

Conduent Self-Service Password Reset— (SSPR) User Guide

For support, contact the local helpdesk.

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Preface

Introduction

Self Service Password Reset Portal (SSPR) is a component of the Access and Identity Management (AIM) system that Conduent uses to securely update password of all Conduent US employees and non-employees. It is a replacement technology to the existing Password User Provisioning System (PUPS) Password Management system. Through this new technology, you will automatically update password and information through a series of simple clicks. SSPR will perform the following tasks:

- Synchronize the password for the following:
 - Active Directory Domains - Americas, GHS, AMS, ACS-CSG, BAS, USCoopers, Client, & Partners
 - Infobank, APWorkflow, & AMP passwords.

What are the benefits of this tool?

SSPR provides an interface that you can use from your web browser. From the web interface you can reset passwords and update profile information. In addition to these benefits, this tool will also perform the following tasks:

- Self Service Password Reset functionality including forgot password functionality
- Password strength indicator
- Helpdesk verification responses

Important features

| Action | Description |
|-----------------------|---|
| Change Password | Change your current password |
| Set Password Response | Setup your forgotten password responses. These secret questions will allow you to recover your password if you forget it. |
| Account Information | Update your user profile data. |

Table 1

Logging into the SSPR system

When you're ready to start using Self Service Password Reset, all you need is your web browser. Because it works in a browser, SSPR is as easy to access as any web page. To access SSPR:

1. Open your Web browser.
2. Type <https://aim.acs-inc.com/sspr> in the address bar.
3. Type your username (WIN ID or C ID) and Password (i.e., your network password) to log into the SSPR user application.

WIN ID / CID

Current Password

Login Clear Cancel

[Forgotten Password](#) Regain access to your account if you have forgotten your password.

Note: It might sometimes take upto 20 minutes to get password synchronized with all the targets.
IT IS RECOMMENDED TO DO A PASSWORD RESET AT THE END OF THE DAY

Figure 1

4. Click **Login....**

Main Menu

The main menu is the portal page to access all of the information you may need to update or retrieve.

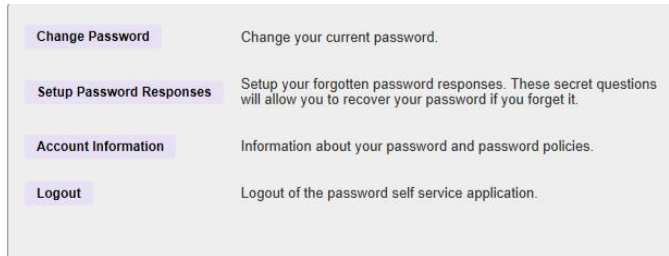


Figure 2

From this menu you can change your password, setup password responses, view account information and logout of the SSPR system.

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Change Password

The Change Password link gives you a convenient way to reset your current password for the SSPR system.

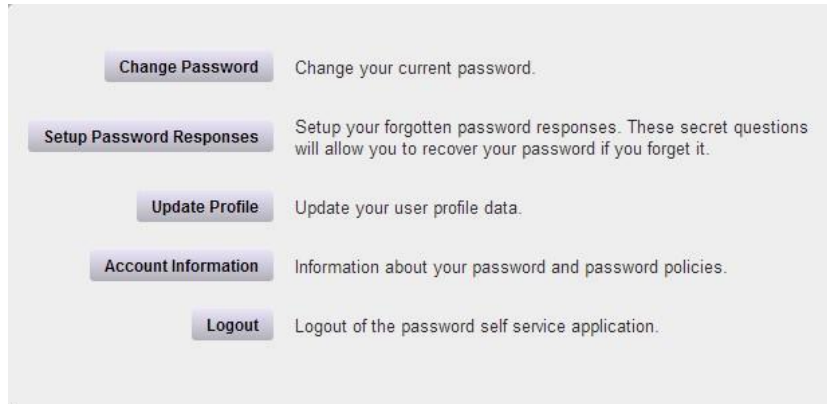


Figure 3

1. Click **Change Password**.

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 character long.
- Must be no more than 12 character long.
- Must include at least 1 number.
- Can not include more than 12 number.
- The first character can not be a symbol (non letter or number).
- Must have at least 1 lowercase letter.
- Can not include more than 8 lowercase letter.
- Must have at least 1 uppercase letter.
- Can not include more than 8 uppercase letter.
- Must not include any of the following values: test password
- Must not include part of your name or username.
- Must not include a common word or commonly used sequence of characters.
- Must have at least three types of the following characters:
 - Uppercase (A-Z)
 - Lowercase (a-z)
 - Number (0-9)
 - Symbol (!, #, \$, etc.)
- New password may not have been used previously.

