Self-Service Password Management (SSPM)

Training Guide

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Table of Contents

Contents

Chapter 1. Introduction ............................................................................................................................... 3

Chapter 2. Register for Self-Service Password Management (SSPM) .................................................... 4
  Section 1. Prerequisites ........................................................................................................................... 4
  Section 2. First Time Registration ........................................................................................................... 4
  Section 3. Changing your Authentication Phone Number ................................................................. 7
  Section 4. Changing or Updating your Security Questions ............................................................... 9

Chapter 3. How to use Self-Service Password Management (SSPM) ...................................................12
  Section 1. Forgot Password Password ................................................................................................. 12
    Using 'Text my mobile phone' for Authentication ............................................................................. 14
    Using ‘Call my mobile phone’ for Authentication .............................................................................. 16
    Using ‘Answer my security questions’ for Authentication .............................................................. 17
  Section 2. Unlock Account ..................................................................................................................... 19
    Using ‘Text my mobile phone’ for Authentication ........................................................................... 21
    Using ‘Call my mobile phone’ for Authentication ............................................................................ 22
    Using ‘Answer my security questions’ for Authentication .............................................................. 23
  Section 3. Change Password ................................................................................................................ 24

Chapter 4. Frequently Asked Questions ................................................................................................. 27
Chapter 1. Introduction

In order to stay in line with industry security standards and prepare the enterprise for our cloud base services, such as SharePoint Online (SPO), CRM Online (CRMO) or Azure, IOT has implemented the following two features:

- Self-Service Password Management (SSPM)
- Multi-Factor Authentication

Self-Service Password Management (SSPM) is a web application which allows customers the flexibility of being able to reset some of their own passwords or unlock their accounts in a secure fashion. Customers no longer have to rely on calling the IOT Customer Service Desk for some password resets or unlocks and can change their own passwords or unlock their account at any time on any device with internet connectivity.

The Self-Service Password Management (SSPM) tool is mainly for use with your standard account for State Employees and Contractors accounts that have State email addresses (ending with IN.gov). It will also reset passwords or unlock accounts for SharePoint Online, CRM Online and Azure accounts. Some accounts that the Self-Service Password Management (SSPM) tool will not reset include:

- Admin/Elevated Accounts
- FTP Accounts
- Kiosk Accounts
- Mainframe Accounts
- Service Accounts
- Training Accounts

There may be other accounts that are not listed above that cannot be reset using the Self-Service Password Management (SSPM) tool. If you are unsure if it will work, please give it a try or call the IOT Customer Service Desk for assistance at 317-234-HELP (4357) or 800-382-1095.

Please note that once enabled customers will be prompted to register for Self-Service Password Management (SSPM) upon access to SharePoint Online, CRM Online or Azure regardless of being in a State facility.
Before you can start using the Self-Service Password Management (SSPM) tool to reset your password or unlock your account, you must first register your account. Please follow the instructions below to register your account for Self-Service Password Management (SSPM). If you are having trouble registering or need assistance with the registration process, please call the IOT Customer Service Desk at 317-234-HELP (4357) or 800-382-1095.

**Section 1. Prerequisites**

1. You must know the password to the account you are trying to register.
2. The password cannot be expired.
3. The account cannot be locked out.
4. The account cannot be disabled.
5. For contractor accounts, the account cannot be expired.

**Section 2. First Time Registration**

**Step 1.** Open any internet browser (Internet Explorer, Google Chrome, Mozilla Firefox, Safari).

**Step 2.** Browse to ‘password.in.gov’.

**Step 3.** Click on ‘Register for Password Management’.

*NOTE:* You may be prompted to re-enter your password. If you are, click the ‘re-enter my password’ button, ensure your email address is in the top box correctly, type in your password and click on ‘Sign in’.
Step 4. For the ‘Security Questions are not configured’, click on the link that says ‘Set them up now’.

*NOTE: The ‘Authentication Phone’ is optional and does not have to be completed.

Step 5. Select and answer all 5 of the security questions.

*NOTE: Answers must be at least 3 characters long and you must use different answers for each question.

Step 6. Click on ‘save answers’.
Step 7. Click on 'finish'.

Step 8. Once you see the Azure Apps page show below, you have finished enrolling in the Self-Service Password Management (SSPM) tool and can start using it to reset your password or unlock your account.
Section 3. Changing your Authentication Phone Number

Step 1. Open any internet browser (Internet Explorer, Google Chrome, Mozilla Firefox, Safari).

Step 2. Browse to 'password.in.gov'.

Step 3. Click on 'Register for Password Management'.

