reset password | Manage settings" are displayed and circled in red. At the bottom, it says "Powered By" followed by the "iam cloud" logo.

Reset password will present users with **Fig 1**.

Manage Settings will present users with **Fig 6**.

From the IAM Cloud Portal home page select **Features > Known Password Reset or Self Service Password reset**.

You can choose from 4 Self Service password reset options. *Please note SMS has an additional cost and needs to be activated. Please contact support if you would like more information on this option.

1. Known Password
2. Email
3. SMS
4. Challenge Response (questions & answers)

1. Known Password

This option allows users to change their password when they already know it.

To enable this feature in the [IAM Cloud portal](#) select **Features > Known Password Reset** and select the option. You can activate this option for all users or a classification of users.

Known Password Reset

Known Password Reset

Classifications

This feature allows users to reset their password directly during the login process. If you would like the password to reset in an end application (e.g. Active Directory) then please enable 'destination for passwords' from within the applications tab. If you require any assistance please do not hesitate to contact the IAM Cloud Technical Support Team.

Enable Known Password Reset

☒

Cancel

Save

2. Email

A recovery code is sent to a specified email address to reset their password.

To enable this feature in the [IAM Cloud portal](#) select **Features > Self Service Password Reset** and select the option 'By Email.'

This feature allows users to reset their password directly during the login process. If you would like the password to reset in an end application (e.g. Active Directory) then please enable 'destination for passwords' from within the applications tab. If you require any assistance please do not hesitate to contact the IAM Cloud Technical Support Team.

Minimum amount of SSPR alternatives: 2

Return url:

SSPR By Email

By Email: ☒ ON

Field Name:

Use Custom template: ☐ OFF

Is Mandatory: ☒ ON

Administrators can select whether they want to enforce users to set up their email address for password reset by selecting the **is Mandatory** option. On logon users will be forced to update this option before they can log in. You can also upload your own customised branded emails with your own text or brand images.

3. SMS

A recovery code is sent to a specified mobile phone to reset their password.

To enable this feature in the [IAM Cloud portal](#) select **Features > Self Service Password Reset** and select the option 'By SMS.'

SSPR By Sms

By Sms: ☒ ON

Field Name:

Is Mandatory: ☐ OFF

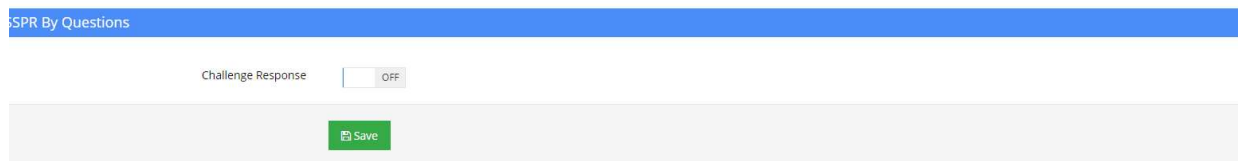
SSPR By Questions

Administrators can select whether they want to enforce users to set up a mobile number for password reset by selecting the **is Mandatory** option. On logon users will be forced to update this option before they can log in.

4. Challenge Response

This options asks users to answer some pre- answered security questions to reset their password. Administrators have a list of pre configured questions they can select to present their users with.

To enable this feature in the [IAM Cloud portal](#) select **Features > Self Service Password Reset** and select the option 'Challenge Response.'



SPR By Questions

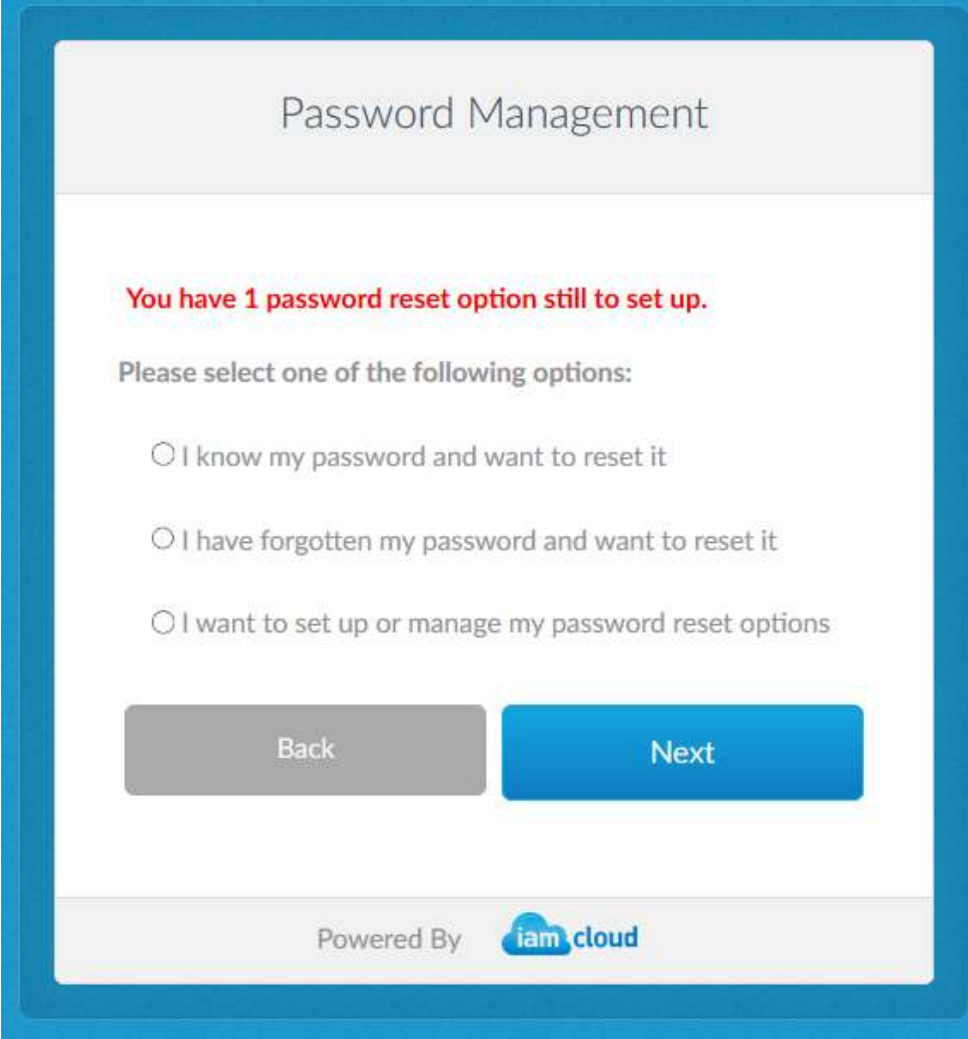
Challenge Response ☐ OFF

Save

Administrators can select whether they want to enforce users to answer security questions for password reset by selecting the **Is Mandatory** option. On logon users will be forced to update this option before they can continue to log in.

3. Password Management Options on login

On logging on to any IAM Cloud federated application or the password portal users will be prompted to set up any options that are set as mandatory but not yet configured.



The screenshot shows a 'Password Management' dialog box with a blue border. At the top, the title 'Password Management' is centered in a light gray bar. Below the title, a red message states: 'You have 1 password reset option still to set up.' This is followed by the instruction 'Please select one of the following options:'. Three radio button options are listed: 'I know my password and want to reset it', 'I have forgotten my password and want to reset it', and 'I want to set up or manage my password reset options'. At the bottom of the dialog are two buttons: a gray 'Back' button and a blue 'Next' button. The footer of the dialog contains the text 'Powered By' followed by the 'iam cloud' logo.