» [Auto-generate a new password](#)

Please type your new password

New Password

Confirm Password

Change Password **Clear** **Show Passwords** **Cancel**

Figure 4

2. Set your new password then confirm the exact same password. Click **Change Password**. Skip the following steps.

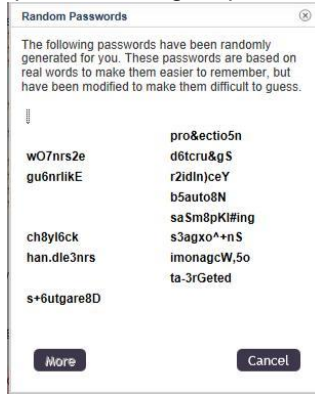


Figure 5

3. Or create new random passwords. Click **Auto-generate a new password**.

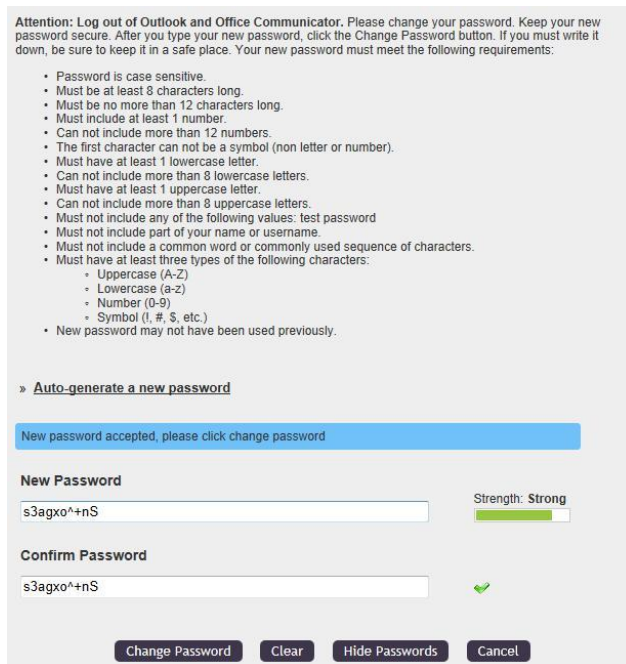


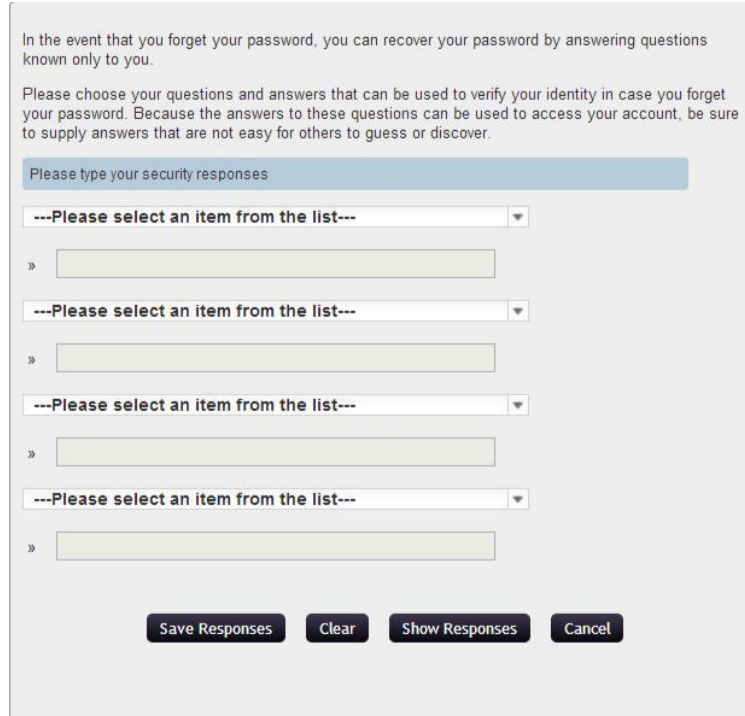
Figure 6

4. After selecting a random password, note the new random password and confirm it in the next field. Click **Change Password**.