*NOTE: You may be prompted to re-enter your password. If you are, click the 're-enter my password' button, ensure your email address is in the top box correctly, type in your password and click on 'Sign in'.

Step 4. For the 'Authentication Phone is set to', click on the link that says 'Change'.

Step 5. Enter the new phone number in the box provided.
Step 6. Click on ‘call me’ or ‘text me’.
   a. If you clicked on ‘call me’ you will receive a phone call and need to press # on your phone when prompted.
   b. If you clicked on ‘text me’ you will receive a text message with a 6-digit code that you will need to type in the box provided and then click on ‘verify’.

Step 7. Click on ‘Finish’.

Step 8. Once you see the Azure Apps page shown below, you have finished updating the Authentication Phone associated with your Self-Service Password Management (SSPM) account.
Section 4. Changing or Updating your Security Questions

Step 1. Open any internet browser (Internet Explorer, Google Chrome, Mozilla Firefox, Safari).
Step 2. Browse to 'password.in.gov'.

Step 3. Click on ‘Register for Password Management’.
*NOTE: You may be prompted to re-enter your password. If you are, click the ‘re-enter my password’ button, ensure your email address is in the top box correctly, type in your password and click on ‘Sign in’.

Step 4. For the ‘Security Questions are configured’, click on the link that says ‘Change’.

Step 5. Click on ‘Select a new question’ for any question you want to change the answer for.
Step 6. Pick a new security question and answer it.

*NOTE: Answers must be at least 3 characters long and you must use different answers for each question.

Step 7. Click on ‘save answers’.

Step 8. Click on ‘Finish’.
Step 9. Once you see the Azure Apps page shown below, you have finished changing the security questions associated to your Self-Service Password Management (SSPM) account.
Chapter 3. How to use Self-Service Password Management (SSPM)

There are three ways to use the Self-Service Password Management (SSPM) tool which are Forgot Password, Unlock Account, and Change Password. This chapter will cover the three features and how to use them. If you are having trouble using the Self-Service Password Management (SSPM) tool or need assistance, please call the IOT Customer Service Desk at 317-234-HELP (4357) or 800-382-1095.

Section 1. Forgot Password Password

The Forgot Password feature is used to reset your password on any device that has an internet connection. It does not require that you know your previous password in order to reset it to a new password.

Step 1. Open any internet browser (Internet Explorer, Google Chrome, Mozilla Firefox, Safari).
Step 2. Browse to 'password.in.gov'.
Step 3. Click on 'Forgot Password'.

Step 4. For the User ID: field, type in your full state email address.
Step 5. Type in the characters displayed by the image into the field provided.

Step 6. Click on ‘Next’.

Step 7. Click on ‘I forgot my password’.

Step 8. Click on ‘Next’.

Step 9. Use one of the following methods below to authenticate your account.
Using ‘Text my mobile phone’ for Authentication

*NOTE: You must have setup a phone number during the registration process for the Self-Service Password Management (SSPM) tool in order to use this form of authentication.

Step 1. Click on ‘Text my mobile phone’.

Step 2. Enter your phone number that you used when you registered for the Self-Service Password Management (SSPM) tool.

Step 3. Click on ‘Text’.

Step 4. Enter the 6 digit code that was sent to your mobile phone in the box provided on the computer.
Step 5. Click on 'Next'.

Step 6. Type in a new password that complies with your Agency’s password policy.

Step 7. Type in the new password again.

Step 8. Click on 'Finish'.

Step 9. You have finished resetting your password.
Using 'Call my mobile phone' for Authentication

*NOTE: You must have setup a phone number during the registration process for the Self-Service Password Management (SSPM) tool in order to use this form of authentication.

Step 1. Click on 'Call my mobile phone'.

Step 2. Enter your phone number that you used when you registered for the Self-Service Password Management (SSPM) tool.

Step 3. Click on 'Call'.

Step 4. Answer the call and hit the # key on your phone when instructed.

Step 5. Type in a new password that complies with your Agency’s password policy.
Step 6. Type the new password in again.

Step 7. Click on ‘Finish’.

Step 8. You have finished resetting your password.

Using ‘Answer my security questions’ for Authentication

Step 1. Click on ‘Answer my security questions’.

Step 2. Answer the three security questions that are listed.
Step 3. Click on ‘Next’.

Step 4. Type in a new password that complies with your Agency’s password policy.

Step 5. Type the new password in again.

Step 6. Click on ‘Finish’.

Step 7. You have finished resetting your password.
Section 2. Unlock Account

The Unlock Account feature can be used to unlock your account if it has been locked out due to the incorrect password being entered too many times. This will unlock your account and allow you to continue to use the same password to login with.