Fig 1

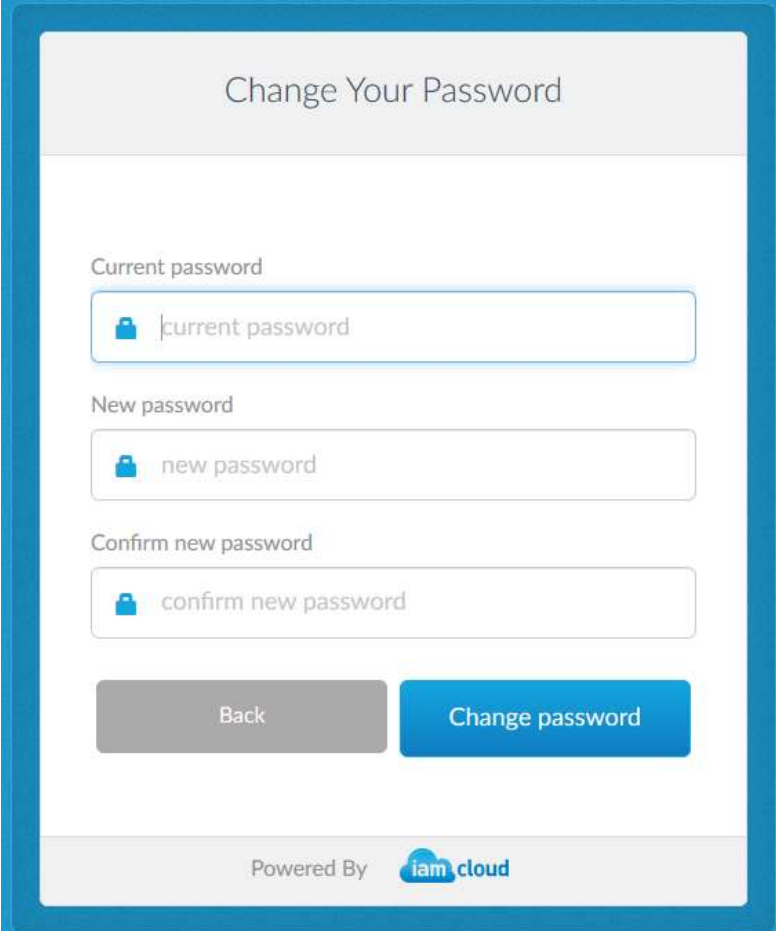
The text in red will be based on the password policies for SSPR that have been set up in the [IAM Cloud Portal](#). See Fig 2. If the minimum amount of SSPR alternatives has been set to 2 in the portal and only 1 password reset option has been set up the message in **RED** will display on FIG 1.

The screenshot shows the IAM Cloud Portal interface. The top navigation bar is red with the 'iam' logo, 'IAM Cloud Portal' text, a 'TEST' environment indicator, and a user identifier 'IAC-US-GEN:'. A dark sidebar on the left contains a menu with items: Dashboard, Identities (expanded), Cloud Vault, Unclassified Identities, Classifications, Rules, Applications, Login Control, Agent, Features (highlighted in red), Domains, and Support. The main content area is titled 'Self-service Password Reset'. It features a green success message: 'The minimum amount of SSPR alternatives has been updated successfully!'. Below this is a tabbed interface with 'Feature Details' and 'Classifications'. The 'Feature Details' tab contains a yellow informational box stating: 'This feature allows users to reset their password directly during the login process. If you would like the password to reset in an end application, please enable 'destination for passwords' from within the applications tab. If you require any assistance please do not hesitate to contact the IAM Cloud Technical Support Team.' Below the box are two configuration sections. The first, 'Minimum amount of SSPR alternatives', has a numeric input set to '2' and a green 'Save' button. The second, 'Return url', has a text input containing 'www.google.com' and a green 'Save' button. At the bottom, there is a green bar labeled 'SSPR By Email'.

Fig 2

4. I know my password and want to reset it

Selecting this option in Fig 1 presents the below screen.

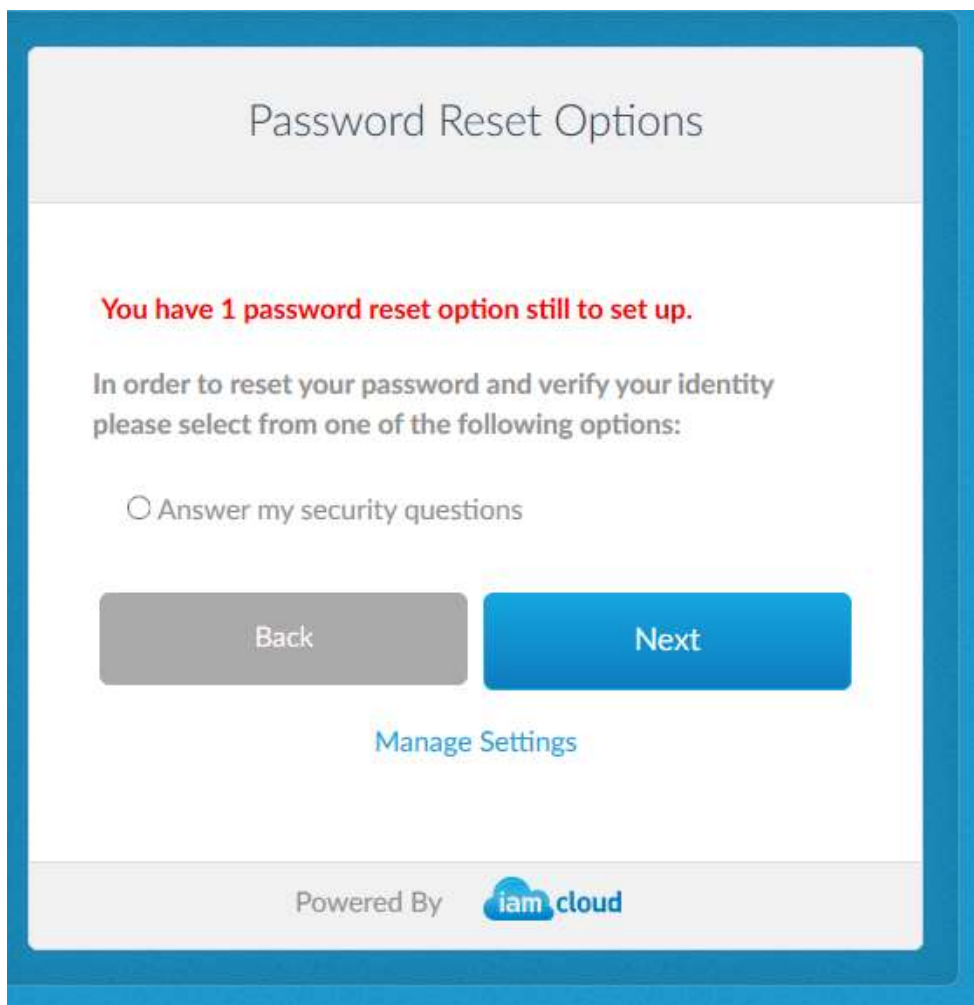


The screenshot shows a web form titled "Change Your Password" within a blue-bordered container. The form has a light gray header with the title. Below the header, there are three input fields, each with a lock icon on the left and placeholder text: "Current password", "New password", and "Confirm new password". At the bottom of the form area, there are two buttons: a gray "Back" button and a blue "Change password" button. The footer of the container is light gray and contains the text "Powered By" followed by the "iam cloud" logo.

Fig 3

5. I have forgotten my password and want to reset it

Selecting this option from Fig 1 and a screen appears similar to Fig 4 with a list of the options that are available for them to recover their password. This will be based on which ever password reset options the user has set up.



The screenshot shows a web interface titled "Password Reset Options". Below the title, a red message states: "You have 1 password reset option still to set up." Below this, a grey instruction text says: "In order to reset your password and verify your identity please select from one of the following options:". There is a single radio button option labeled "Answer my security questions". At the bottom of the selection area, there are two buttons: a grey "Back" button and a blue "Next" button. Below these buttons is a blue link labeled "Manage Settings". At the very bottom of the interface, it says "Powered By" followed by the "iam cloud" logo.

Fig 4

In this example only security questions have been set up by the user so that is the only password reset option available in this screen.

The [Manage Settings](#) link takes you to Fig 6 where you can set up or manage the password reset options.