This page was left blank intentionally.

Setup Password Responses

The Setup Password Responses allows you to select and set challenge questions and answers for the forgot password functionality. This section will also provide the Helpdesk verification questions setup. Select Setup Password Responses from the Main Menu to access this section.



In the event that you forget your password, you can recover your password by answering questions known only to you.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security responses

---Please select an item from the list---

»

---Please select an item from the list---

»

---Please select an item from the list---

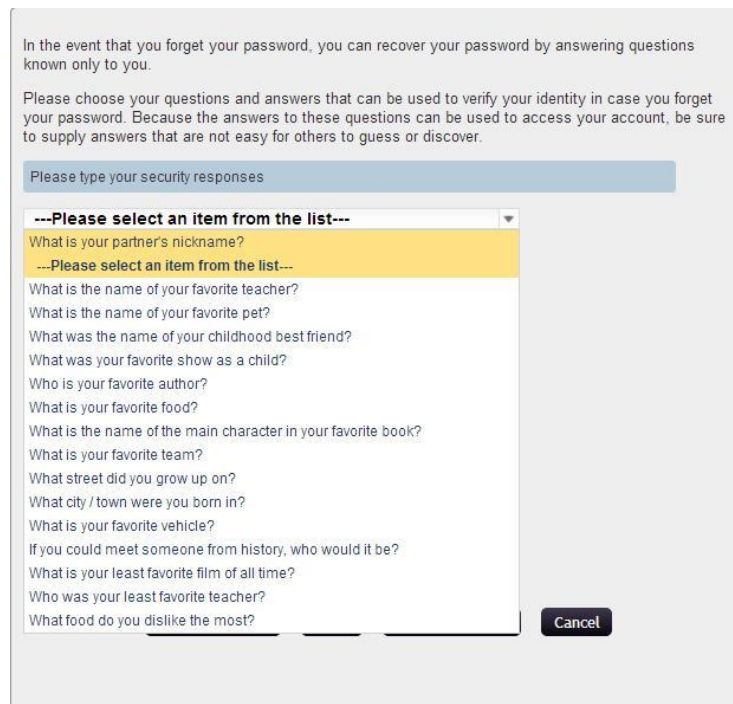
»

---Please select an item from the list---

»

Save Responses **Clear** **Show Responses** **Cancel**

Figure 7



In the event that you forget your password, you can recover your password by answering questions known only to you.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security responses

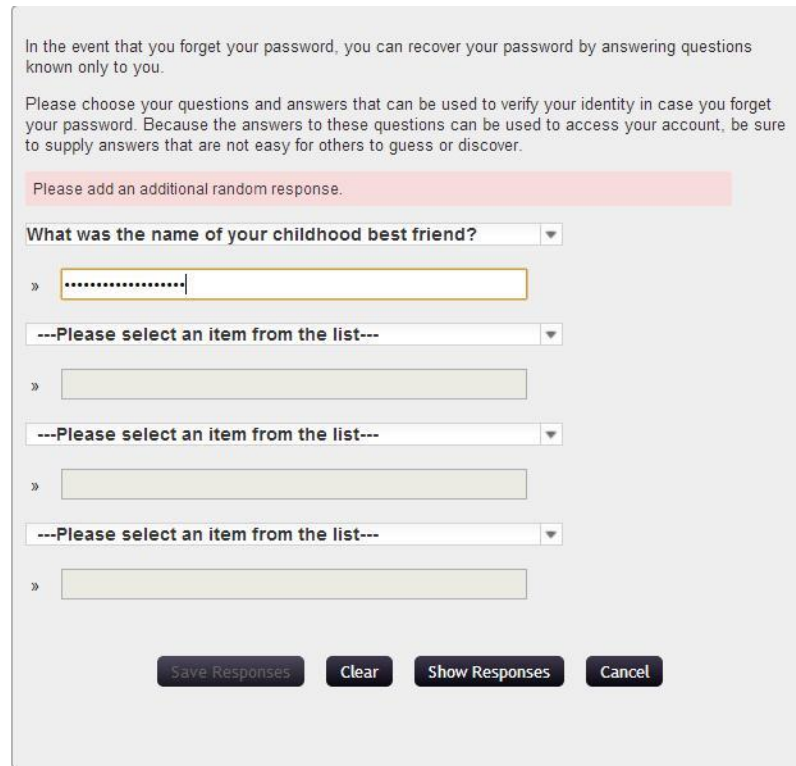
---Please select an item from the list---

