1. OVERVIEW

Open Sesame Password Reset Portal is designed to allow the end user the ability to reset a lost password without the help of service desk. To solve the task on hand, the identity of the user needs to be verified, so that a user only can reset his or her own password and not of others. Open Sesame uses Security token (Secret questions) to verify the user identities. A self-service password reset and management solution not only reduces the number of help desk password tickets but also enhances the productivity of an end user by averting unnecessary and prolonged waits.

The application service flow as shown below

PREREQUISITE: Users have to set their security token by clicking on ENROLL/UPDATE INFO and logging in using their employee id and domain password and set their token questions

2. REGISTER FOR SELF SERVICE

To use secret questions for user verification, users must enroll in the Password Reset Service. The users have to be present in the organization’s employee database for them to use the application. The service can also be used to update the existing security tokens as well.
What is Security token

The secret questions are the security token. A user has to set two different questions as security token. One question is to be chosen from a pre-defined set of questions that are available and other is a user defined one. A question can be for example “What was the name of your first school?” The nature of the questions should be such that the user shall easily remember the answer to them, whereas others should not be likely to know the answer.

ENROLL / UPDATE INFO

a. Login with the current User Id (employee Id) and Password
b. Define your security tokens by adding a predefined and a self-defined question and answers. Click on ‘Update’ Button
c. If you have previously defined your tokens and you can change the same and click on ‘Update’ button.
Unlock locked out accounts

A password reset can be used both to reset a forgotten password as well as unlocking a locked out user account that has been locked as a result of too many failed logon attempts. A user can login and verify if the account is locked by entering his user ID. The account is not locked message is shown for unlocked accounts. If the account is locked the application redirects to the security token screen; where the user has to answer the configured security questions. When the user answers any two security questions the account is unlocked.

UNLOCK ACCOUNT

a. Click on ‘IS YOUR ACCOUNT LOCKED?’ button.
b. Enter your Employee id on the screen.
c. User will have to choose the appropriate question he/she previously selected and answer of the token he/she recorded to unlock his/her account.
3. CHANGE & RESET PASSWORD INTERFACE

In addition to resetting passwords, Open Sesame Password Reset also adheres to the password policy defined in the application. The policy can also be made in sync with password rules from below:

- Built-in domain password policy
- Active Directory Fine-grained password policies

**Change Password / Forgot Password**

a. Click on ‘FORGOT YOUR PASSWORD’ Button.
b. Enter your Employee id on the screen.
c. User will have to choose the appropriate question he/she previously selected and answer of the token he/she recorded to change/reset their password.
d. Enter the new password which complies with the domain password policy mentioned.
e. Confirm by entering same password again.
f. Click Reset Password Button

If you know your old password you can change your password by using below interface.

1. You can change your password if that is not expired.
2. You can change your password if that is not locked.
3. You can change your password or try changing password only once in a day.
4. If you want to bypass above constraints you can use Reset password interface by using your security tokens.
RESET YOUR PASSWORD

- Please provide your Domain User Id.

USER ID: 

CONTINUE  CANCEL

RESET YOUR PASSWORD

- Please provide your Domain User Id.

USER ID: 13900329

CONTINUE  CANCEL

SECURITY TOKEN

- Please answer the following question as per your enrollment profile to reset your password.

What is your favourite color? 
What is your favourite food? 
Who is your childhood friend?

CONTINUE  CANCEL
4. FAQ or ‘What do I do – I’m stuck!!’

1. **Forgot/Reset Password**: I clicked on the button and entered my userid and clicked ‘Continue’ button, but got a message ‘Invalid Employee ID’: **Reason**: Check that the userid you entered is correct. It is your Payroll Number. You need not enter as Saudiamro\12345. Just enter 12345.

2. **Forgot/Reset Password**: I forgot my password, gave correct userid, message says ‘you have not enrolled. Please wait…’ and takes me to the Enroll/Update Info and asks me sign in with my userid and password, which I forgot in the first place !!! **Reason**: Agreed that this is a Catch-22 situation, but we warned you about the pre-requisite didn’t we! Send a mail to ithelpdesk@saudiamro.com to reset your password this time, but please update your security token info at least now!

3. **Account Disabled**: I forgot my password, gave correct userid, message says ‘Your account is disabled. Please Contact your System Administrator (ithelpdesk@saudiamro.com) for further help’. **Reason**: You will not be able to reset your password or unlock your account as your account is in ‘Disabled’ status. You need to send a mail to ithelpdesk@saudiamro.com to enable your account.
4. **Unlock Account**: I am unable to login to my domain account/email account/saei, I think my account is locked. I click ‘Is your Account Locked’ button, give my userid but am get message saying ‘Account is not locked’. **Reason**: Your account is actually not locked, it could be you have given wrong password. Try to reset your password. If you face issues send a mail to ithelpdesk@saudiamro.com.

5. **Forgot Security Token answers!**: I have forgotten my password or my password not working, am not able to reset password as I have forgotten my Security token answers!! **Solution**: Tch! Tch! There is **something** you have to remember!!! Send a mail to ithelpdesk@saudiamro.com to reset your password!