6. I want to manage my password recovery options

A tick indicates this option is already set and the user can update this setting by selecting [Manage](#). A X indicates it still needs to be set up and you can follow link to [Set up](#).

The screenshot shows a 'Password Recovery Management' interface. At the top, it says 'Password Recovery Management'. Below that, a message states: 'You can set up or manage your password recovery options here. You have not yet completed all the required password reset option.' The interface lists three options: 'Security Questions (required)' with a red 'X' icon and a 'Set up' link; 'Recovery Email Address' with a blue checkmark icon and a 'Manage' link; and 'Recovery Mobile Number' with a blue checkmark icon and a 'Manage' link. At the bottom, there are two buttons: 'Back' (grey) and 'Complete' (blue). The footer says 'Powered By iam cloud'.

Option	Status	Action
Security Questions (required)	Not set (X)	Set up
Recovery Email Address	Set (✓)	Manage
Recovery Mobile Number	Set (✓)	Manage

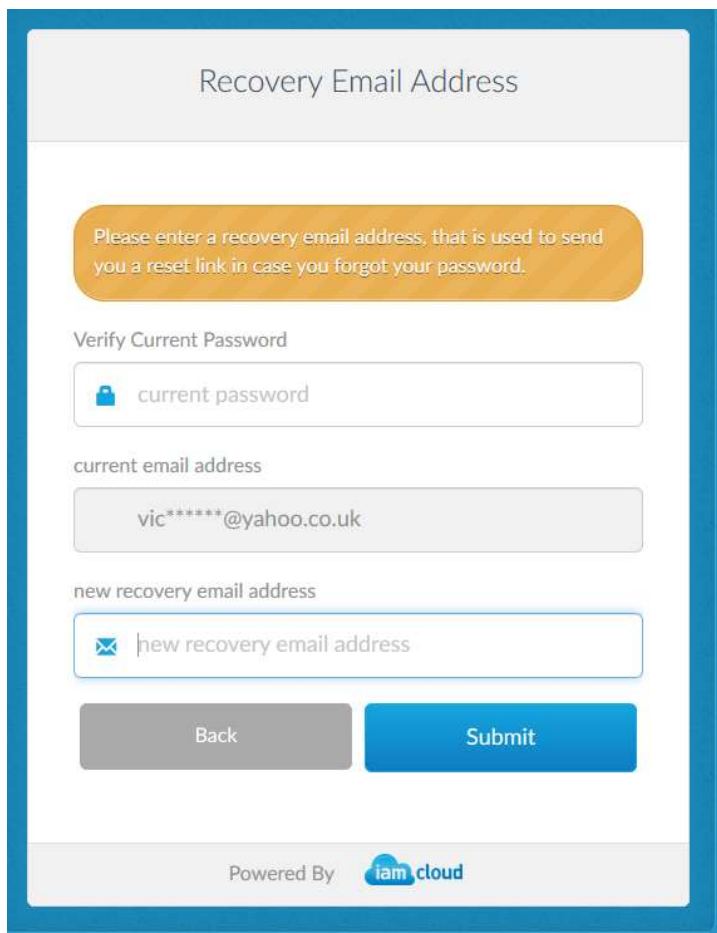
[Back](#) [Complete](#)

Powered By iam cloud

Fig 6

7. I want to set up or manage my recovery email address

In Fig 6 if the user selects to manage or set up the recovery email address then Fig 7 will appear.



The screenshot shows a web form titled "Recovery Email Address" with a light gray header. Below the header is an orange rounded rectangle containing the text: "Please enter a recovery email address, that is used to send you a reset link in case you forgot your password." Below this is a section labeled "Verify Current Password" with a password input field containing the text "current password". Underneath is a section labeled "current email address" with a text field containing "vic*****@yahoo.co.uk". Below that is a section labeled "new recovery email address" with an email input field containing the placeholder text "new recovery email address". At the bottom of the form are two buttons: a gray "Back" button and a blue "Submit" button. The footer of the form area says "Powered By" followed by the "iam cloud" logo.

Fig 7

Users will be asked to enter their current password if they have not already logged in.


8. I want to set up or manage my security questions

In Fig 6 if the user selects to manage or set up the security questions then Fig 8 will be presented.

Security Questions

If you forget your current password, we can allow you to reset it yourself by correctly answering some security questions. Please provide your initial responses to the following questions.

Current Password

 Password

Question 1

What is your oldest sibling's birthday month and year? (e.g. 12/1985) ▼

your answer...

Question 2

What is the name of the place your wedding reception was held at? ▼

your answer...

Question 3

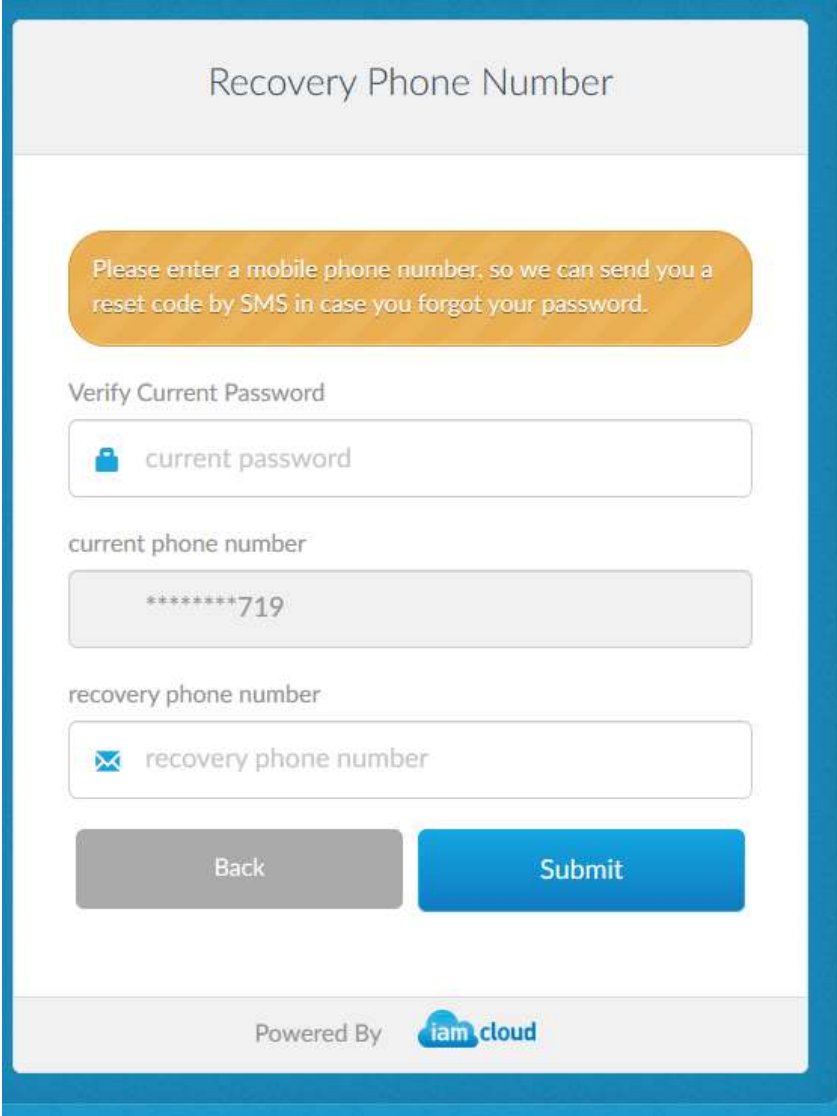
What year was your father born? ▼

your answer...

Fig 8

9. I want to set up or manage my recovery mobile number

In Fig 6 if the user selects to manage or set up the recovery mobile number then Fig 9 will be presented.



The form is titled "Recovery Phone Number" and is set against a blue background. It contains an orange instruction box, a "Verify Current Password" section with a password input field, a "current phone number" field with masked input, a "recovery phone number" field with an email icon, and "Back" and "Submit" buttons. The footer includes the text "Powered By" and the iam cloud logo.

Recovery Phone Number

Please enter a mobile phone number, so we can send you a reset code by SMS in case you forgot your password.