- What is your partner's nickname?
- Please select an item from the list---
- What is the name of your favorite teacher?
- What is the name of your favorite pet?
- What was the name of your childhood best friend?
- What was your favorite show as a child?
- Who is your favorite author?
- What is your favorite food?
- What is the name of the main character in your favorite book?
- What is your favorite team?
- What street did you grow up on?
- What city / town were you born in?
- What is your favorite vehicle?
- If you could meet someone from history, who would it be?
- What is your least favorite film of all time?
- Who was your least favorite teacher?
- What food do you dislike the most?

Cancel

Figure 8

7. After selecting the challenge question you want to input your answer. The default is to have the answer masked, however, if you want to see the answer just select the **Show Responses** and the text will appear.



In the event that you forget your password, you can recover your password by answering questions known only to you.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please add an additional random response.

What was the name of your childhood best friend? ▾

»|

---Please select an item from the list--- ▾

» |

---Please select an item from the list--- ▾

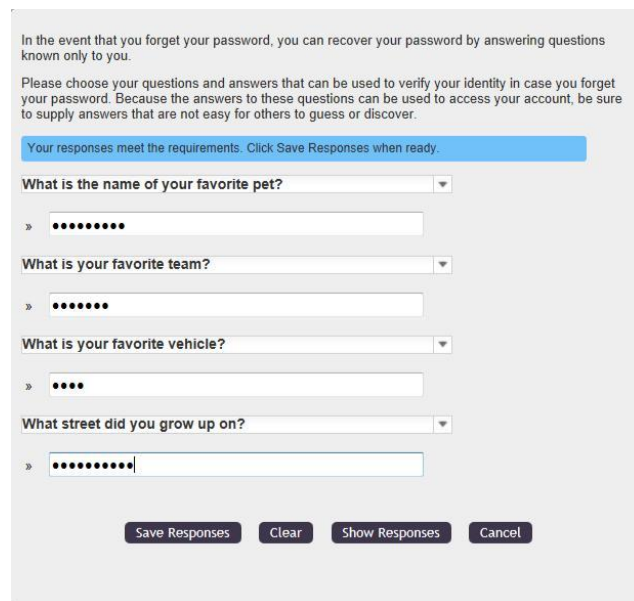
» |

---Please select an item from the list--- ▾

» |

Figure 9

8. After selecting the challenge questions and answers for all 4 questions.



In the event that you forget your password, you can recover your password by answering questions known only to you.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Your responses meet the requirements. Click Save Responses when ready.

What is the name of your favorite pet? ▾

»

What is your favorite team? ▾

»

What is your favorite vehicle? ▾

»

What street did you grow up on? ▾

»|

Figure 10

9. After response are checked. Click **Save Responses** and this will take you back to the next helpdesk verification questions.

Your administrator requires that you supply the following answers. These answers are used to verify your identity in the event that you contact your helpdesk for assistance.

Please type your security responses

What is the name of your manager?

»

Where is your office located?

»

---Please select an item from the list---

»

---Please select an item from the list---

»

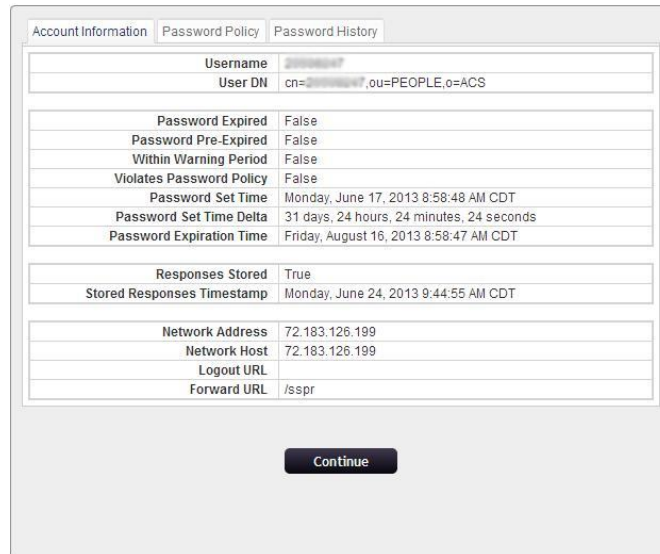
Figure 11

10. Set the 2 default questions and select 2 random questions. Click **Save Responses**.

Account Information

The account information screen allows you to view static information about your password and the Xerox/SSPR password policies. This information cannot be edited.