Step 1. Open any internet browser (Internet Explorer, Google Chrome, Mozilla Firefox, Safari).
Step 2. Browse to ‘password.in.gov’.
Step 3. Click on ‘Unlock Account’.
Step 4. For the User ID: field, type in your full state email address.
Step 5. Type in the characters displayed by the image into the field provided.
Step 6. Click on ‘Next’.
Step 7. Click on 'I know my password, but still can’t sign in'.

Step 8. Click on 'Next'.

Step 9. Use one of the following methods below to authenticate your account.
Using ‘Text my mobile phone’ for Authentication

*NOTE: You must have setup a phone number during the registration process for the Self-Service Password Management (SSPM) tool in order to use this form of authentication.

Step 1. Click on ‘Text my mobile phone’.

Step 2. Enter your phone number that you used when you registered for the Self-Service Password Management (SSPM) tool.

Step 3. Click on ‘Text’.

Step 4. Enter the 6 digit code that was sent to your mobile phone in the box provided on the computer.
Step 5. Click on ‘Next’.

Using ‘Call my mobile phone’ for Authentication
*NOTE: You must have setup a phone number during the registration process for the Self-Service Password Management (SSPM) tool in order to use this form of authentication.

Step 6. You have finished unlocking your account.

Step 1. Click on ‘Call my mobile phone’.

Step 2. Enter your phone number that you used when you registered for the Self-Service Password Management (SSPM) tool.
Step 3. Click on ‘Call’.

Step 4. Answer the call and hit the # key on your phone when instructed.

Step 5. You have finished unlocking your account.

Using ‘Answer my security questions’ for Authentication

Step 1. Click on ‘Answer my security questions’.

Step 2. Answer the three security questions that are listed.
Step 3. Click on 'Next'.

Step 4. You have finished unlocking your account.

Section 3. Change Password

The Change Password feature will allow you to reset your password as long as you know your old password. This can be quicker than going through the Forgot Password feature, which requires you to answer your security questions or receive a Multi-Factor Authentication before allowing it to be reset. Please note on a state computer, it will only allow the password to be reset for the account that is logged into the computer.

Step 1. Open any internet browser (Internet Explorer, Google Chrome, Mozilla Firefox, Safari).
Step 2. Browse to 'password.in.gov'.
Step 3. Click on 'Change Password'.
Step 4. Type in your old password in the box provided

change password

User ID
Old password
Create new password
Confirm new password

submit cancel

Step 5. Type in a new password that complies with your Agency’s password policy.

change password

User ID
Old password
Create new password
Confirm new password

submit cancel

Step 6. Type in the new password again.

change password

User ID
Old password
Create new password
Confirm new password

submit cancel
Step 7. Click on ‘submit’.

change password

User ID

Old password

************

Create new password

************

Confirm new password

************

submit cancel

Step 8. Once you see the Azure Profile page shown below, you have finished changing your password.
Chapter 4. Frequently Asked Questions

Question: Who do I contact if I am having trouble with the Self-Service Password Management (SSPM) tool?

Answer: You can contact the IOT Customer Service Desk for assistance at 317-234-HELP(4357) or 800-382-1095.

Question: Will the Self-Service Password Management (SSPM) tool work with all accounts?

Answer: The Self-Service Password Management (SSPM) tool will not reset passwords for all accounts. It is designed to reset the password for your Network Account (Username/Password used to sign into the computer), SharePoint Online (SPO), CRM Online (CRMO) or Azure.

The Self-Service Password Management (SSPM) tool is mainly for use with your standard account for State Employees and Contractor accounts that have State email addresses.

Ineligible Accounts include:
- Admin/Elevated Accounts
- FTP Accounts
- Kiosk Accounts
- Mainframe Accounts
- Service Accounts
- Training Accounts

Please note that there may be other accounts that are not listed that cannot be reset using the Self-Service Password Management (SSPM) tool. If you are unsure if it will work, please give it a try or call IOT Customer Service Desk for assistance at 317-234-HELP(4357) or 800-382-1095.

Question: Is there another place to unlock an ineligible account myself?

Answer: There is currently no other way to unlock your own account besides using the Self-Service Password Management (SSPM) tool. If you are not able to use it and your account is locked out, please call the IOT Customer Service Desk for assistance at 317-234-HELP(4357) or 800-382-1095.

Question: Is there another place to reset ineligible accounts myself?

Answer: Some accounts that are ineligible for the Self-Service Password Management (SSPM) tool can reset their password at https://adfs.in.gov/adfs/portal/updatepassword.

Please note that you must know your previous password in order to use that website.