Verify Current Password

current password

current phone number

*****719

recovery phone number

recovery phone number

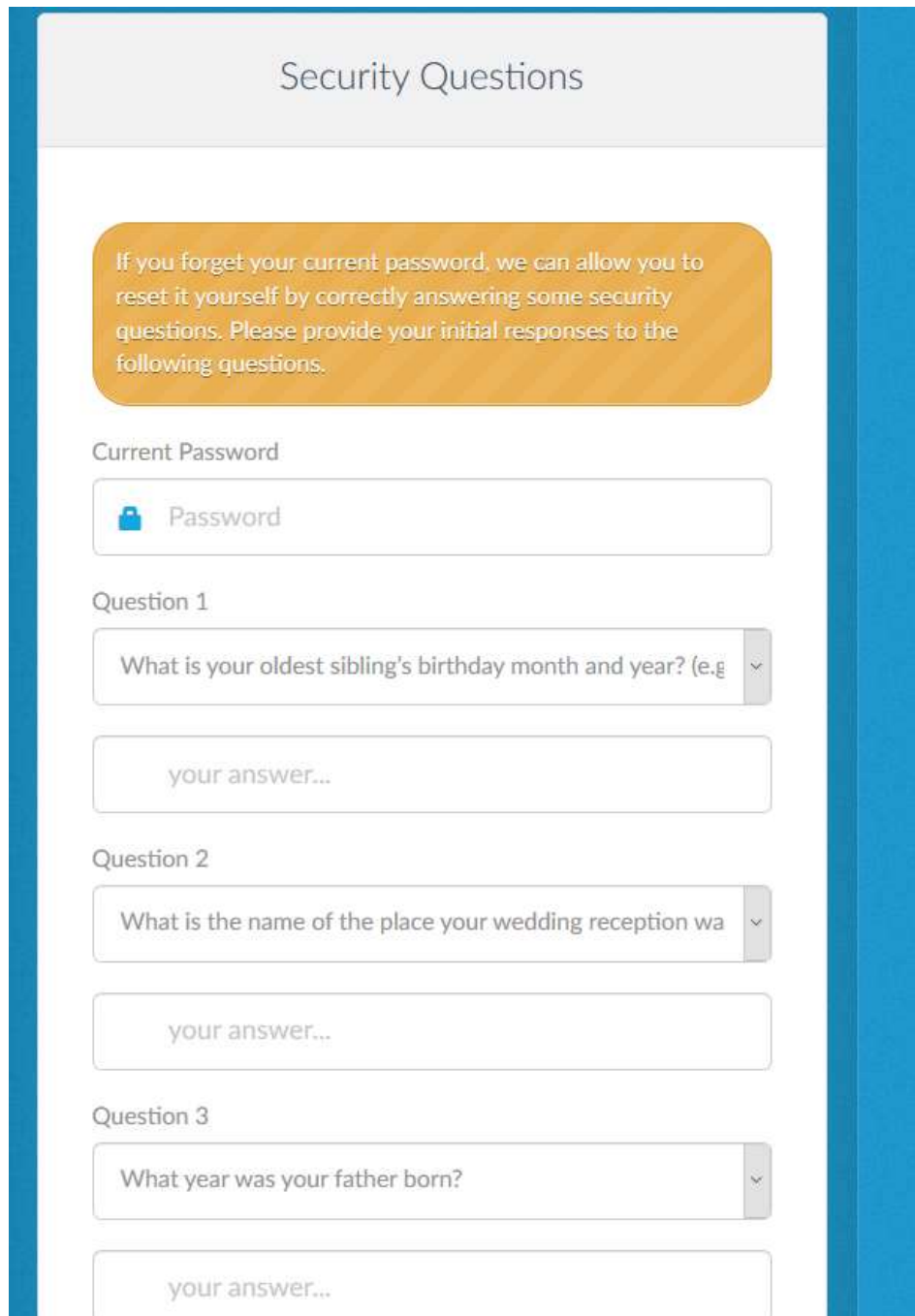
Back Submit

Powered By iam cloud

Fig 9

10. I want to reset my password by answering my security questions

If in Fig 4 the user selects the option to reset password by answering the already set up security questions then this screen is displayed:




The screenshot shows a web interface for resetting a password using security questions. The title 'Security Questions' is at the top. An orange box contains instructions: 'If you forget your current password, we can allow you to reset it yourself by correctly answering some security questions. Please provide your initial responses to the following questions.' Below this, there are three sections, each with a question and an answer field. The first section is for the 'Current Password', with a lock icon and the text 'Password'. The second section is 'Question 1' with the question 'What is your oldest sibling's birthday month and year? (e.g' and a dropdown arrow. The third section is 'Question 2' with the question 'What is the name of the place your wedding reception wa' and a dropdown arrow. The fourth section is 'Question 3' with the question 'What year was your father born?' and a dropdown arrow. Each question has a corresponding 'your answer...' text box below it.

Security Questions

If you forget your current password, we can allow you to reset it yourself by correctly answering some security questions. Please provide your initial responses to the following questions.

Current Password

 Password

Question 1

What is your oldest sibling's birthday month and year? (e.g ▼

your answer...

Question 2

What is the name of the place your wedding reception wa ▼

your answer...

Question 3

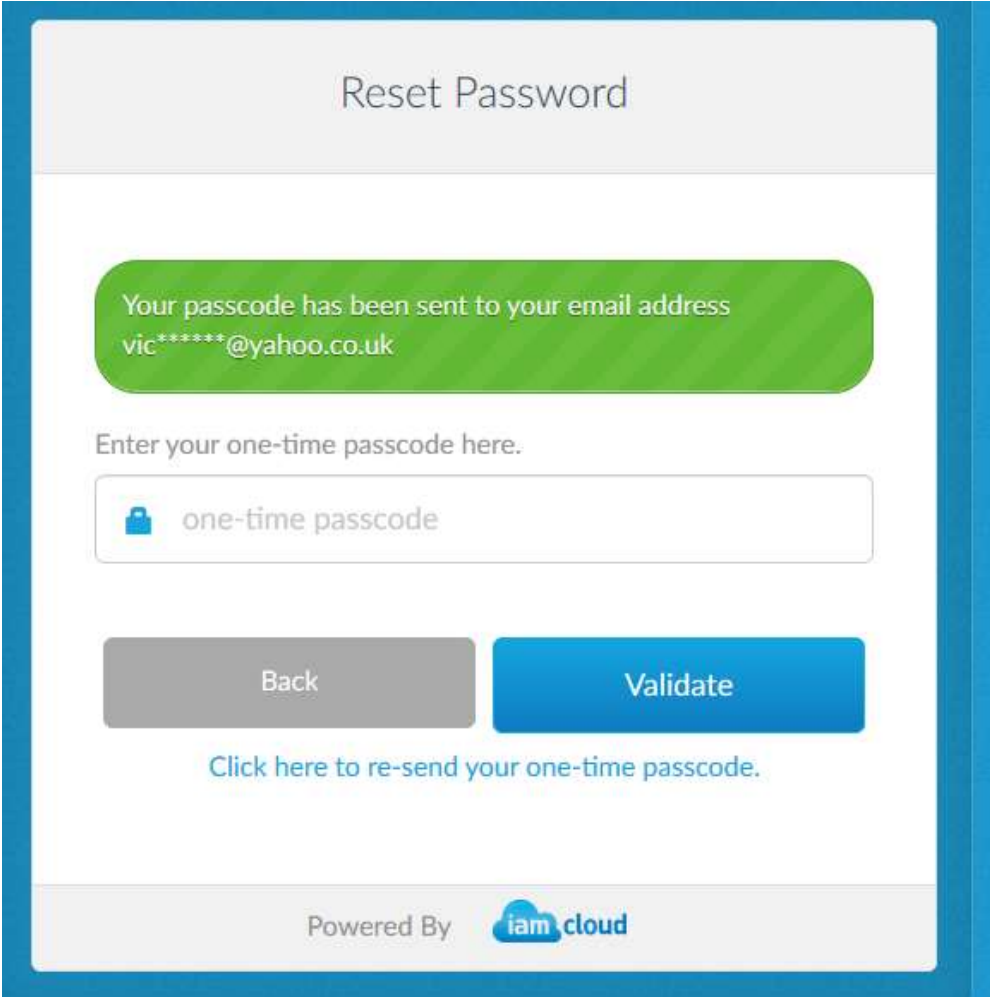
What year was your father born? ▼

your answer...