1. Account information tab.



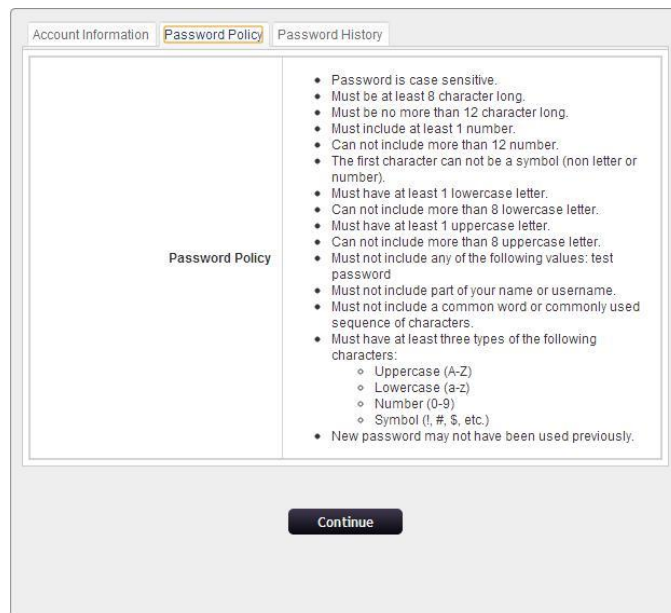
The screenshot shows a web interface with three tabs: "Account Information", "Password Policy", and "Password History". The "Account Information" tab is active. It displays a table of user details and password-related information. At the bottom, there is a "Continue" button.

| Account Information | |
|----------------------------|---|
| Username | [Redacted] |
| User DN | cn=[Redacted],ou=PEOPLE,o=ACS |
| Password Expired | False |
| Password Pre-Expired | False |
| Within Warning Period | False |
| Violates Password Policy | False |
| Password Set Time | Monday, June 17, 2013 8:58:48 AM CDT |
| Password Set Time Delta | 31 days, 24 hours, 24 minutes, 24 seconds |
| Password Expiration Time | Friday, August 16, 2013 8:58:47 AM CDT |
| Responses Stored | True |
| Stored Responses Timestamp | Monday, June 24, 2013 9:44:55 AM CDT |
| Network Address | 72.183.126.199 |
| Network Host | 72.183.126.199 |
| Logout URL | |
| Forward URL | /sspr |

Continue

Figure 12

2. Password Policy tab.



The screenshot shows the same web interface as Figure 12, but with the "Password Policy" tab active. It displays a list of password requirements. At the bottom, there is a "Continue" button.

Account Information Password Policy Password History

Password Policy

- Password is case sensitive.
- Must be at least 8 character long.
- Must be no more than 12 character long.
- Must include at least 1 number.
- Can not include more than 12 number.
- The first character can not be a symbol (non letter or number).
- Must have at least 1 lowercase letter.
- Can not include more than 8 lowercase letter.
- Must have at least 1 uppercase letter.
- Can not include more than 8 uppercase letter.
- Must not include any of the following values: test password
- Must not include part of your name or username.
- Must not include a common word or commonly used sequence of characters.
- Must have at least three types of the following characters:
 - Uppercase (A-Z)
 - Lowercase (a-z)
 - Number (0-9)
 - Symbol (!, #, \$, etc.)
- New password may not have been used previously.

Continue

Figure 13

3. Password History tab.

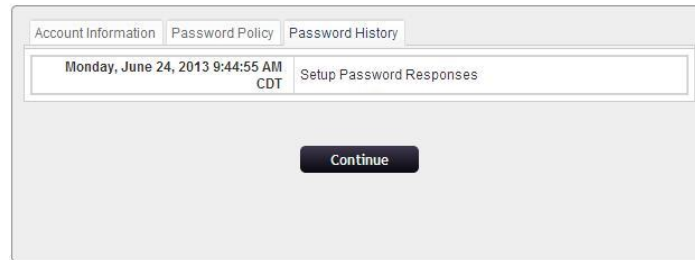


Figure 14

4. Click the **Continue** button to return to the **main menu**.

Helpful Links

Conduent IT Support

<https://itsupport.central.conduent.com>