Fig 10

11. I want to reset my password with a code sent to my email address

If in Fig 4 the user selects the option to reset password by a code being sent to email address then this screen is presented:

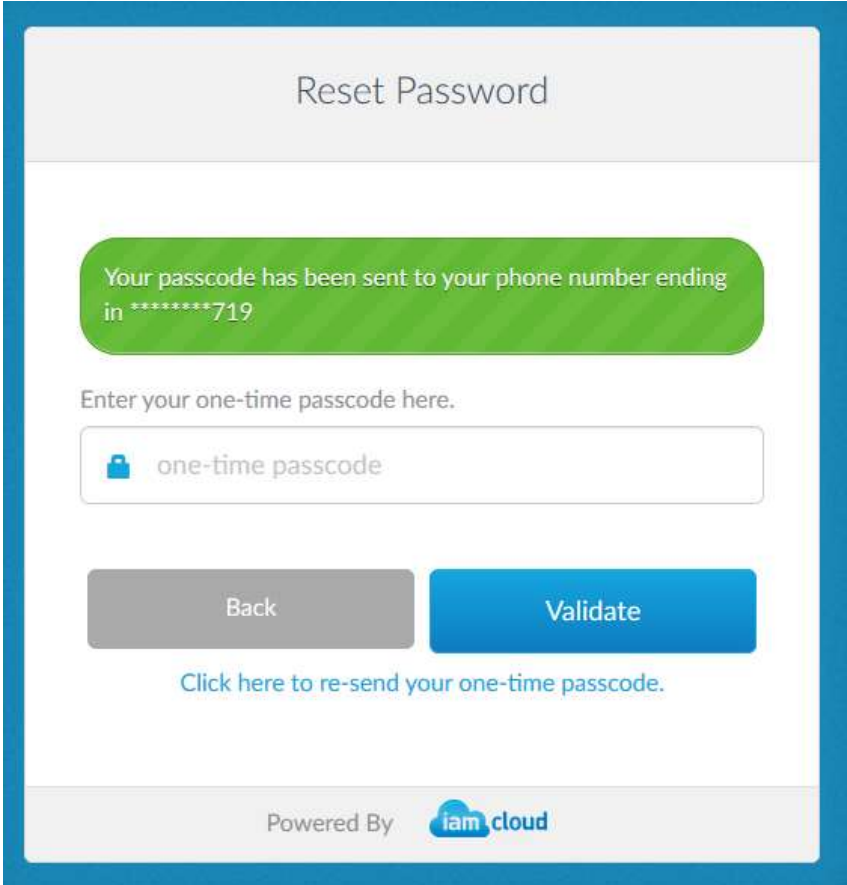


The image shows a 'Reset Password' screen. At the top, the title 'Reset Password' is centered in a light gray header. Below this, a green rounded rectangle contains the message: 'Your passcode has been sent to your email address vic*****@yahoo.co.uk'. Underneath, the text 'Enter your one-time passcode here.' is displayed. A text input field follows, containing a lock icon and the placeholder text 'one-time passcode'. Below the input field are two buttons: a gray 'Back' button and a blue 'Validate' button. A link 'Click here to re-send your one-time passcode.' is positioned below the buttons. At the bottom, a light gray footer contains the text 'Powered By' followed by the 'iam cloud' logo.

Fig 11

12. I want to reset my password with a code sent by SMS to my mobile phone

If in Fig 4 the user selects the option to reset password by a code sent to their mobile phone number then this screen is presented. The code will be valid for 3 minutes.



Reset Password

Your passcode has been sent to your phone number ending in *****719

Enter your one-time passcode here.

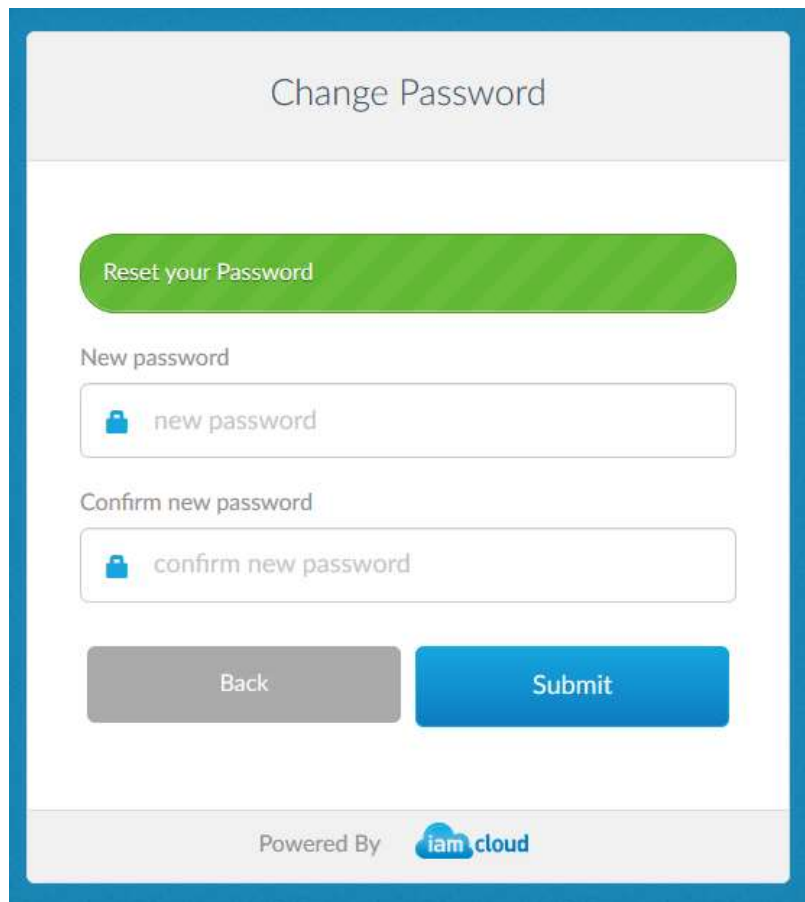
Back Validate

[Click here to re-send your one-time passcode.](#)

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Fig 12

Click Next

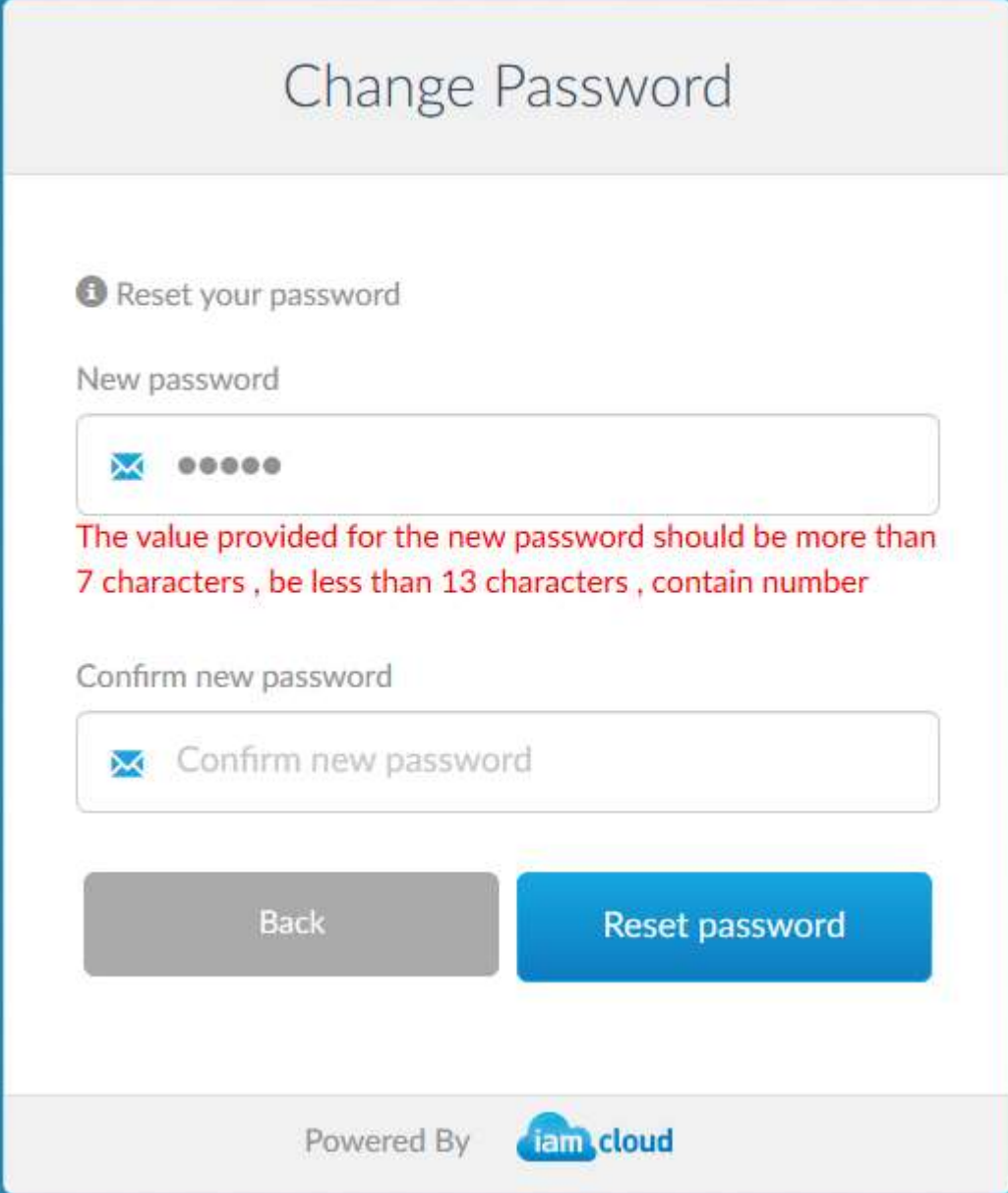


The image shows a 'Change Password' form within a blue-bordered container. At the top, a light gray header bar contains the text 'Change Password'. Below this, a green button with rounded corners and a subtle grid pattern is labeled 'Reset your Password'. Underneath the button, the text 'New password' is followed by a text input field containing the placeholder text 'new password'. Below this, the text 'Confirm new password' is followed by another text input field containing the placeholder text 'confirm new password'. At the bottom of the form area, there are two buttons: a gray 'Back' button on the left and a blue 'Submit' button on the right. The entire form is set against a light gray background. At the very bottom of the container, a light gray footer bar contains the text 'Powered By' followed by the 'iam cloud' logo.


Fig 13

Check phone and enter passcode.


Screen when password does not meet password policy



Change Password


 Reset your password

New password

 ●●●●●

The value provided for the new password should be more than 7 characters , be less than 13 characters , contain number

Confirm new password

 Confirm new password

[Back](#) [Reset password](#)


Powered By 

Fig 15

Enter valid password

Click Reset Password

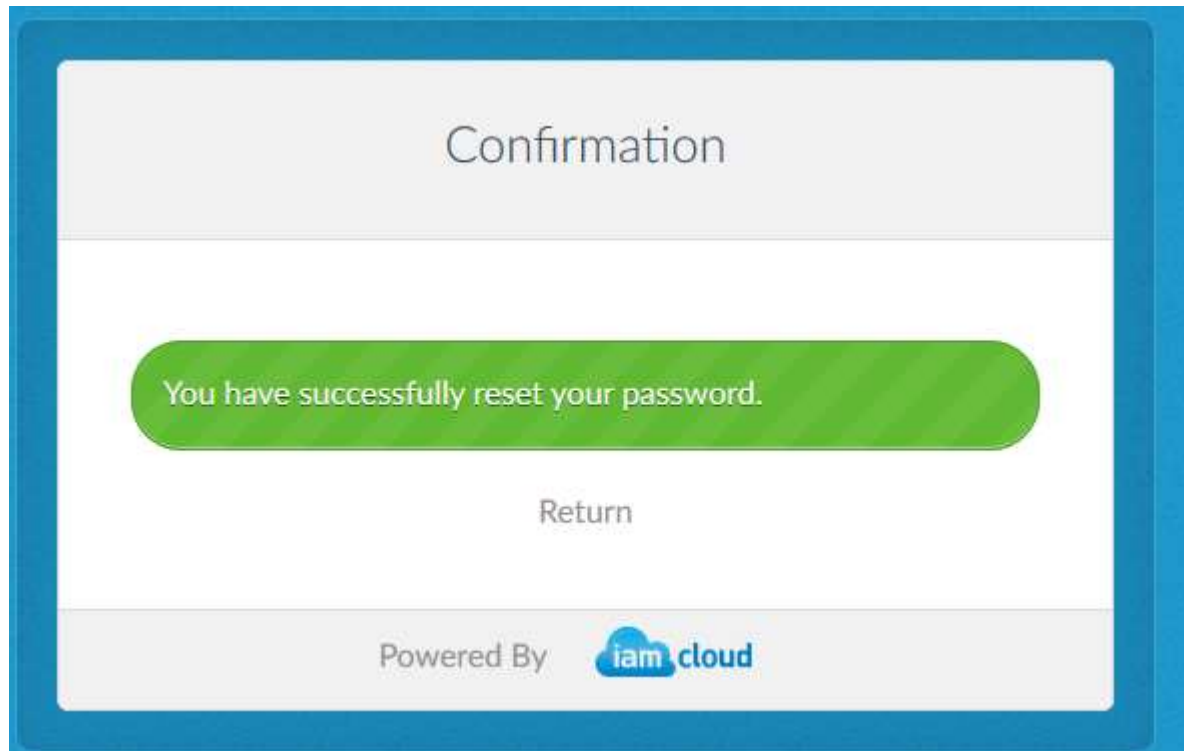


Fig 16

13. Password Policies

Administrators can apply specific password policies for their users or a classification of users via the [Admin portal](#). For example you can chose what length a password should be or how many incorrect attempts a user can have before they get locked out. Administrators can either unlock users from the portal on behalf of the users or users can have the ability to unlock the account themselves by answering their pre – set up Self Service Reset options.

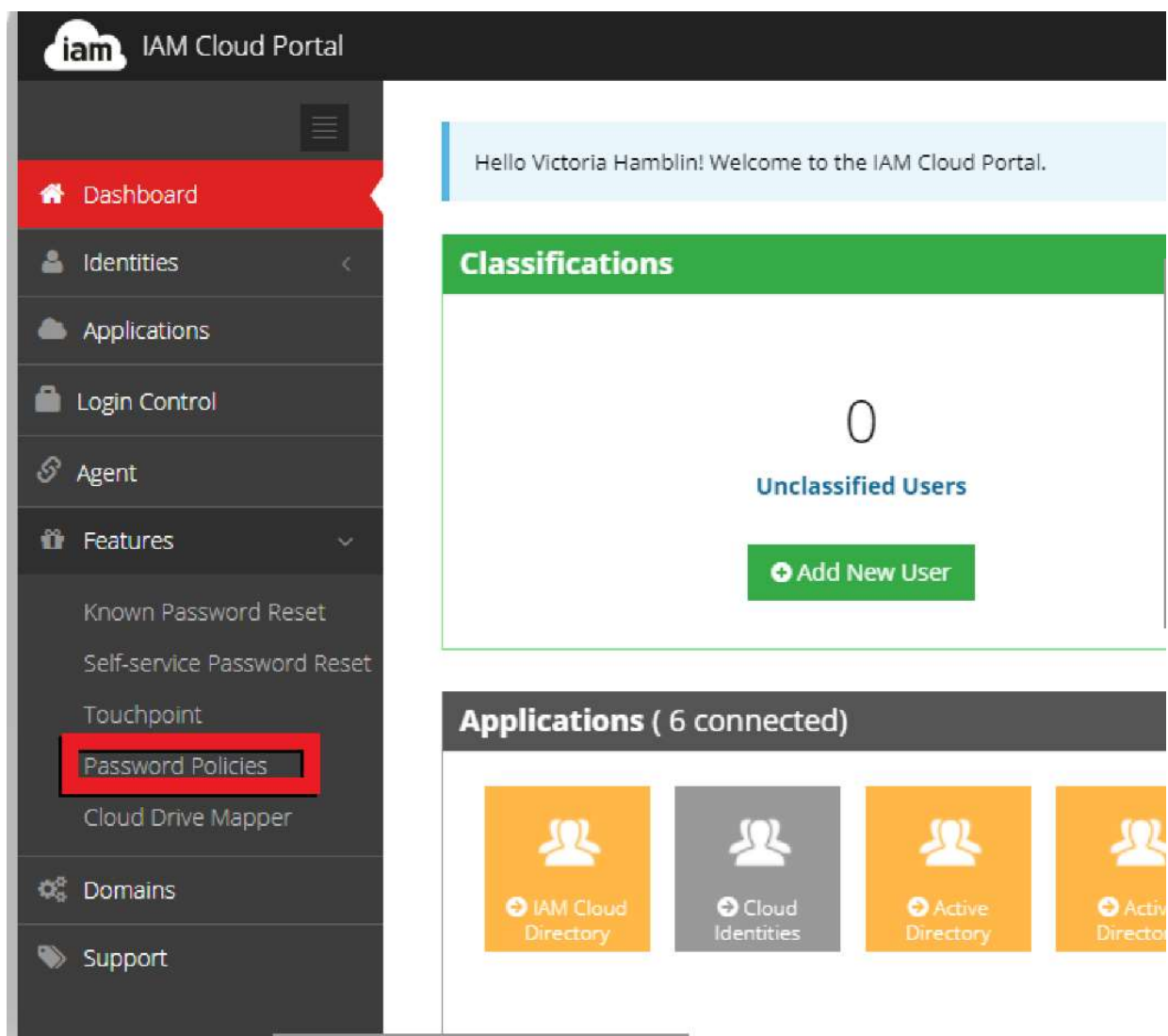


Fig 17

Select the password policy you want to apply to your users

☐ Default

☐ None

☒ Custom

Min length

Max length

☒ Should be must contain uppercase character

☒ Should be must contain number

☒ Should be must contain special character

☐ Regex

If user does not meet complexity requirements:

Force password update

Exclusion words

Exclude Username

☒

User locking

☐

Default - Users that conduct 10 failed login attempts in 60 minutes will be locked out.

☒

Custom - Users that conduct 3 failed login attempts in 5 minutes will be locked out.

Number of allowed failed attempts

Amount of time (minutes)

Lock user for:

☐

Sliding Policy

☒

Absolute Policy

Once the number of failed attempts reaches 3 in 5 minutes, the user will be locked for:

Fig 18

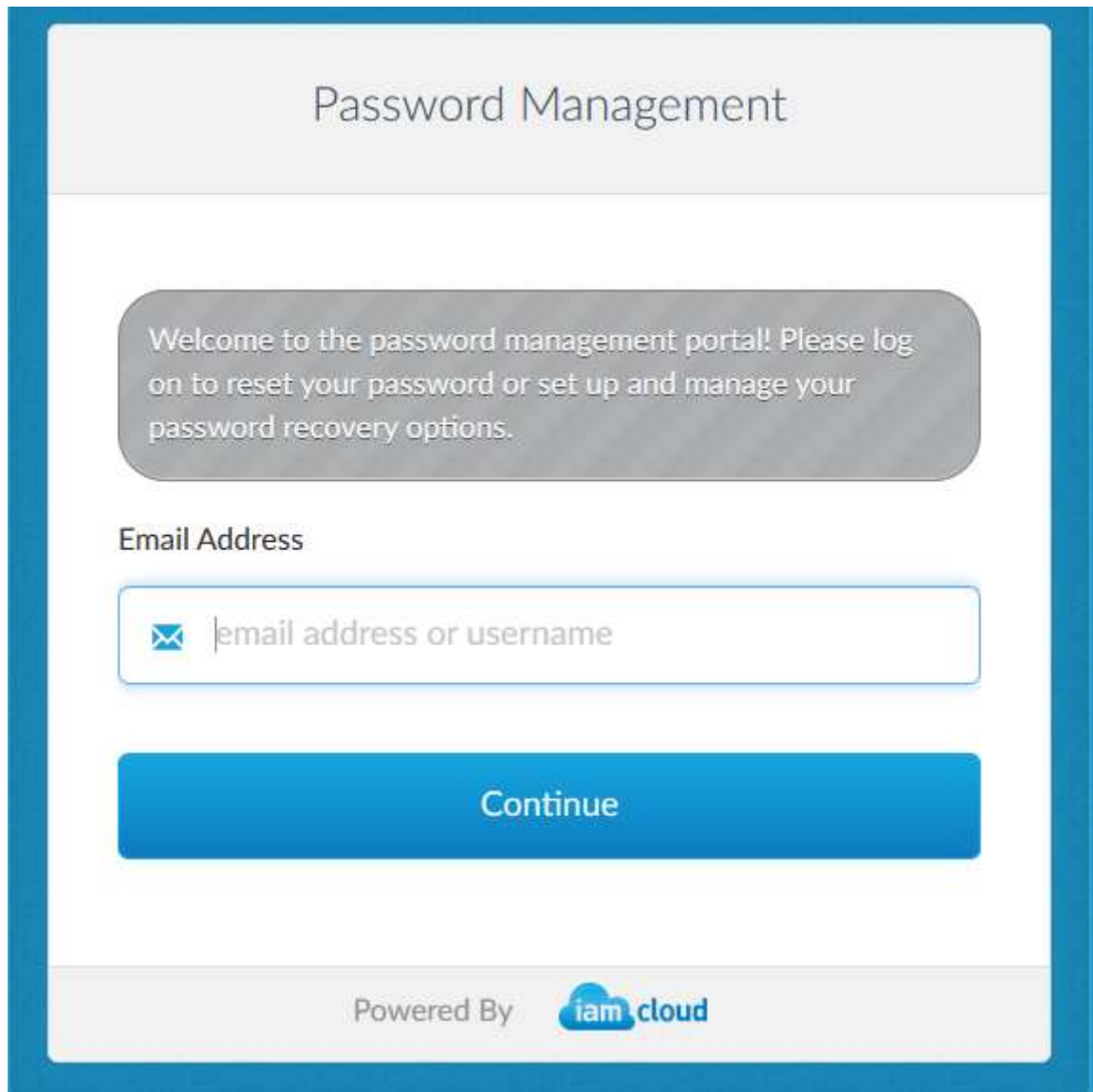
You can select any of the password policies in Fig 18.

Default sets the policy to the same as the AD default policy.

14. Setting up a dedicated Password Recovery/Management Portal for your users

Through a simple Smartlink we can also set you up a dedicated Portal where you can direct your users to change their password or setup/manage their password recovery options. All you need to do is to provide a name for the smarlink and we will do the rest. As with all our password service the portal can be customised and fully branded with your own logos and brand requirements.

The default password portal login screen looks as follows:

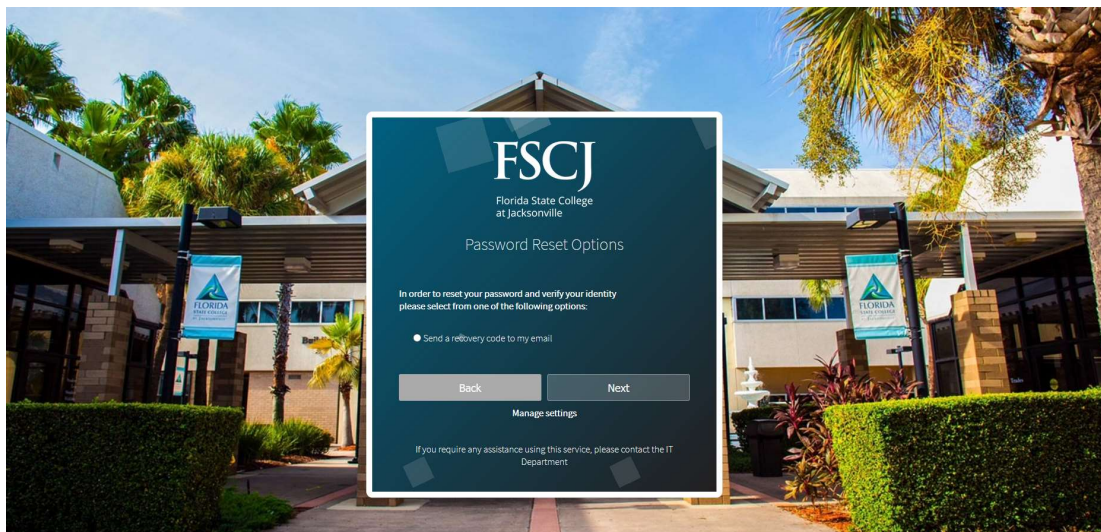
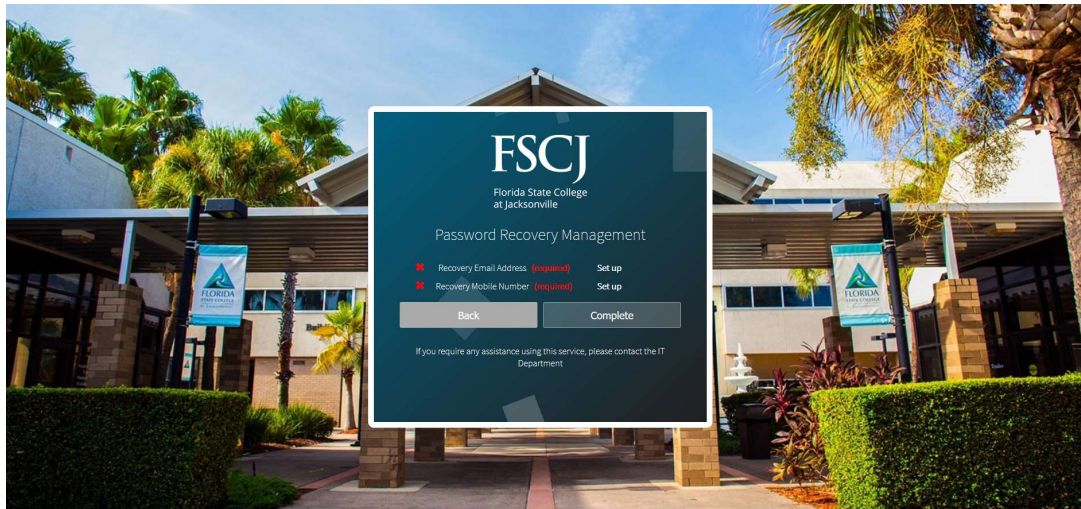


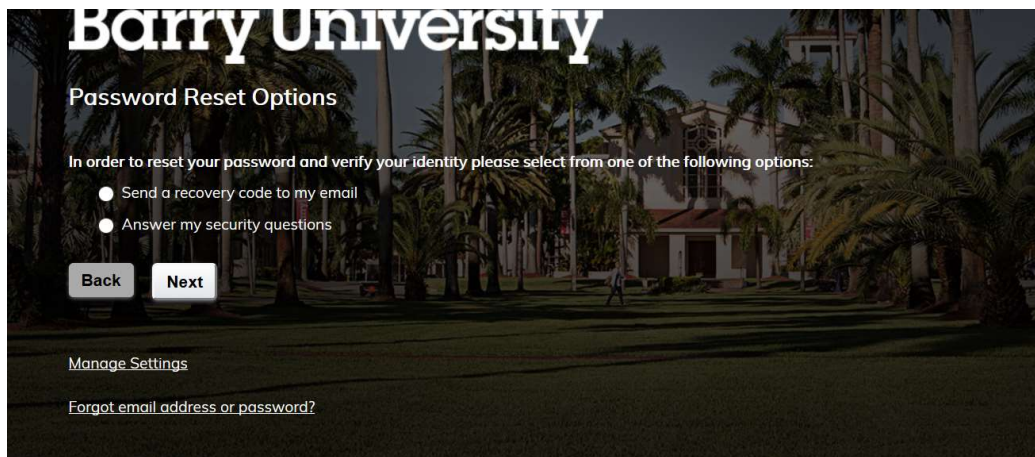
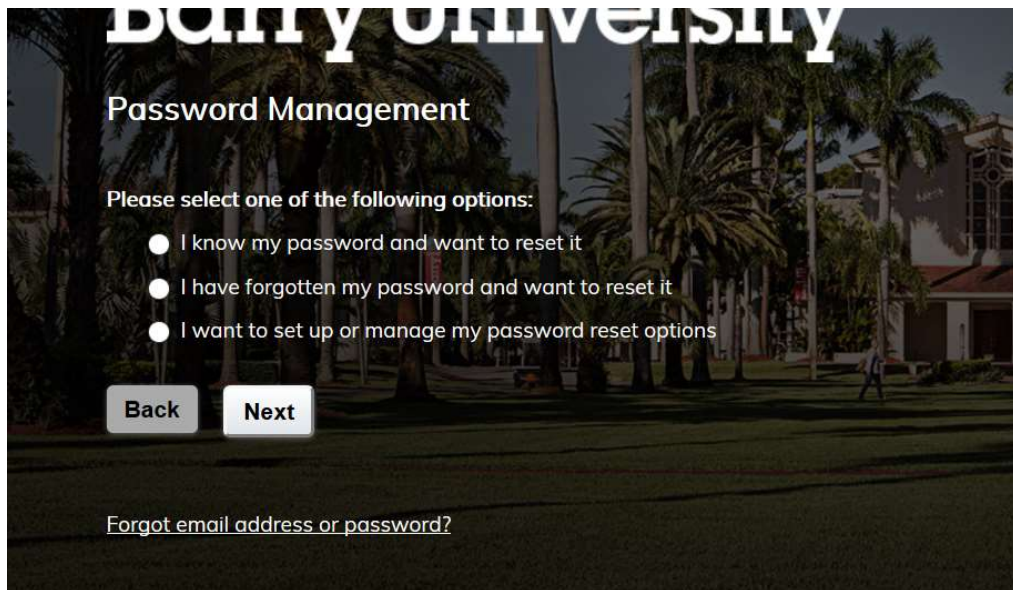
The screenshot shows a web portal titled "Password Management". It features a welcome message in a grey box: "Welcome to the password management portal! Please log on to reset your password or set up and manage your password recovery options." Below this is a label "Email Address" and a text input field with a blue envelope icon and placeholder text "email address or username". A large blue "Continue" button is positioned below the input field. At the bottom, it says "Powered By" followed by the "iam cloud" logo.

15. Customising your Password Service

As with any part of our platform you can add a [beautiful branded user experience](#).

Here are some samples:





If you are interested in adding to the user experience with your brand please do not hesitate to contact our Support Team who will be happy to assist.

16. Technical Support

If you need any assistance or have any questions at all related to the contents of this document please do not hesitate to contact the IAM Cloud support team:

IAM Cloud's Technical Support Team.

Support Portal: <http://support.iamcloud.com>

Email us: support@iamcloud.com

Phone (UK): +44 118 324 0000 Phone (US): +1 914 495 1298

For IAM Cloud Service Status information please visit [IAM Cloud Status Page](#)

For latest updates to our platform please visit [IAM Cloud Change Log](#)

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